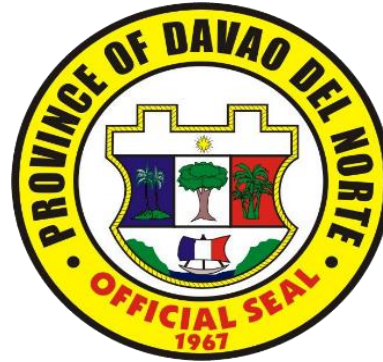




PROVINCIAL GOVERNMENT OF DAVAO DEL NORTE  
**CITIZEN'S CHARTER HANDBOOK**


2024 1ST EDITION





## PROVINCIAL GOVERNMENT OF DAVAO DEL NORTE

Approved by:

  
EDWIN J. JUBAHIB  
Governor *mf*

## CITIZEN'S CHARTER 2024 (1<sup>ST</sup> EDITION)



## **I. Mandate**

### **Local Government Code of the Philippines (Section 16)**

The Provincial Government shall efficiently and effectively ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

## **II. Vision**

Davao del Norte is a Leading, Innovative and Competitive Province with Empowered and Resilient People

## **III. Mission**

*We Commit Ourselves To Uplift The Quality Of Life For All Davaonons By:*

- Championing excellence in governance and administration towards operational peace
- Providing globally competitive products and services with local market advantage
- Adopting science-based policies and technologies in environmental protection, climate-smart agriculture, disaster-risk management, infrastructure development and social needs
- Promoting international tourism while preserving and protecting the environment and cultural heritage
- Sustaining business-friendly environment for rural and urban development
- Developing skilled and certified workforce to participate in knowledge economy and global arena
- Strengthening people's collaboration in all level of governance

Thus, ensuring sustainable inclusive development.



#### **IV. Development Thrust**

K.U.Y.A. G.O.B N.G. M.A.S.A.

**K**nowledge Management, Education and Sports  
**U**niversal health and Social Services  
**Y**ield growth agriculture and environment sustainability  
**A**dequate infrastructure and facilities

**G**reater livelihood and income opportunities  
**O**perational peace and development framework  
**B**road-based economic growth and investment

**N**urturing society  
**G**ender-responsive Development

**M**ultimodal utility network  
**A**ccess to Financial Services and Financial Inclusion  
**S**ustainable Tourism  
**A**bsorptive Capacity Development

#### **V. Service Pledge**

We, the Provincial Government Officials and Employees, passionately inspired by our institution's Vision of attaining the "highest quality of life for all Dabaonon", and deeply enlightened by the Divine Providence, do hereby solemnly pledge to:

1. Be mindful always of the Constitutional nature of our Office as a Public Trust; as such, we shall serve our Dabaonon people with accountability, utmost responsibility, loyalty and efficiency;
2. Be mindful of our organization's core values, namely:



- a. Integrity as demonstrated by honesty, transparency and strong resolve to fight graft and corruption in all levels of our bureaucracy;
  - b. Competence as demonstrated by service excellence; and
  - c. Commitment as demonstrated by constant observance of this pledge and to respond to public needs beyond official call of duty.
3. Be mindful of the reforms in Government thrust to change with the end view of transforming the institution into an organizationally dynamic, technologically responsive and gender-fair.

By virtue of this pledge we dedicate ourselves to you, our dear constituents, because you deserve no less.

So, help us God.



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## **Provincial Government Office (PGO)**

1. Issuance of Pauper's Burial Assistance
2. Issuance of Medical Assistance
3. Utilization of Governor's Office Conference Hall
4. Utilization of Government Bus



## 1. Issuance of Pauper's Burial Assistance

Pauper's Burial Assistance is provided by the office to the less fortunate individuals within the province.

<b>Office or Division:</b>	Provincial Governor's Office (PGO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Registered Death Certificate (2 Photocopies)		Civil Registrar (Place of Death)		
2. Barangay Certificate of Indigency (1 Original and 1 Photocopy)		Barangay Residency of the deceased person		
3. Claimant's Valid ID Note: Address is within Davao del Norte		Any Government Institution issued		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the complete requirements.	1.1. Check the requirements and verifies the ID of the claimant.	None	2 Minutes	<i>Officer of the Day</i> Provincial Governor's Office (PGO) – Burial Section



	1.2 Fill-up referral form signed by the burial-in-charge.		2 Minutes	
	1.3 Released accomplished referral form to client then endorse it at PSWDO.		1 Minute	
<b>TOTAL:</b>		<b>None</b>	<b>5 Minutes</b>	



## 2. Issuance of Medical Assistance

An assistance provided to the constituents of Davao del Norte that are admitted at any government hospitals who have an excess hospital bills during admission or Out Patient expenses.

<b>Office or Division:</b>	Provincial Governor's Office (PGO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. General Intake Sheet (GIS) confirmed by the client (1 Original)	Provincial Social Welfare and Development Office	
2. Identification Card or Yellow Card (admitted) (1 Photocopy)	Any Government Hospital or Clinic	
3. Prescriptions/Hospital Bills from any government physicians/hospital in Davao del Norte clinics/health units/hospitals, SMPC and any national government hospitals (1 Original)	Any Government Doctors/Physicians	
4. Valid ID of claimant and/or patient or barangay certificate if no valid ID can be presented (1 Photocopy)	Any Government Institution issued	



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Doctor's prescription/charge slip/yellow card/lab request/hospital bill.	1. Fill-up referral from signed by the Provincial Governor.	None	2 Minutes	<i>Officer of the Day</i> Provincial Governor's Office (PGO) – Medical Section
2. Present patients valid ID	2.1. Verifies client's identification card(ID).  2.2. Released accomplished referral form to client.	None	2 Minutes  1 Minute	<i>Officer of the Day</i> Provincial Governor's Office (PGO) – Medical Section
<b>TOTAL:</b>		<b>None</b>	<b>5 Minutes</b>	



### 3. Utilization of Governor's Office Conference Hall

Governors' Office Conference Hall is open for utilization for any meetings, conference or other purposes of the different sectors, offices or individual subject to its availability.

<b>Office or Division:</b>	Provincial Governor's Office (PGO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter address to the Governor (1 Original copy).		Provincial Governor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to PG Offices.	1. Check calendar logbook of availability	None	2 Minutes	<i>Staff In-charge</i> Provincial Governor's Office (PGO)
2. Receive notification of availability of venue	<b><u>If venue is available</u></b> 2.1. Notify requesting office	None	5 Minutes	<i>Staff In-charge</i> Provincial Governor's Office (PGO)
	<b><u>If venue is not available</u></b>		10 Minutes	





	2.2. Notify requesting recommend office and other means.			
	<b>TOTAL:</b>	<b>None</b>	<b><u>If venue is available</u> 7 Minutes</b> <b><u>If venue is not available</u> 12 Minutes</b>	



#### 4. Utilization of Government Bus

Provincial Government have two (2) buses donated by the Private company under the supervision and controlled by the Governors' Office. The buses will be open to utilize for the different sectors, offices or individual subject to its availability.

<b>Office or Division:</b>	Provincial Governor's Office (PGO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter address to the Governor (1 Original).  Note: Request letter shall be submitted at least 1 week before the event.		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to PGO.	1. Check calendar logbook of availability.	None	2 Minutes	<i>Staff In-charge Provincial Governor's Office (PGO)</i>
2.1 Receive notification of availability of venue	<b><u>If bus is available</u></b> 2.1. Notify requesting office	None	5 Minutes	<i>Officer of the Day Provincial Governor's Office (PGO) – Medical Section</i>



	<u><b>If bus is not available</b></u> 2.2. Notify requesting recommend office and other means.		10 Minutes	
<b>TOTAL:</b>		<b>None</b>	<u><b>If venue is available</b></u> <b>7 Minutes</b>  <u><b>If venue is not available</b></u> <b>12 Minutes</b>	



## **PGO Internal Audit Services Division (PGO-IASD)**

1. Preparation and Conduct for Facilitation of Business Process Flow (BPF)
2. Preparation of Letter of Intent for Facilitation of Risk Assessment (RA) and Risk Management Planning (RMP)
3. Conduct Facilitation on Risk Assessment (RA) and Risk Management Plan (RMP)
4. Preparation for Presentation of Risk Assessment (RA) and Risk Management Plan (RMP) Report
5. Presentation of Risk Assessment (RA) and Risk Management Plan
6. Preparation for the Conduct of Seminars/ Trainings for Business Process Flow (BPF), Risk Assessment (RA) and Risk Management Planning (RMP)



## 1. Preparation and Conduct for Facilitation of Business Process Flow (BPF)

Business Process Flow is part of directive controls in every office. It provides a visual representation of the steps in a process. It is a way to achieve a specific objective, that is related to creating value for the end user. It operates in the context of constraints, regulations & defined roles and relationships. This service is given to any Provincial offices who wish to avail the said activity.

<b>Office or Division:</b>	Provincial Governor's Office – Internal Audit Services Division (PGO-IASD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Offices of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Letter Request (1 Original).		From the requesting office, signed by the Head of Office and approved by the LCE or Provincial Administrator.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients submit approved letter request to PADO- IASD	1.1 Mark the request received as to when and what time, and record the same on the logbook	None	5 minutes	<i>Internal Auditing Assistant/ Administrative Aide III</i> PGO-IASD
	1.2 Receive requests, set schedule, and assign to responsible IAS Technical staff		30 minutes	<i>Internal Auditor IV</i> PGO-IASD



	<p>1.3 Prepare for the scheduled set, inform the requesting office of the schedule</p> <p>1.4 Ask requesting office personnel for their current/ actual processes</p> <p>1.5 If there is an existing BPF, discuss it with the concerned office for a better understanding</p> <p>1.6 If none, assist the concerned office on how to craft</p> <p>1.7 Make suggestions/ recommendations if necessary</p> <p>1.8 Instruct the concerned office personnel to craft their BPF within a specified timeframe</p>		<p>1 hour and 30 minutes</p> <p>5 minutes</p> <p>3 days</p> <p>6 days</p> <p>3 hours</p> <p>14 days</p>	<p><i>Internal Auditor II/ Internal Auditor I</i> PGO-IASD</p> <p><i>Internal Auditing Assistant/ Administrative Aide III</i> PGO-IASD</p> <p><i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I</i> PGO-IASD</p> <p><i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I</i> PGO-IASD</p> <p><i>Internal Auditor IV</i> PGO-IASD</p> <p><i>Internal Auditor II/ Internal Auditor I</i> PGO-IASD</p>
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	<p>1.9 Make the focal person present their BPF to the body</p> <p>1.10 Advise the concerned office to let their Office Head, Provincial Administrator and Local Chief Executive, affix their signatures for their final BPF</p> <p>1.10 Ask for a copy from the requesting office for documentation and future reference and forward to IAS Admin for record-keeping</p> <p>1.11 Receive and keep a copy for documentation purposes</p>		<p>1 hour</p> <p>7 days</p> <p>30 minutes</p> <p>5 minutes</p>	<p><i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I PGO-IASD</i></p> <p><i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I PGO-IASD</i></p> <p><i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I PGO-IASD</i></p> <p><i>Internal Auditing Assistant/ Administrative Aide III PGO-IASD</i></p>
<b>TOTAL:</b>		<b>None</b>	<b>30 working days, 6 hours and 45 minutes</b>	

***\*Preparation and Conduct for Facilitation of BPF qualified for multi-stage processing***



## 2. Preparation of Letter of Intent for Facilitation of Risk Assessment (RA) and Risk Management Planning (RMP)

Risk Assessment is to provide evidence-based information and analysis to make informed decisions on how to treat risks and how to arrive at the best options for internal control. Risk Management Planning refers to the coordinated activities of an organization to direct and control risks. It is on this aspect that IASD must prepare a letter of intent to the concerned office, informing them that the IASD will facilitate RA and RMP based on the AAP or as per request from the LCE prior to the conduct of audit activities.

<b>Office or Division:</b>	Provincial Governor's Office – Internal Audit Services Division (PGO-IASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Offices of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Must be included in the Annual Audit Plan (AAP) 2. As per the request of the Local Chief Executive (LCE)- preferably written		Provincial Governor's Office – Internal Audit Services Division Provincial Governor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Subject office-auditee, will just wait for their turn when the PADO- IASD will conduct RA and RMP to their respective offices	1. Instruct IAS Technical Staff to facilitate RA and RMP to the concerned office included in AAP or as per request of the LCE before audit activities	None	30 minutes	<i>Internal Auditor IV</i> PGO-IASD
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 45 minutes</b>	





### 3. Conduct Facilitation on Risk Assessment (RA) and Risk Management Plan (RMP)

RA and RMP are just two of risk management process cycle. This includes the identification, assessment and analysis, mitigation and planning. RM which is part of the key responsibilities of the management and is an integral part of an organizational processes.

The role of Internal Audit Services is to audit the organization in maintaining effective controls by evaluating their effectiveness and efficiency and by promoting continuous improvement.

<b>Office or Division:</b>	Provincial Governor's Office – Internal Audit Services Division (PGO-IASD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Offices of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Reply letter from the concerned office, relative to the conduct of RA and RMP (1 original)		From the concerned office subject to audit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Subject office-auditee submit reply letter relative to the conduct of RA and RMP to PADO- IASD	1.1 Receive, log, and forward reply letter from the concerned office relative to the conduct of RA and RMP	None	5 minutes	<i>Internal Auditing Assistant/ Administrative Aide III</i> PGO-IASD
	1.2 Receive reply letter, set schedule, and route to IAS Technical Staff		30 minutes	<i>Internal Auditor IV</i> PGO-IASD



	<p>1.3 Inform the concerned office of the scheduled set</p> <p>1.4 Discuss preliminaries and schedule of activities</p> <p>1.5 Conduct Risk Assessment:</p> <ul style="list-style-type: none"> <li>• Risk Identification</li> <li>• Risk Analysis</li> <li>• Risk Evaluation</li> </ul> <p>1.6 Conduct Risk Management Planning:</p> <ul style="list-style-type: none"> <li>• Risk Assessment</li> <li>• Risk Treatment</li> <li>• Monitoring and Review</li> </ul> <p>1.7 Prepare/ revise Risk Assessment &amp; Risk Management Plan reports and submit to IAS Head for correction/s and approval</p> <p>1.8 Evaluate reports</p> <p>1.9 If the reports are okay, the IAS Head will affix a signature for approval</p>		<p>5 minutes</p> <p>4 hours</p> <p>3 days</p> <p>6 days</p> <p>7 days</p> <p>5 minutes</p> <p>3 minutes</p>	<p><i>Internal Auditor II/ Internal Auditor I PGO-IASD</i></p> <p><i>Internal Auditor II/ Internal Auditor I PGO-IASD</i></p> <p><i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I PGO-IASD</i></p> <p><i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I PGO-IASD</i></p> <p><i>Internal Auditor II/ Internal Auditor I/ Administrative Officer IV PGO-IASD</i></p> <p><i>Internal Auditor IV PGO-IASD</i></p> <p><i>Internal Auditor IV PGO-IASD</i></p>
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	<p>1.10 If the reports have corrections, advise technical staff for revision/s</p> <p>1.11 Reproduce and book bind 2 copies of RA and RMP reports. One (1) copy for the concerned office and one (1) for IAS.</p>		<p>3 minutes</p> <p>7 days</p>	<p><i>Internal Auditor IV</i> PGO-IASD</p> <p><i>Internal Auditing Assistant/ Administrative Aide III</i> PGO-IASD</p>
<b>TOTAL:</b>		<b>None</b>	<b>30 working days, 7 hours and 51 minutes</b>	

***\*Conduct Facilitation on RA and RMP qualified for multi-stage processing***



#### 4. Preparation for Presentation of Risk Assessment (RA) and Risk Management Plan (RMP) Report

The RA and RMP will be prepared by the concerned offices with the assistance of IASD as facilitator. It provides a plan of action for the management of risks. The plan is informed by the Risk Assessment Report prepared by the concerned offices, with the support of IASD as facilitator.

<b>Office or Division:</b>	Provincial Governor's Office – Internal Audit Services Division (PGO-IASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Offices of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete RA and RMP reports from the subject office- auditee (2 copies)		Provincial Governor's Office – Internal Audit Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Subject office-auditee, will just wait for their turn when the PGO- IASD will present RA and RMP to their respective offices	1.1 Set Schedule for presentation of Risk Assessment and Risk Management Plan reports	None	(Under Normal circumstances) 30 minutes	<i>Internal Auditor IV</i> PGO-IASD
	1.2 Prepare a letter of communication to the concerned office for the presentation of RA and RMP reports		30 minutes	<i>Internal Auditor IV</i> PGO-IASD



	1.3 Submit a letter of communication to the concerned office and keep a copy for documentation purposes		15 minutes	<i>Internal Auditing Assistant/ Administrative Aide III PGO-IASD</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 15 minutes</b>	



## 5. Presentation of Risk Assessment (RA) and Risk Management Plan (RMP)

For the Local Chief Executive, the management and other concerned offices to be informed of the results of RA and RMP, there is a need to present such results before the stakeholders. This is also the opportunity that they will be informed of their respective roles in ensuring that the RA and RMP will be implemented.

<b>Office or Division:</b>	Provincial Governor's Office – Internal Audit Services Division (PGO-IASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Offices of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Reply letter from the concerned office relative to the presentation of RA and RMP reports (1 original)		From the concerned office subject to audit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Subject office-auditee submit reply letter relative to the presentation of RA and RMP to PADO- IASD	1.1 Receive, log, and forward reply letter from the concerned office relative to the presentation of RA and RMP reports	None	(Under Normal circumstances) 5 minutes	<i>Internal Auditing Assistant/ Administrative Aide III PGO-IASD</i>
	1.2 Conduct preliminaries with the concerned office		1 hour	<i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I PGO-IASD</i>



	<p>1.3 Present and discuss the content of RA and RMP reports</p> <p>1.4 Let the concerned office Head, Provincial Administrator and Local Chief Executive, affix their signature to the reports presented</p> <p>1.5 Submit copy to the concerned office, and forward IAS copy to IAS admin</p> <p>1.6 Reproduce and book bind 2 copies for RA and RMP</p>		<p>1 hour</p> <p>30 minutes</p> <p>5 minutes</p> <p>25 minutes</p>	<p><i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I PGO-IASD</i></p> <p><i>Internal Auditing Assistant/ Administrative Aide III PGO-IASD</i></p> <p><i>Internal Auditing Assistant/ Administrative Aide III PGO-IASD</i></p> <p><i>Internal Auditing Assistant/ Administrative Aide III PGO-IASD</i></p>
<b>TOTAL:</b>		<b>None</b>	<b>3 hours and 5 minutes</b>	



## 6. Preparation for the Conduct of Seminars/ Trainings for Business Process Flow (BPF), Risk Assessment (RA) and Risk Management Planning (RMP)

The conduct of seminar/ training for BPF, RA and RMP in the concerned offices will be based on a first come first serve basis. IASD staff will be given topics to be discussed during the conduct of such seminars/ training. It aims to provide learning on the benefits of having BPF, RA and RMP in their respective offices.

<b>Office or Division:</b>	Provincial Governor's Office – Internal Audit Services Division (PGO-IASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved request letter (1 original copy)		Provincial Administrator's Office Provincial Governor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Subject office-auditee submit reply letter relative to the presentation of RA and RMP to PADO- IASD	1.1 Receive, log, and forward reply letter from the concerned office relative to the presentation of RA and RMP reports	None	(Under Normal circumstances) 5 minutes	<i>Internal Auditing Assistant/ Administrative Aide III PGO-IASD</i>
	1.2 Conduct preliminaries with the concerned office		1 hour	<i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I PGO-IASD</i>





	<p>1.3 Present and discuss the content of RA and RMP reports</p> <p>1.4 Let the concerned office Head, Provincial Administrator and Local Chief Executive, affix their signature to the reports presented</p> <p>1.5 Submit copy to the concerned office, and forward IAS copy to IAS admin</p> <p>1.6 Reproduce and book bind 2 copies for RA and RMP</p>		<p>1 hour</p> <p>30 minutes</p> <p>5 minutes</p> <p>25 minutes</p>	<p><i>Internal Auditor IV/ Internal Auditor II/ Internal Auditor I PGO-IASD</i></p> <p><i>Internal Auditing Assistant/ Administrative Aide III PGO-IASD</i></p> <p><i>Internal Auditing Assistant/ Administrative Aide III PGO-IASD</i></p> <p><i>Internal Auditing Assistant/ Administrative Aide III PGO-IASD</i></p>
<b>TOTAL:</b>		<b>None</b>	<b>1 working day, 2 hours and 5 minutes</b>	



## **PGO Provincial Disability Affairs Division (PGO-PDAD)**

1. Support to Person with Disability: Provision of Assistive Devices for Persons with Disability
2. Support to Federations President of PWD of (LGUs): Provision of Financial Assistance.
3. Support to Basketball on Wheels Players: Provision on financial assistance, foods and basketball wheelchair



### 1. Support to Person with Disability: Provision of Assistive Devices for Persons with Disability

This service provides assistance to persons with disability as mandated in the Magna Carta for Disabled Persons or Republic Act 7277 signed into law in 1992, amended by Republic Act 9442 known as Magna Carta for Persons with Disabilities in 2007, and RA 10754 in 2016 respectively. Provision of assistive devices is a response of the provincial government of Davao del Norte to BP 3444 otherwise known as Accessibility Law is an act to enhance the mobility of PWDs enacted in 1983.

<b>Office or Division:</b>	Provincial Governor's Office Provincial Disability Affairs Division (PGO-PDAD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Persons with Disability ages 0-59 years old, and are residents of Davao del Norte province	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. One (1) Original Copy of Letter Request signed or thumbmark from the Client of the LGU.</li> <li>2. One (1) Original Whole-Body Picture of the client depicting his/her condition</li> <li>3. One Original Medical Certificate</li>   <li>4. One Valid Identification Card of the claimant with address in Davao del Norte, and a corresponding photocopy of the I.D. In the</li> </ol>	<p>Submit the letter along with the other requirements to the Provincial Governor's Office Provincial Disability Affairs Division (PGO-PDAD)</p> <p>Submit whole body picture along with other requirements to the PDAD</p> <p>Any Medical Certificate from any of the following hospital or medical health office:</p> <ul style="list-style-type: none"> <li>• City/Municipal Health Officer/Doctor</li> <li>• District Hospitals (KZ, CZ, IGACOSZ)</li> <li>• Provincial Health Officer/Doctor</li> <li>• Davao Regional Medical Center (DRMC)</li> </ul> <p>Valid I.D. includes primary I.D. like driver's license, Voter's I.D., Passport, Professional License, National I.D.</p>



absence of any I.D., one original copy of Barangay Certification will merit.		In cases, when the client is minor, valid I.D. of the parent/caregiver or requesting party will merit Secure Barangay Certification at the office of the barangay where the client resides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll to the system	1. Assist the client on how to enroll the system	None	2 minutes	DAO IV
2. Submit the requirements needed	2. Validate the requirements submitted by the client	None	3 minutes	DAO IV
3. Fill up the acknowledgement form & accept the assistive device	3. Check the acknowledgement form then release the assistive device	None	5 minutes	DAO IV
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	



## 2. Support to Federations President of PWD of (LGUs): Provision of Financial Assistance

This service provides financial assistance to all federation president of LGUs as their honorarium.

<b>Office or Division:</b>	Provincial Governor's Office Provincial Disability Affairs Division (PGO-PDAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Persons with Disability ages 0-59 years old, and are residents of Davao del Norte province			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FOR ASSISTIVE DEVICES: 1. Approved Activity/Project Design (Original Copy) 2. Accomplishment Report (1 original copy)		Provincial Governor's Office Provincial Disability Affairs Division (PGO-PDAD) Federations Accomplishment Quarterly Report		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Enroll to the system	1. Assist the client on how to enroll the system	None	2 minutes	DAO IV
2. Submit the requirements needed	2.1 Validate the requirements submitted by the client	None	3 minutes	DAO IV
3. Fill up the acknowledgement form & accept the assistive device	3. Check the acknowledgement form then release the assistive device	None	5 minutes	DAO IV
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	



### 3. Support to Basketball on Wheels Players: Provision on financial assistance, foods and basketball wheelchair

This service provides financial assistance, foods and basketball wheelchair to our players during the game.

<b>Office or Division:</b>	Provincial Governor's Office Provincial Disability Affairs Division (PGO-PDAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Persons with Disability ages 0-59 years old, and are residents of Davao del Norte province			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FOR ASSISTIVE DEVICES: 1. Approved Activity/Project Design (Original Copy)		Provincial Governor's Office Provincial Disability Affairs Division (PGO-PDAD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Activity design/Project design	1. Check/validate the submitted activity design	None	1 day	DAO IV-PDAD
2. Proceed to P.G. Head (PSWDO) for Approval	2.1 Review of Documents for approval	None	1 day	P.G. Dept. Head (PSWDO)
	2.2 Proceed to Provincial Budget and Accounting Office and to Treasurers Office for Fund Allocation, processing and releasing of Payroll	None	5 days	DAO IV-PDAD
3. Accept/Receive Financial Assistance	3. Notify & release Financial Assistance	None	1 hour	DAO IV-PDAD
<b>TOTAL:</b>		<b>None</b>	<b>7 days and 1 hour</b>	



## **Provincial Administrator's Office - Administrative Division (PADO-Admin)**

1. Retrieval of Documents
2. Payment to Utilities
3. Financial Assistance to the Conduct of Founding Anniversary of Barangays
4. Receiving Communications /Generating Referral Slip thru Accsys/ Dispatch of Documents
5. Simple Letters and Correspondences
6. Posting to the Bulletin Board



## 1. Retrieval of Documents

The Records Management Section keeps the records of incoming and outgoing communications for the Offices of the Provincial Governor

<b>Office or Division:</b>	Provincial Administrator's Office Administrative Division (PADO-Admin)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All possible clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request slip		PADO- Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request slip	1.1 Approves the request slip	None	5 minutes	<i>Administrative Officer IV</i> PADO-Administrative Division
	1.2 Locates/ retrieves the requested document	None	15 minutes	<i>Records Officer II</i> <i>Administrative Officer IV</i> PADO-Administrative Division
	1.3 Photocopies the requested document	None	5 minutes	<i>Administrative Assistant VI</i> PADO-Administrative Division
2. Received requested document	2. Release requested document	None	2 minutes	<i>Administrative Officer IV</i> <i>Records Officer II</i> PADO-Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>27 minutes</b>	





## 2. Payment to Utilities

Payment of utilities such as Electricity, Water, and Internet Service Providers

<b>Office or Division:</b>	Provincial Administrator's Office Administrative Division (PADO-Admin)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Public and Private Providers of Electricity, Water, Communication or Internet Services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request slip		PADO- Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives Bill	1. Personnel in charge receives billing statements personally or thru emails from utility providers of Electricity, Water, Cable, and Telephone.	None	15 minutes	Administrative Assistant V PADO-Administrative Division
2. Facilitates processing of payments	2.1 The in-charge compiles billing statements, makes summary and prepares OBR, and voucher for every bill	None	10 minutes	



	2.2 Forward documents to authorized signatory for signature	None	20 minutes	<i>Administrative Assistant V</i> PADO-Administrative Division
	2.3 Forward the documents to Provincial Budget Office for budget approval	None	1 day	
	2.4 Forward OBR, vouchers and other documents to PACC0 for checking as to appropriateness of accounts	None	4 hours	
	2.5 Forward Documents to PTO for preparation of Check and further processing and release	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 4 hours and 50 minutes</b>	



### 3. Financial Assistance to the Conduct of Founding Anniversary of Barangays

The Provincial Government of Davao del Norte recognized the celebration of Araw ng Barangay and appropriated an amount of Fifty Thousand Pesos (P50,000.00) for each barangay as financial assistance.

<b>Office or Division:</b>	Provincial Administrator's Office Administrative Division (PADO-Admin)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All barangays in Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request/ Barangay Resolution/ Activity Design/ Provincial Ordinance		Barangay Office and PADO- Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for financial assistance	1. Coordinates with the requesting party regarding the process on how to avail the assistance. Inform them to submit a request letter and activity design regarding their activity.	None	5 minutes	Administrative Assistant V PADO-Administrative Division
2. Submission of Requirements	2.1 Checks the completeness of the documents and makes entry in the logbook. In-charge may assist the requisitioning	None	20 minutes	



	Office to complete the lacking documents such as but not limited to preparation of activity design using a template and provision of a copy of Provincial Ordinance.			
	2.2 Forwards Activity Design to Provincial Budget Office (PBO) for checking of the availability of funds and securing of approval as to appropriation	None	4 hours	<i>Provincial Budget Officer</i> Provincial Budget Office
	2.3 Receives back the documents from PBO	None	5 minutes	<i>Administrative Assistant V</i> PADO-Administrative Division
	2.4 Forward the Activity Design to PA/ APAA for approval & signature	None	4 hours	<i>Provincial Administrator/ Assistant Provincial Administrator for Operations</i> Provincial Administrator's Office
	2.5 Prepares Checklist, Obligation Request (OBR) and Disbursement Voucher (DV) for signature of authorized signatory, and compile documents according to checklist	None	1 hour	<i>Administrative Assistant V</i> PADO-Administrative Division



	2.6 Forwards documents to Fund Controller for fund control	None	30 minutes	<i>Administrative Officer V</i> PADO-Administrative Division
	2.7 Forwards OBR & Voucher for signature	None	1 hour	<i>Assistant Provincial Administrator for Operations/ Supervising Administrative Officer/ Administrative Officer V</i> Provincial Administrator's Office
	2.8 Forward OBR and other documents to PBO for obligations purposes	None	4 hours	<i>Administrative Officer V</i> Provincial Administrator's Office
	2.9 Forward OBR, vouchers and other documents to PACCO for checking as to appropriateness of accounts	None	4 hours	
	2.10 Forward Documents to PTO for preparation of Check and further processing and release	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 3 hours and 5 minutes</b>	



#### 4. Receiving Communications /Generating Referral Slip thru Accsys/ Dispatch of Documents

To facilitate communications/ correspondences/ requests from the inside and outside clients of the Provincial Government of Davao del Norte.

<b>Office or Division:</b>	Provincial Administrator's Office Administrative Division (PADO-Admin)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	All (Government Employees; Clients and Stakeholders)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		Requesting Parties		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to the Receiving Area / Personnel	1. Personnel receives the letter	None	2 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
2. Secures a received copy duly stamped "received" by the receiving personnel	2.1 Personnel Stamps the request letter "received."	None	3 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
	2.2 Details of the letter-request is encoded to the Automated Communication Control System (AccSys)	None	20 minutes	<i>Administrative Aide III</i> PADO-Administrative Division



	2.3 Communication Referral Slip is printed and forwarded to the action officer	None	5 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
	2.4 Document is scrutinized and actions to be taken is noted on the face of the referral slip.	None	30 minutes	<i>Supervising Administrative Officer/ Administrative Officer IV</i> PADO-Administrative Division
	2.5 Action/s to be taken is encoded in the ACCSys and letter is forwarded to Dispatch	None	20 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
	2.6 Document is scanned and receiving sheet is prepared for dispatch	None	1 hour	<i>Administrative Officer IV</i> PADO-Administrative Division
	2.7 Document is dispatched to Office/s concerned for their information and appropriate action	None	1 day	<i>Administrative Aide III</i> PADO-Administrative Division
		<b>None</b>	<b>1 day, 2 hours and 20 minutes</b>	



## 5. Simple Letters and Correspondences

To formulate official communication replies sent to the Office of the Governor and Provincial Administrator

<b>Office or Division:</b>	Provincial Administrator's Office Administrative Division (PADO-Admin)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (Original)		Requesting Parties		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Communication to Receiving Area	1. Personnel receives the letter	None	2 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
2. Secures a received copy duly stamped "received" by the receiving personnel	2.1 Personnel Stamps the request letter "received."	None	3 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
	2.2 Details of the letter-request is encoded to the Automated Communication Control System (AccSys)	None	20 minutes	<i>Administrative Aide III</i> PADO-Administrative Division





	2.3 Communication Referral Slip is printed and forwarded to the action officer	None	5 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
	2.4 Document is scrutinized and actions to be taken is noted on the face of the referral slip.	None	30 minutes	<i>Supervising Administrative Officer/ Administrative Officer IV</i> PADO-Administrative Division
	2.5 Action/s to be taken is encoded in the ACCSys	None	10 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
	2.6 Letter with "for reply" note is forwarded to Correspondences and Secretariat Service Section (CSS) for their action.	None	1 hour	<i>Administrative Officer IV/ Administrative Officer II/ Administrative Officer I</i> PADO-Administrative Division
	2.7 Supervisor reviews the draft letter-reply	None	30 minutes	<i>Supervising Administrative Officer</i> PADO-Administrative Division
	2.8 Final letter- reply is printed	None	5 minutes	<i>Administrative Officer IV/ Administrative Officer II/ Administrative Officer I</i> PADO-Administrative Division
	2.9 Approving Officer signs the printed letter-reply	None	6 days	<i>Provincial Administrator</i> Provincial Administrator's Office
	2.10 Signed letter is dispatched to Office concerned	None	1 day	<i>Administrative Assistant V/ Administrative Aide III</i> PADO-Administrative Division
		<b>None</b>	<b>7 days, 2 hours and 45 minutes</b>	



## 6. Posting to the Bulletin Board

To facilitate posting of requests to bulletin board and issuance of certificate of Posting

<b>Office or Division:</b>	Provincial Administrator's Office Administrative Division (PADO-Admin)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (Original)		Requesting Parties		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Communication to Receiving Area	1. Personnel receives the letter	None	2 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
2. Secures a received copy duly stamped "received" by the receiving personnel	2.1 Personnel Stamps the request letter "received."	None	3 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
	2.2 Details of the letter-request is encoded to the Automated Communication Control System (AccSys)	None	20 minutes	<i>Administrative Aide III</i> PADO-Administrative Division



	2.3 Communication Referral Slip is printed and forwarded to the action officer	None	5 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
	2.4 Document is scrutinized and actions to be taken is noted on the face of the referral slip.	None	30 minutes	<i>Supervising Administrative Officer/ Administrative Officer IV</i> PADO-Administrative Division
	2.5 Action/s to be taken is encoded in the ACCSys	None	10 minutes	<i>Administrative Aide III</i> PADO-Administrative Division
	2.6 Document is posted in the bulletin board until the prescribed period	None	1 hour	<i>Records Officer II</i> PADO-Administrative Division
	2.7 Certificate of Posting is generated	None	30 minutes	<i>Records Officer II</i> PADO-Administrative Division
	2.8 Approving Officer signs the printed certificate	None	5 minutes	<i>Governor</i> Provincial Governor's Office or <i>Provincial Administrator</i> Provincial Administrator's Office
	2.9 Signed certificate is dispatched to Office concerned	None	6 days	<i>Records Officer II/ Administrative Aide III</i> PADO-Administrative Division
		<b>None</b>	<b>7 days, 1 hour and 20 minutes</b>	



## **Provincial Administrator's Office – Provincial Rehabilitation Center (PADO-PRC)**

1. Issuance of Certificate of Detention
2. Commitment Procedure (Issuance of Certificate of Appearance)
3. Admission of PDL's Visitor's
4. Release of Persons Deprived of Liberty



## 1. Issuance of Certificate of Detention

The Certificate of Detention (is issued to clients/Person Deprived of Liberty (PDL) as supporting document for Application for Parole Probation (GCTA) (Public Attorney's Office (PAO), (Parole & Probation Office), Bureau of Correction's and other in line agencies requirements

<b>Office or Division:</b>	Provincial Administrator's Office – Provincial Rehabilitation Center (PADO-PRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete Request Form (1 Original)		1. Davao del Norte Provincial Jail – PDL's Carpeta In charge		
2. Official Receipt of Certificate fee (Original)		2. Provincial Treasurer's Office		
3. Valid Government ID (Original)		3. Government Agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon Jail entry present valid ID's and inform the main gate Jail Guard duty about securing the Certificate of Detention.	1. Advise client to proceed to admin office	None	20 Minutes	<i>Gate Officer on Duty</i> PADO-PRC



2. Proceed to Admin Officer and request Accomplished request form	2. Review/receives accomplished request form and courteously advises the client to proceed to pay at the Provincial Treasurer's Office with the request form from Davao del Norte Provincial Jail Office.	None	20 minutes	Gate Officer on Duty PADO-PRC
3. Pay to fee at the Provincial Treasurer's Office	3. Processes payment and issues Official Receipt	Certificate's fee - PHP 100.00/copy	2 minutes	Local Revenue Collection Office Provincial Treasurer's Office
4. Present Official Receipt	4. Inmates Record in charge verifies the records	None	20 minutes	Prison Guard II PADO-PRC
5. Received Certificate of Detention	5. Issue Certificate of Detention signed by the Provincial Warden	None	1 minute	Provincial Warden PADO-PRC
<b>TOTAL:</b>		<b>Certificate's fee - PHP 100.00/copy</b>	<b>1 Hour and 3 Minutes</b>	



## 2. Commitment Procedure (Issuance of Certificate of Appearance)

The Certificate of Appearance is issued to committing officer (PNP officer's, BJMP officer's, CIDG officers, PDEA officer's, NBI's officers) as lawyer, service provider of other supporting document for and other line agencies requirement.

<b>Office or Division:</b>	Provincial Administrator's Office – Provincial Rehabilitation Center (PADO-PRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Commitment order from the committing court (1 Original)		1. Hall of Justice		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon Jail entry deposit firearm at the main gate.	1. Advise PNP, BJMP, CIDG, PDEA, NBI personnel to deposit their firearms at the main gate.	None	15 minutes	<i>Gate Officer on Duty</i> PADO-PRC



2. Hand in the commitment order and other supporting documents to the receiving officer.	2. Verify necessary documents such as Commitment Order, Information, Medical Certificate, and Certificate of Detention	None	7 minutes	<i>Prison Guard II / STAFF DUTY OFFICER ON DUTY</i> PADO-PRC
3. Received File copy and turn over original copy per document to the committing court	3. Submitting documents are received	None	1 minute	<i>Health In-Charge</i> PADO-PRC
4. Physical Examination	4. Physical Examination of Newly Committed Inmate	None	1 minute	<i>Health In-Charge</i> PADO-PRC
5. Request the Certificate of Appearance	3. Issue a Certificate of appearance issued by the escorting team signed by the Provincial Warden	None	15 minutes	<i>Administrative Aide IV</i> PADO-PRC
	5.a Jail booking procedures: i. Taking of Personal Data ii. Taking of PDL Mug shots iii. Finger Printing	None	10 minutes	<i>Prison Guard II</i> PADO-PRC
<b>TOTAL:</b>		<b>None</b>	<b>46 Minutes</b>	





### 3. Admission of PDL's Visitor's

The PDL's relatives and allowed list.

<b>Office or Division:</b>	Provincial Administrator's Office – Provincial Rehabilitation Center (PADO-PRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID's (1 Original)		1. Any government Entities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the valid ID's	1. Check the valid ID's write name/s of the visitor's logbook	None	2 minutes	<i>Gate Officer on Duty</i> PADO-PRC
2. Submit and sign waiver for body frisking/strip searching and thru inspection of belongings.	2. Conduct body frisking and strip searching (for new visitor's)	None	3 minutes	<i>Gate Officer on Duty</i> PADO-PRC



3. Submit Personal belongings for inspection	3. Turn over cellphone's and other contraband items	None	1 minute	<i>Gate Officer on Duty</i> PADO-PRC
4. Submit left hand for stamping	4.1 Put a stamp on visitor's left-hand which signal's that the visitors had undergone inspection and is clear for entry.	None	1 minute	<i>Gate Officer on Duty</i> PADO-PRC
	4.2 Guide the visitors to the designated visitor's area		1 minute	<i>Gate Officer on Duty</i> PADO-PRC
	4.3. Upon entry of visitor, notify PDL's to be visited and advise to entertain his/her visitor .(visiting hours 9:00 AM – 4:00 PM)	None	1 minute	<i>Senior Duty Officer/ Desk Officer</i> PADO-PRC
	4.4 After visiting hours, visitors are courteously advised to leave the area		1 minute	<i>Senior Duty Officer/ Desk Officer</i> PADO-PRC
5. At the main gate retrieve belongings and stamp sign out at the visitor's logbook.	Assisted by the Main Gate Security	None	1 minute	<i>Gate officer</i> PADO-PRC
<b>TOTAL:</b>		<b>None</b>	<b>11 Minutes</b>	



#### 4. Release of Persons Deprived of Liberty

The Persons Deprived of Liberty (PDL) relatives and allowed visitor's list.

<b>Office or Division:</b>	Provincial Administrator's Office – Provincial Rehabilitation Center (PADO-PRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID's (1 Original)		1. Any government Entities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving of Release Order from Issuing Court & Certificate from the Office of the Clerk of Court	1.1 Upon receipt of the release order and OCC certificate (a Certificate from the Clerk of Court certifying that the PDL's to be release has no other pending cases), the records officer will verify the authenticity of the Release Order from the issuing court	None	3 minutes	<i>Prison Guard II</i> PADO-PRC



	1.2 After verification of the Release Order, the Records Officer will retrieve the carpeta for issuance of release paper	None	5 minutes	<i>Prison Guard II</i> PADO-PRC
2. Finger Printing on Release Paper	2. Assisted by the Senior Desk Officer	None	1 minute	<i>Senior Duty Officer/ Desk Officer</i> PADO-PRC
3. Signing the Release Paper	3. Release paper to be signed by the following:	None	1 minute	<i>Prison Guard II/ Prison Guard on Duty</i> PADO-PRC
	a. Releasing Officer	None	1 minute	
	b. Desk Officer	None	1 minute	
	c. Cell Administrator	None	1 minute	
	d. Gate Officer	None	1 minute	
	e. Approval of Release	None	1 minute	<i>Provincial Warden</i> PADO-PRC
4. PDL's Release	4. Release of PDL's of personal belongings upon commitment; shall be released.	None	1 minute	<i>Senior Duty Officer/ Desk Officer</i> PADO-PRC



5. Receiving of Release Order from Issuing Court & Certificate from the Office of the Clerk of Court	5. Upon receipt of the release order and OCC certificate (a Certificate from the Clerk of Court certifying that the PDL's to be release has no other pending cases), the records officer will verify the authenticity of the Release Order from the issuing court	None	3 minutes	<i>Prison Guard II</i> PADO-PRC
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	



## **Provincial Administrator's Office – Information Technology Division (PADO-ITD)**

1. Facial Recognition Registration
2. HRIS Referral and Consultation
3. Software Installation and Upgrades
4. ICT Technical Assessment
5. ICT Technical Assessment and Inspection
6. ICT Equipment (Computers, Printers, etc.) Installation and Repairs
7. Network Installation and Repairs
8. Equipment Movements
9. Virtual Meeting Hosting and Support
10. ICT Related Request and Technical Support



## 1. Facial Recognition Registration

The Facial Recognition System through HRIS is used to generate the Daily Time Records (DTRs) of the employees. To register, all employees rendering standard eight (8) work hours are required to register their face via facial recognition device, same process with employees working on shifts (between night to daybreak, Monday - Sunday).

<b>Office or Division:</b>	Provincial Administrator's Office – Information Technology Division (PADO-ITD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Newly Hired Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ID number (Written)		Provincial Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide ID number to IT-HRIS Help Desk	1. Receive ID number and check Appointment (certified copy)	None	3 minutes	<i>IT-HRIS Help Desk Personnel</i> PADO-IT
2. Facial recognition registration	2. Facilitate the registration of the client's face	None	5 minutes	<i>IT-HRIS Help Desk Personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>8 Minutes</b>	



## 2. HRIS Referral and Consultation

The Human Resource Information System (HRIS) referral and consultation are services provided by the IT Division for employees who have concerns about HRIS, such as applying or returning their Justifications, PTLOS, Pass Slips, Daily Time Records (DTRs), mobile app accessibility, EBATS area assignment, employee group transferring, among others.

<b>Office or Division:</b>	Provincial Administrator's Office – Information Technology Division (PADO-ITD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact IT-HRIS Help Desk thru IP Phone number and relay the concerns	1.1. Verify and determine the issue/s concerned  1.2. Provide the necessary actions	None	8 minutes	<i>IT-HRIS Help Desk Personnel</i> PADO-IT
2. Receive updates thru phone call	2. Give updates	None	2 minutes	<i>IT-HRIS Help Desk Personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	





### 3. Software Installation and Upgrades

Software Installation and updates are provided to PGDdN employees who requested for the installation of software such as patches (provided by the software supplier or downloaded from the internet), anti-virus software, operating system as well as upgrades or any Office applications that include word-processing or spreadsheet applications, shared-based systems, among others. This service is attended by the PAdO-IT Division personnel or authorized personnel only. It helps to cut-off red tape.

<b>Office or Division:</b>		Provincial Administrator's Office – Information Technology Division (PADO-ITD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or visit the IT-IDMS and state the query	1.1. Filling up of Request Form for specific service needed  1.2. Verify and evaluate the request  1.3. Apply necessary actions (if any)	None	30 minutes	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>30 Minutes</b>	



#### 4. ICT Technical Assessment

This refers to the conduct of technical evaluation and assessment by ICT TWG Member for the purchase request and abstract of the procurement for quality standard and correct descriptions/specifications of items and projects.

<b>Office or Division:</b>	Provincial Administrator's Office – Information Technology Division (PADO-ITD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees, Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or visit the IT-IDMS and inquire on the unit specification	1.1. Ask details	None	10 mins	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
	1.2. Provide recommendations		10 mins	
<b>TOTAL:</b>		<b>None</b>	<b>20 Minutes</b>	



## 5. ICT Technical Assessment and Inspection

This refers to the conduct of inspection of newly acquired ICT equipment delivered and owned by the Provincial Government to prevent defective products from being distributed and meet the end-user requirements.

<b>Office or Division:</b>	Provincial Administrator's Office – Information Technology Division (PADO-ITD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees, Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or visit the IT-IDMS and ask for inspection	1.1 Inspect the Unit	None	30 mins	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
	1.2 Sign the technical inspector in ARE		5 mins	
<b>TOTAL:</b>		<b>None</b>	<b>35 Minutes</b>	



## 6. ICT Equipment (Computers, Printers, etc.) Installation and Repairs

Hardware and Network Repair are one of the functions of the PAdO-IT Division which involve addressing issues on hardware and network connectivity. The task mainly involves reformatting/resetting computers and LAN Repair with the consent of the owner.

<b>Office or Division:</b>		Provincial Administrator's Office – Information Technology Division (PADO-ITD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or visit the IT-IDMS and state the query	1.1. Verify and evaluate the query 1.2. Apply necessary actions (if any)	None	1 day	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>1 day</b>	



## 7. Network Installation and Repairs

Backbone Infrastructure Repair and/or Maintenance are performed by the PAdO-IT Division to constantly ensure the functionality of the backbone infrastructure for both hardware (e.g. switches, servers) and software (e.g. end-point, firewall); and the internet and network connection within the Provincial Capitol. This also includes servicing computer units that incur immense damage and are already dysfunctional.

<b>Office or Division:</b>	Provincial Administrator's Office – Information Technology Division (PADO-ITD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or visit the IT-IDMS and state the query	1.1. Verify and evaluate the query 1.2. Apply necessary actions (if any)	None	2 days	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>2 days</b>	



## 8. Equipment Movements

Equipment Movements are carried out by the PAdO-IT Division or its authorized personnel for PGDdN employees who requested to transfer any ICT equipment/assets (except for mobile computers such as notebooks, laptops and wireless user devices) from one particular office to the other

<b>Office or Division:</b>	Provincial Administrator's Office – Information Technology Division (PADO-ITD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or visit the IT-IDMS and state the query	1.1. Verify and evaluate the query 1.2. Apply necessary actions (if any)	None	2 days	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>2 days</b>	



## 9. Virtual Meeting Hosting and Support

PAdO-IT Division or authorized personnel are responsible for providing participants with the necessary support and resources to make the most out of their online meetings, webinars, or conferences.

<b>Office or Division:</b>	Provincial Administrator's Office – Information Technology Division (PADO-ITD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or visit the IT-IDMS and state the query	1.1. Verify and evaluate the query 1.2. Apply necessary actions (if any)	None	2 days	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>2 days</b>	



## 10. ICT Related Request and Technical Support

PAdO-IT Division or authorized personnel are tasked with ensuring the security and stability of internet and network connectivity and any other ICT technical support required for events within the Capitol premises, whether they are exclusive DavNor events, other government offices (local/national), or private gatherings/events, through requests.

<b>Office or Division:</b>	Provincial Administrator's Office – Information Technology Division (PADO-ITD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or visit the IT-IDMS and state the query	1.1. Verify and evaluate the query 1.2. Apply necessary actions (if any)	None	1 day	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
Submit Letter Request addressed to Provincial Administrator thru PADO IT head	2.1. Approved letter request 1.2. Apply necessary actions (if any)	None	3 days	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>4 days</b>	





## **Provincial Administrator's Office - Cooperative and Investment Development Division (PADO-CIDD)**

1. Facilitation of the Application for Accreditation of the Cooperative to the Provincial Government of Davao del Norte
2. Facilitation of the Registration of the Organized KAAGAPAY Associations to the Department of Labor and Employment (DOLE)
3. Membership to Davao del Norte Credit Surety Fund Program through Davao del Norte Credit Surety Fund Cooperative (DNCSFC)
4. Facilitation of the Member Coop loan under Credit Surety Fund Cooperative Program
5. Awards and Recognition of Cooperatives (Provincial Level)
6. Human Capital Enhancement Program (Trainings and Seminars for cooperatives and associations)



## 1. Facilitation of the Application for Accreditation of the Cooperative to the Provincial Government of Davao del Norte.

Accreditation for Cooperatives is granted to duly registered cooperatives applying for accreditation in order to avail government assistance and or be able to represent in the local special bodies as mandated by the DILG and COA.

<b>Office or Division:</b>	Provincial Administrator's Office – Cooperative and Investment Development Division (PADO-CIDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen	
<b>Who may avail:</b>	Cooperatives	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Application of Letter (1 original copy & 4 photocopies)	Concerned Coop Applicant for accreditation
	2. CCDC/MCDC Endorsement (1 original copy & 4 photocopies)	Municipal/City Coop Dev't. Council
	3. Duly accomplished Application Form Coop Accreditation (1 original copy and 4 photocopies)	Filing in charge of the coop applicant for coop accreditation
	4. Duly approved Board Resolution (signifying intention to be accredited in the Province of Davao del Norte (1 original copy & 4 photocopies)	Filing in charge of the coop applicant for accreditation



<p>5. Certificate of Registration with CDA; (5 photocopies)</p>	<p>Filing in charge of the coop applicant for accreditation</p>
<p>6. Organizational purposes and objectives (Articles of Cooperation)- 5 photocopies</p>	<p>Filing in charge of the coop applicant for accreditation</p>
<p>7. List of current Officers (BOD &amp; Management) and Members with their corresponding paid-up capital share; (5 photocopies)</p>	<p>Filing in charge of the coop applicant for accreditation</p>
<p>8. Annual Accomplishment Report for the immediately preceding year/ Performance/ Track Record; (5 photocopies)</p>	<p>Secretary of the coop applicant for Accreditation</p>
<p>9. Minutes of Annual General Assembly certified by the coop secretary (3 years) ;( 5 photocopies per year)</p>	<p>Filing in charge of the coop Applicant</p>
<p>10. Annual Report to CDA / CAPR (3 years); (5 photocopies per year)</p>	<p>Bookkeeper of the coop applicant for accreditation</p>
<p>11. Financial Statement for the last 3 years duly audited by an external auditor; (5 Photocopies per year)</p>	<p>Concerned coop applicant for accreditation</p>
<p>12. Organizational Structure; (5 photocopies per year)</p>	



13. Accreditation fee of P100.00 which shall be paid to PTO;		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Checklist for Cooperative Accreditation at PADO-CIDD	1. Provide Checklist of Coop Application for Accreditation and explained each items written therein.	None	2 Minutes	<i>Cooperative Development Specialist II</i> PADO-CIDD
2. Submit requirements for coop accreditation as specified in the checklist.	2.1 Receive and check the bind in folders in 5 sets	None	10 Minutes	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.2 Re-evaluate the documents and package it and schedule for ocular inspection to validate client eligibility and existence.	None	1 day	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.3 Conduct ocular inspection	None	1 day	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.4 After ocular inspection prepare assessment report to be submitted to the Division Head	None	1 Hour	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.5 Endorse Complete documents in 5 folders to PADO-Admin Division for endorsement to SPO for	None	15 days (Dependent on the action of PADO Admin Division)	<i>Cooperative Development Specialist II</i> PADO-CIDD



	inclusion to the agenda and for Approval during SP Session		and the SPO Office and the SP Approval	
	2.6 Follow up to the SP office for its approval and if approved, secure copy of resolution	None	10 Minutes.	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.7 Inform client to get copy of their resolution	None	2 Minutes.	<i>Cooperative Development Specialist II</i> PADO-CIDD
3. Pay Accreditation Fee to PTO.	3. Secure copy of the OR from PTO and have it included in the folder	Accreditation fee – PHP 100.00	3 Minutes Dependent on the action of the collection officer of PTO	<i>Coop authorize representative/ Cooperative Development Specialist II</i> PADO-CIDD
<b>TOTAL:</b>		<b>Accreditation fee – PHP 100.00</b>	<b>17 Days, 1 Hour, and 27 Minutes</b>	

***\*Facilitation of the Application for Accreditation of the Cooperative to the Provincial Government of Davao del Norte is qualified to multi-stage processing.***



## 2. Facilitation of the Registration of the Organized KAAGAPAY Associations to the Department of Labor and Employment (DOLE)

To ensure that these organized KAAGAPAY Associations become a legitimate group of people with juridical personality through DOLE registrations.

<b>Office or Division:</b>	Provincial Administrator's Office – Cooperative and Investment Development Division (PADO-CIDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	Cooperatives	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Duly accomplished DOLE Registration Form (1 original and 5 photocopies)</li> <li>2. Organizational Minutes of Meeting and duly accomplished attendance sheet (1 original and 5 photocopies)</li> <li>3. Constitution and by Laws (1 original and 5 photocopies)</li> <li>4. List of Members (1 original and 5 photocopies)</li> <li>5. List of Officers (1 original and 5 photocopies)</li> </ol>	From the concerned KAAGAPAY Association Applicants	



6. Treasurer's Certification (1 original and 5 photocopies) 7. Resolution for the ratification of CBL (1 original and 5 photocopies) 8. Photocopies of valid IDs of the officers. (1 original and 5 photocopies)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist and other forms for the Registration of Associations to DOLE at PAdO-CIDD	1. Provide Checklist and other forms for the Registration of organized KAAGAPAY Associations to DOLE	None	2 Minutes	<i>Cooperative Development Specialist II</i> PADO-CIDD
2. Submit accomplished documents to the focal person for evaluation and checking	2.1 Receive and check as to the completeness of the documents.	None	15 Minutes	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.2 Review documents Received and make corrections if needed	None	1 Day	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.3 Package 6 sets documents including labelling of files	None	1 Day	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.4 Endorse to PLO for notarial	None	10 Minutes	<i>Cooperative Development Specialist II</i> PADO-CIDD



	2.5 Secure documents from PLO after its notarial	None	10 Minutes (Depends on the availability of the Lawyer)	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.6 Submit documents for registration to DOLE (Payment to DOLE is Php 75.00 shouldered by the Province)	None	15 Minutes	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.7 Wait for the approval of the registration and make follow up	None	15 Days (Dependent on the approval of DOLE)	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.8 Claim approved documents from DOLE and provide copy to the concerned associations.	None	15 Minutes	<i>Coop authorize representative/ Cooperative Development Specialist II</i> PADO-CIDD
<b>TOTAL:</b>		<b>None</b>	<b>17 Days, 1 Hour, and 7 Minutes</b>	

**\* Facilitation of the Registration of the Organized KAAGAPAY Associations to the Department of Labor and Employment (DOLE) is qualified for multi-stage processing.**





### 3. Membership to Davao del Norte Credit Surety Fund Program through Davao del Norte Credit Surety Fund Cooperative (DNCSFC)

Davao del Norte Credit Surety Fund is a special program initiated by the Bangko Sentral ng Pilipinas with Memorandum of Agreement with the Provincial Government of Davao del Norte and currently governed under RA 10744 in partnership with the Land Bank of the Philippines and Development Bank of the Philippines.

<b>Office or Division:</b>	Provincial Administrator's Office – Cooperative and Investment Development Division (PADO-CIDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	Duly registered cooperatives with CDA, Compliant and well managed cooperatives in Davao del Norte.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Duly notarized Board Resolution signifying to join the DNCSFC and stating the initial capital share contribution of not less than PHP 100,000.00 per Bangko Central ng Pilipinas IRR and RA 10744 (1 copy)	Secretary of the Coop Applicant's Board of Directors
	2. Certificate of Registration (1 photocopy)	Filing in charge of the cooperative
	3. Certificate of compliance (1 photo copy)	Filing in charge of the cooperative
	4. BIR Registration and Business Permit (1 copy)	Filing in charge of the cooperative



5. 3 year Audited Financial Statements (1 photocopy per year)	Filing in charge of the cooperative			
6. Latest aging of accounts for lending coops (1 photocopy)	Bookkeeper of the cooperative			
7. 3-year Cooperative Annual Performance Report (CAPR) (1 photocopy per year)	Filing in charge of the cooperative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a notarized BOD resolution or letter of intent to join the DNCSFC stating the initial contribution.	1.1 Received documents	None	2 Minutes	<i>Program in charge PADO-CIDD</i>
	1.2 Discuss with the coop client pertaining to documents to be submitted.	None	20 Minutes	<i>Program in charge PADO-CIDD</i>
2. Submit the following requirements; a. Notarized BOD Resolution b. Photocopy of Coop Registration c. Photocopy of COC d. Photocopy of BIR Registration and Mayor's Permit	2.1 Received documents and check as to its completeness as specified in the above checklist.	None	5 Minutes	<i>Program in charge PADO-CIDD</i>
	2.2 Evaluate the documents submitted by the coop applicant for membership and compute the required ration in the CSFC guidelines.	None	2 Hours	<i>Program in charge PADO-CIDD</i>
	2.3 If the coop passed the required criteria/financial	None	20 Minutes.	<i>Program in charge PADO-CIDD</i>



e. Photocopy of 3 years Audited Financial Statements and CAPR f. Latest photocopy of Aging of receivables	ratios, schedule for the ocular inspection/validation			
	2.4 Conduct ocular inspection and validation	None	1 day (Dependent on the location of the cooperative)	<i>Program in charge</i> PADO-CIDD
	2.5 Prepare PPT Report for presentation during BOD Meeting for their approval	None	1 day	<i>Program in charge</i> PADO-CIDD
	2.6 Waits for the BOD Monthly Regular Meeting and be tackled for its approval and acceptance.	None	22 days	<i>Program in charge</i> PADO-CIDD
3 Inform the coop applicant for membership to attend the DNCSFC BOD Meeting	3.1 Facilitates the BOD Monthly BOD Meeting	None	5 Hours	<i>Program in charge</i> PADO-CIDD
	3.2 If approve by the BOD prepares BOD Resolutions for its approval	None	1 Hour	<i>Program in charge</i> PADO-CIDD
4. Placement of contribution of the Newly accepted member coop.	4. Facilitates the placement of the newly accepted cooperative.	None	10 Minutes	<i>Program in charge</i> PADO-CIDD
<b>TOTAL:</b>		<b>None</b>	<b>25 days and 57 Minutes</b>	

**\* Membership to Davao del Norte Credit Surety Fund Program through Davao del Norte Credit Surety Fund Cooperative (DNCSFC) is qualified for multi- stage processing.**



#### 4. Facilitation of the Member Coop loan under Credit Surety Fund Cooperative Program

Davao del Norte Credit Surety Fund Cooperative Program, is a special program of the province of Davao del Norte, wherein the role of DNCSFC is to facilitate and guarantee loan of the CSF Member Cooperatives. It is a tripartite undertaking between coops, PLGUs and the Lending institutions under RA 10744 known as the Credit Surety Fund Cooperative Act, of which the province participated in the said program.

<b>Office or Division:</b>	Provincial Administrator's Office – Cooperative and Investment Development Division (PADO-CIDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	Duly registered cooperatives with CDA, Compliant and well managed cooperatives in Davao del Norte.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Duly notarized Board Resolution signifying to apply for loan stating the amount of loan and partner bank where to avail loan (1 original copy)	Concerned Cooperative Applicant
	2. Duly notarized Board Resolution stating its authorized representatives to sign and transact with the DNCSFC and the Bank and sign contracts/loan agreements (1 original copy)	Concerned Cooperative Applicant
	3. Latest Audited Financial Statements/Aging of Accounts for lending/CAPR /COC/Business Permit and Registration (1 Original copy)	Concerned Cooperative Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Notarized Coop BOD Resolution stating the intention to apply for a loan under CSFC Program (1 original copy)	1.1 Receive and review the Coop BOD resolution submitted and remind the coop applicant to submit the same to the lending bank.	None	2 Minutes.	<i>Program in charge</i> PADO-CIDD
	1.2 Collate /review documents of coop borrowers for inclusion to agenda during the monthly BOD Meeting	None	30 Minutes	<i>Program in charge</i> PADO-CIDD
	1.3 Coordinate with the lending banks loan officers and discuss on the borrower's status	None	1 Hour	<i>Program in charge</i> PADO-CIDD
	1.4 Prepares documents for the conduct of BOD Monthly Meeting	None	8 Hours	<i>Program in charge</i> PADO-CIDD
	1.5 Schedule BOD Regular Meeting that regularly falls every 3 <sup>rd</sup> Thursday of the month	None	20 days	<i>Program in charge</i> PADO-CIDD
2. Authorized representative to attend the meeting	2.1 Facilitates the Conduct of the BOD Monthly Meeting.	None	6 Hours	<i>Program in charge</i> PADO-CIDD



	2.3 After the meeting and approval of the BOD, prepare endorsement and the surety agreement	None	4 Hours	<i>Program in charge</i> PADO-CIDD
	2.3 Facilitates the notarial of the endorsements and the surety agreement.	None	2 Hours	<i>Program in charge</i> PADO-CIDD
	2.4 Submit documents to the lending bank	None	1 Hour  (The approval and loan releases are dependent to the processing of the lending bank)	<i>Program in charge</i> PADO-CIDD
<b>TOTAL:</b>		<b>None</b>	<b>22 Days, 6 Hours and 32 Minutes</b>	

*\* Facilitation of member coop loan under credit surety fund cooperative program is qualified for multi-stage processing, since the final releases of loan is dependent on the bank procedures and approval.*



## 5. Awards and Recognition of Cooperatives in the Province through the Gawad Parangal for Cooperatives (Provincial Level)

Gawad Parangal Search for Outstanding Cooperatives in Davao del Norte endeavors to recognize cooperatives for their exemplary performance and in bringing responsive services to their members and community. Moreover, to document profile of winners as reference material for best practices that could be replicated in other cooperatives within the province.

<b>Office or Division:</b>	Provincial Administrator's Office – Cooperative and Investment Development Division (PADO-CIDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	Duly registered cooperatives with CDA, Compliant and well managed cooperatives in Davao del Norte.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Duly Accomplished Nomination Form from the City/Municipal Cooperative Development Councils	City or Municipal Cooperative Development Office
	2. Submit endorsement from the City/Municipal Cooperative Development Council and LGU stipulating as the official entry of the LGU.	City or Municipal Mayor's Office City or Municipal Cooperative Dev't. Office
	3. Simple Bid Book of the Primary Coop Nominee by category.	Primary Cooperative Nominee



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished nomination form from the City/Municipal Cooperative Dev't. Council and endorsement from the LGU	1. Received accomplished Nomination Form and endorsement from the LGU	None	2 Minutes	<i>Cooperative Development Specialist II</i> PADO-CIDD
2. Submit simple bid book (1 simple bid book per Coop nominee)	2.1 Receive simple bid book	None	2 Minutes	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.2 listing/ identifying the composition of validators/ evaluators	None	30 Minutes.	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.3 Schedule meeting with the identified evaluators	None	5 Minutes.	<i>Cooperative Development Specialist II/ Division Head</i> PADO-CIDD
	2.3 Reproduce evaluation sheet for presentation and critiquing during the meeting	None	1 Hour	<i>Administrative Staff</i> PADO-CIDD
	2.4 Conduct evaluators meeting (qualified for multi-stage processing	None	6 hours	<i>All Cooperative Development Specialist and Division Head</i> PADO-CIDD





	2.5 Schedule for validation to the primary coop nominees in 11 CDCs/LGUs	None	1 Hour	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.6 Inform all coop nominees and coop coordinators in the respective area on the schedule of the validation.	None	1 hour	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.6 Conduct validation to all submitted primary coop nominees based on the schedule made	None	21 Days (dependent on the number of primary coop nominees)	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.7 Consolidate results of the validation	None	7 Days	<i>Cooperative Development Specialist II</i> PADO-CIDD
	2.8 Conduct deliberation meeting of the final result of the evaluation with all the evaluators and PADO-CIDD Staff	None	4 hours	<i>All Cooperative Development Specialist and Administrative Staff</i> PADO-CIDD
3. Attend the Awarding Ceremony	3. Conduct of the awarding ceremony (required multi-stage processing)	None	5 hours	<i>All Cooperative Development Specialist and Administrative Staff</i> PADO-CIDD With PCDC Officers and Evaluation Team
<b>TOTAL:</b>		<b>None</b>	<b>62 Days, 3 Hours and 39 Minutes</b>	

**\*Awards and Recognition of Cooperatives in the Province through the Gawad Parangal for Cooperatives (Provincial Level) is qualified for multi-processing stage.**



## 6. Human Capital Enhancement Program (Trainings and Seminars for cooperatives and associations)

Trainings and Seminars for cooperatives and associations, a capability building for cooperatives and associations conducted in collaboration with Local Government Units (LGU's)/ Cooperative Development Councils (CDC's) and/or project- based organizations for target beneficiaries to effectively adopt good governance and to improve overall performance.

<b>Office or Division:</b>	Provincial Administrator's Office – Cooperative and Investment Development Division (PADO-CIDD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business			
<b>Who may avail:</b>	Duly registered cooperatives with CDA, Compliant and well managed cooperatives in Davao del Norte.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Resolutions from City/Municipal Cooperative Development Council (1copy) or Letter Request from the LGUs to avail trainings signed by Coop Council's Chairperson (1 copy)		Municipal/City Development Councils Office or Coop Coordinator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 1 Submit C/MCDC Resolution stating the type of training to be requested (1copy) or Letter Request from the LGU signed by	1.1 Receive the CDC request for trainings	None	2 Minutes	<i>Administrative Staff</i> PADO-CIDD



the Coop Dev't. Council Chairperson.				
	1.2 Allocate fund from the approved budget for the training as requested by the CDC's	None	3 Hours	<i>Cooperative Development Specialist II/ Officer-In-Charge</i> PADO-CIDD
	1.3 arrange/ Coordinates with the CDCs for the Schedule/venue of the training	None	2 days	<i>Cooperative Development Specialist II/ Officer-In-Charge</i> PADO-CIDD
	1.4 arrange / coordinate qualified resource persons for a particular coop training	None	10 days Dependent on the availability of the resource person	<i>Cooperative Development Specialist II/ Officer-In-Charge</i> PADO-CIDD
	1.5 Prepares programs/ Certificates for the conduct of trainings/ seminars	None	1 day	<i>Cooperative Development Specialist II/ Officer-In-Charge</i> PADO-CIDD
	1.6 Conduct Proper of the requested trainings / seminars to the concerned CDCs	None	2 Days	<i>Cooperative Development Specialist II/ Officer-In-Charge</i> PADO-CIDD
	<b>TOTAL:</b>	<b>None</b>	<b>15 Days, 3 Hours and 2 Minutes</b>	



## **Provincial Administrator's Office - Davao del Norte Investment and Promotion (PADO-DNIPC)**

1. Training on Product Enhancement, Packaging and Labeling/ Entrepreneurship and Business Management, Marketing and Promotion and Other Related Training-Workshop
2. Product Packaging and Labeling Assistance
3. Supplier Membership in DavNor Pasalubong Shop
4. Processing of Sales in DavNor Pasalubong Shop for Suppliers (On Consignment Basis)
5. Application for incentives to the Davao del Norte Investment Incentives Board (DDNIIB) as per Provincial Ordinance No. 2014-002



## 1. Training on Product Enhancement, Packaging and Labeling/ Entrepreneurship and Business Management, Marketing and Promotion and Other Related Training-Workshop

This particular training workshop is intended for all DavNor Micro, Small, and Medium Entrepreneurs (MSMEs) to increase their knowledge on the importance of product packaging and labeling and its effect on profitability and sustainability in the market, understand the basics of business management, and ignite an entrepreneurial mindset.

<b>Office or Division:</b>	Provincial Administrator's Office – Davao del Norte Investment and Promotion (PADO-DNIPC)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen			
<b>Who may avail:</b>	LGUs, Cooperatives, Associations, Single Proprietor and Partnership			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request address to the Governor (2 Original and 1 receive copy)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>PHASE 1: PRE-TRAINING</b>				
1. Submission of request letter to PADO-Admin. Division	1.1 Officer-in-charge Forward the letter to Provincial Administrator's Office	None	7 days	<i>Administrative Aide III</i> PADO-ADMIN
	1.2 Routing slip from Admin to DNIPC		1 hour	



	1.3 Coordinate with the requesting party for date schedule, venue and time		10 days	<i>Development Management Officer II</i> PADO-DNIPC
	1.4 Prepare activity design, training materials, kits, etc. and other logistics		7 days	
<b>TOTAL:</b>		<b>None</b>	<b>24 Days and 1 hour</b>	
<b>PHASE 2: TRAINING PROPER</b>				
2. Coordinate with DNIPC on the activity	2. Actual conduct of training (on-site with the requesting party)	None	2 days	<i>Development Management Officer II</i> PADO-DNIPC
<b>TOTAL:</b>		<b>None</b>	<b>26 Days and 1 hour</b>	

**\* Training on Product Enhancement, Packaging and Labeling/ Entrepreneurship and Business Management, Marketing and Promotion and Other Related Training-Workshop is qualified for multi-processing stage.**



## 2. Product Packaging and Labeling Assistance

The Provincial Government of Davao del Norte, through its MSMEs Development Project, provides this type of assistance to all DavNor micro, small, and medium entrepreneurs (MSMEs) to improve the physical appearance of their products and to meet the requirements stipulated in the Food Safety Act of 2013.

<b>Office or Division:</b>	Provincial Administrator's Office – Davao del Norte Investment and Promotion (PADO-DNIPC)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business and G2C – Government to Citizen			
<b>Who may avail:</b>	Cooperatives, Association, Single Proprietor and Partnership			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request/ intent letter to the Governor (2 pcs. Original and receive copy) 2. Attend training on Product Packaging & Labeling 3. Sample of Products		Requesting Party PADO-DNIPC, DTI and DOST Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of request letter to PADO- Admin. Division	1.1 Officer-in-charge forward the letter to Provincial Administrator	None	10 days	<i>Administrative Aide III</i> PADO-ADMIN
	1.2 Routing slip from Admin to DNIPC		1 hour	



2. Coordinate with DNIPC Staff	2.1 Discuss the design/layout and type of packaging materials	None	3 days	<i>Development Management Officer II</i> PADO-DNIPC
	2.2 Coordinate with the winning bidder/service provider for the layout/printing and packaging material		5 days	
3. Validate the design or layout for correction or modification	3.1 Coordinate with the requesting party for the finalization of the final design or layout	None	7 days	<i>Development Management Officer II</i> PADO-DNIPC
	3.2 Coordinate with the layout artist for some correction or deletion and modification		5 days	
4. Validate the packaging	4. Coordinate with the requesting party for the finalization of the packaging requirement	None	5 days	<i>Development Management Officer II</i> PADO-DNIPC
5. Receive the packaging and labeling assistance	5.1 Preparation of the documents for the release of packaging materials 5.2 Releasing of product labels and packaging assistance	None	1 day	<i>Development Management Officer II</i> PADO-DNIPC
			20 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>36 days, 1 hour and 20 minutes</b>	

***\*Product Packaging and Labeling Assistance is qualified for multi-processing stage.***





### 3. Supplier Membership in DavNor Pasalubong Shop

The DavNor Pasalubong Shop is under the management of the PADO-Davao del Norte Investment and Promotion Center (DNIPC). The shop serves as a venue for showcasing various Davao del Norte products. Hence, all micro- and small-business entrepreneurs are welcome to display and sell their products in the aforementioned shop upon successful membership.

<b>Office or Division:</b>	Provincial Administrator's Office – Davao del Norte Investment and Promotion (PADO-DNIPC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business and G2C – Government to Citizen			
<b>Who may avail:</b>	Cooperatives, Association and DavNor Micro, Small and Medium Entrepreneurs (MSMEs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of DTI Registration/Business Permit (1 Photocopy)		- Department of Trade and Industry		
2. FDA, Municipality and City Health Office Certificate or Sanitary Permit (1 Photocopy)		- City Licensing and Business Office of Tagum City and respective LGUs where the clients belong to		
		- FDA and Respective Municipality and City Health and Sanitary Office where the processing area/plant of the clients located		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit product sample and pertinent documents	1.1 Conduct food tasting	None	30 minutes	<i>Development Management Officer II</i> PADO-DNIPC
	1.2 Check proper packaging & labeling requirement		30 minutes	<i>Development Management Officer IV</i> PADO-DNIPC



	1.3 Provide producer's profile form		30 minutes	<i>Development Management Officer II</i> PADO-DNIPC
2. Fill up the producer's profile	2. Collect producer's profile for records keeping	None	10 minutes	<i>Development Management Officer II</i> PADO-DNIPC
3. Deliver the products to PADO-DNIPC	3. Display and/or sell products	None	2 hours	<i>Development Management Officer II</i> PADO-DNIPC
<b>TOTAL:</b>		<b>None</b>	<b>3 hours and 10 minutes</b>	



#### 4. Processing of Sales in DavNor Pasalubong Shop for Suppliers (On Consignment Basis)

Suppliers' products are consigned and paid every second Monday of the month and onwards.

<b>Office or Division:</b>	Provincial Administrator's Office – Davao del Norte Investment and Promotion (PADO-DNIPC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business and G2C – Government to Citizen			
<b>Who may avail:</b>	DavNor Micro, Small and Medium Entrepreneurs (MSMEs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of Delivery Receipt and Records (1 Original)		DavNor MSMEs Suppliers		
2. Summary of Sales		Sales Clerk or Administrative Assistant – PADO-DNIPC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reconcile Monthly Sales and Ending Inventory Record	1.1 Prepare Monthly Sales Report	none	1 day	<i>Development Management Officer II</i> PADO-DNIPC
	1.2 Prepare Inventory Report		1 day	
2. Verify Sales	2. Sorting of Payables by supplier	none	5 hours	<i>Development Management Officer IV</i> PADO-DNIPC



3. Collection of Monthly Sales	3. Releasing of monthly sales *Starts on 2 <sup>nd</sup> Monday of the month and onward	none	5 minutes	<i>Development Management Officer IV PADO-DNIPC</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 5 hours and 5 minutes</b>	



## 5. Application for incentives to the Davao del Norte Investment Incentives Board (DDNIIB) as per Provincial Ordinance No. 2014-002

In accordance with the abovementioned provincial ordinance crafted to encourage the inflow of diversified local and foreign investments through the provision of fiscal and non-fiscal incentives, otherwise known as the Davao del Norte Investment and Incentives Code of 2014, eligible enterprises built within the eight (8) municipalities of the province may apply for the available incentives through the PADO-Davao del Norte Investment Promotion Center.

<b>Office or Division:</b>		Provincial Administrator's Office – Davao del Norte Investment and Promotion (PADO-DNIPC)		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B – Government to Business and G2C – Government to Citizen		
<b>Who may avail:</b>		New, Existing, Expanding, and Diversifying Enterprises		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form		PADO-Davao del Norte Investment Promotion Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>PHASE 1: APPLICATION PROCESS</b>				
1. Request an official copy of the Application Form	1.1 Provide the application form and document the visit of the requesting party	None	5 minutes	<i>Development Management Officer</i> // PADO-DNIPC
	1.2 Orient the requesting party about the application process		1 hour	



2. Fill out the Application Form attaching all the documentary requirements	2. Provide the Order Payment Form	None	10 minutes	
2.1 Pay the one-time non-refundable Application Fee based on Capitalization at the Provincial Treasurer's Office	2.1 Process the one-time non-refundable Registration Fee at Provincial Treasurer's Office (PTO)	Registration Fee: Small Scale Enterprise= P3,000.00  Medium Scale Enterprise= P5,000.00  Large Scale Enterprise= P10,000.00	30 minutes	
	2.2 Prepare all the documents and formally endorse the application to the Davao del Norte Investment Incentives Board (DDNIIB) for deliberation	None	15 days	
	2.3 Consult with DDNIIB to finalize the schedule for the meeting and approval of the application	None	2 days	
<b>TOTAL:</b>		Registration Fee:	17 days and 1 hour and 45 minutes	



		Small Scale Enterprise= P3,000.00 Medium Scale Enterprise= P5,000.00 Large Scale Enterprise= P10,000.00		
<b>PHASE 2: CONFERMENT OF CERTIFICATE OF REGISTRATION</b>				
3. Receive the Certificate of Registration signed by the DDNIIB Chairperson (should the application be disapproved; the applicant shall be informed by the DDNIIB through the PADO-DNIPC)	3.1 Facilitate and document the release of the Certificate of Registration	None	1 hour	<i>Development Management Officer IV</i> PADO-DNIPC
	3.2 For disapproved applications, facilitate the delivery of the results of the DDNIIB to the applicant.		1 day	<i>Development Management Officer II</i> PADO-DNIPC
		None	1 day and 1 hour	
<b>TOTAL:</b>		<b>Registration Fee:</b>  <b>Small Scale Enterprise=</b> <b>P3,000.00</b>  <b>Medium Scale Enterprise=</b> <b>P5,000.00</b>  <b>Large Scale Enterprise=</b> <b>P10,000.00</b>	<b>18 days and 2 hours and 45 minutes</b>	



## **Provincial Administrator's Office - Employment and Workforce Development Division (PADO-EWDD)**

1. Application for On-site Livelihood and Techno Demo
2. Special Program for Employment of Students (SPES) Application
3. Application for Provincial Scholarship





## 1. Application for On-site Livelihood and Techno Demo

This service is intended for self-employment or for employment of group or organization who wish to acquire skills and technology on livelihood.

<b>Office or Division:</b>	Provincial Administrator's Office – Employment and Workforce Development Division (PADO-EWDD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter of request for training (1 Original)		(Concern participants/group)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request for livelihood training approved by the Honorable Governor.	1.1. Prepare the activity design and schedule the training	None	2 Hours and 30 Minutes	<i>Administrative Officer V</i> PADO-EWDD
	1.2. Make necessary arrangement and inform the organization to wait for further information			<i>Administrative Aide III</i> PADO-EWDD
2. Prepare the necessary logistics for the livelihood training.	2.1. Process the activity design of the training	None	2 Days	<i>Administrative Aide III</i> PADO-EWDD
	2.2. Prepares request letter for the resource person	None	1 Hour	



3. Facilitate and participate in the livelihood training.	3. Conducts the training/ techno-demonstration	None	2 Days	<i>Administrative Officer V</i> PADO-EWDD
<b>TOTAL:</b>		<b>None</b>	<b>4 days, 3 hours and 30 minutes</b>	



## 2. Special Program for Employment of Students (SPES) Application

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

<b>Office or Division:</b>	Provincial Administrator's Office – Employment and Workforce Development Division (PADO-EWDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	15-25 Years of age In School or Out of School Youth Belongs to low income family (below PHP 168,612.00 annual income net after tax)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. SPES Form 2 2. Birth Certificate PSA Authenticated (1 Photocopy [bring original]) 3. Form 138 (1 Photocopy) 4. Recent grades (1 Photocopy) 5. Certificate of Low Income		www.spes.dole11.net Philippine Statistic Office  High School Registrar College Registrar Office of the Barangay Captain		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registers online at <a href="http://www.spes.dole11.net">www.spes.dole11.net</a> and print registration form; attach requirements.	1. Assists the client in on-line registration and secure SPES Identification (ID) Card.	None	1 Hour	<i>Administrative Aide IV</i> PADO-EWDD



2. Takes qualifying exam and interview (for new applicants); updates information (for old applicant)	2. Facilitates the administration of qualifying exam and interview	None	1 Hour	<i>Administrative Aide IV</i> PADO-EWDD
3. Attends SPES Orientation and signs Employment Contract and Certification	3. Facilitates the conduct of SPES Orientation	None	2 Days	<i>Senior Labor &amp; Employment Officer</i> PADO-EWDD
4. Reports to the assigned office and serve the 20-day employment period	4. Prepares deployment letter to various offices in the Government Center	None	2 Hours	<i>Administrative Aide IV</i> PADO-EWDD
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 4 hours</b>	



### 3. Application for Provincial Scholarship

Pursuant to the provisions of the law relating to free education, this service offers technical-vocational courses for high school graduate applicants.

<b>Office or Division:</b>	Provincial Administrator's Office – Employment and Workforce Development Division (PADO-EWDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (1 original) 2. NSRP Form (1 original) 3. Certificate of Low Income (1 original) 4. Birth Certificate (1 Photocopy) 5. School Grade Rating Card (1 Photocopy of certified true copy) 6. Recent Grades (1 Photocopy) 7. ID Picture Size 2x2 (2 copies)		PAdO EWDD PAdO EWDD Office of the Barangay Captain Local Civil Registrar School's Registrar  College Registrar Any photography studio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up NSRP and application forms and submit requirements	1. Assist the applicant in the registration e.g. filling up of NSRP Forms and application form	None	5 Minutes	<i>Administrative Aide III</i> PADO-EWDD



2. Take the qualifying examination and scholarship interview	2. Facilitate the administration of qualifying exam and interview	None	30 Minutes	<i>Administrative Officer V</i> PADO-EWDD
3. Attend Provincial Scholarship Program Orientation	3. Inform all the grantees of the schedule and venue; invite TVIs, Colleges & Universities to present programs and services	None	4 Hours	<i>Administrative Aide III</i> PADO-EWDD
4. As scholarship grantees, read and sign the Memorandum of Undertaking and scholarship certification	4. Prepare the Memorandum of Undertaking and scholarship certification	None	4 Hours	<i>Administrative Aide III</i> PADO-EWDD
5. Enroll preferred courses in TVIs and colleges/universities located in the province	5. Assist the grantees in complying the requirements for enrollment to ensure his/her scholarship.	None	4 Hours	<i>Administrative Aide III</i> PADO-EWDD
6. Inform the province thru Provincial Administrator's Office-Employment and Workforce Development Division of the completion of the respective Technical-Vocational Course or academic course taken	6. Issue the certificate of completion and awarding of medal	None	1 hour	<i>Administrative Officer V</i> PADO-EWDD



7. Attend Special Recruitment Activity (SRA)/Pre-employment Seminar for Local Applicant (PESLA.)	7. Conduct PESLA/SRA to all Grantees after one year as scholarship grantee	None	4 hours	<i>Administrative Officer V</i> PADO-EWDD
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 1 hour and 35 minutes</b>	



## **Provincial Administrator's Office - Tourism Division (TD)**

1. Subsidy to Local Government Units (LGUs) for Site Development and Enhancement Projects
2. Subsidy to Local Government Units (LGU) for Festival Aid
3. Application for Foreshore Lease
4. Technical Support to LGUs for CapDev Trainings





## 1. Subsidy to Local Government Units (LGUs) for Site Development and Enhancement Projects

The beneficiary of the said grant is all component local government units of Davao del Norte. It is programmed under the Sites Development and Enhancement Project.

<b>Office or Division:</b>	Provincial Administrator's Office – Tourism Division (PADO-TD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Request Letter signed by respective Local Chief Executive (1 original).</li> <li>2. Pertinent project's Program of Works (POW)</li> <li>3. Sangguniang Bayan/Panlungsod Resolution or its equivalent for a Memorandum of Agreement authorizing LCE to sign into MOA with the Governor (on the part of LGUs)</li> <li>4. Sangguniang Panlalawigan Resolution or its equivalent for a Memorandum of Agreement authorizing the Governor to sign into MOA with LCEs (on the part of PLGU-Davao del Norte)</li> </ol>		Requisitioning LGU  Requisitioning LGU Requisitioning LGU   Provincial Administrator's Office-Tourism Division in coordination with the Provincial Legal Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the following	1.1 Verifies the Letter Request and the	None	10 minutes	<i>Tourism Officer I</i> PADO - TD



<p>requirements to PADO-Tourism Division</p> <ul style="list-style-type: none"> <li>- Letter Request duly signed by the LCE</li> <li>- Pertinent Program of Works</li> </ul>	<p>Attached Documents subject for signature of concerned offices.</p> <p>1.2 Forward the complete documents to the Provincial Budget Office, and the Provincial Administrator's Office for approval and signature.</p> <p>1.3 The complete documents will be transported to the Office of the Governor for his/her approval and signature.</p> <p>1.4 The PADO-Tourism Division will prepare the Obligation Request (OBR) and draft the Memorandum of Agreement (MOA).</p> <p>1.5 The OBR will be processed by concerned offices: ADMIN, PBO, and PACCO.</p> <p>1.6 The draft MOA is subject for review and legal opinion of PLO</p> <p>1.7 The complete documents (Letter</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>7 days</p> <p>1 hour</p> <p>3 days</p> <p>3 days</p>	<p><i>Tourism Officer I</i> PADO - TD</p> <p><i>Supervising Tourism Operations Officer</i> PADO -TD</p> <p><i>Administrative Aide I</i> PADO – TD <i>Tourism Officer I</i> PADO - TD</p> <p>PADO-ADMIN PBO PACCO PLO</p>
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	Request, POW, MOA, and Legal Opinion) are transmitted to ADMIN for endorsement to SP.	None	3 days	PADO-ADMIN
	1.8 Standard local legislative process of Sangguniang Panlalawigan (First Reading, Committee Hearing, Second Reading and Third/Final Reading).	None	22 days	OSS
	1.9 Once SP Resolution is released, it will be attached together with other documents to PACCO for their review and appropriate action.	None	3 days	PACCO
	1.10 After PACCO, it will be transported to PTO for the processing of Disbursement Voucher and administration of Fund Transfer	None	1 day	PTO
<b>TOTAL:</b>		None	43 days, 1 hour and 10 minutes	

*\*Subsidy to LGUs for Sites Development and Enhancement Projects is qualified for multi-stage processing.*



## 2. Subsidy to Local Government Units (LGU) for Festival Aid

The beneficiary of the said grant is all component local government units of Davao del Norte. It is programmed under the Tourism Marketing and Promotion Project.

<b>Office or Division:</b>	Provincial Administrator's Office – Tourism Division (PADO-TD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Request Letter signed by respective Local Chief Executive (1 original).</li> <li>2. Activity Design (AD)</li> <li>3. Sangguniang Bayan/Panlungsod Resolution or its equivalent for a Memorandum of Agreement authorizing LCE to sign into MOA with the Governor (on the part of LGUs)</li> <li>4. Sangguniang Panlalawigan Resolution or its equivalent for a Memorandum of Agreement authorizing the Governor to sign into MOA with LCEs (on the part of PLGU-Davao del Norte)</li> </ol>		Requisitioning LGU  Requisitioning LGU  Requisitioning LGU  Provincial Administrator's Office-Tourism Division in coordination with the Provincial Legal Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the following	1.1 Verifies the Letter Request and the	None	10 minutes	<i>Tourism Officer I</i> PADO - TD



<p>requirements to PADO-Tourism Division</p> <ul style="list-style-type: none"> <li>- Letter Request duly signed by the LCE</li> <li>- Activity Design</li> </ul>	<p>Attached Documents subject for signature of concerned offices.</p> <p>1.2 Forward the complete documents to the Provincial Budget Office, and the Provincial Administrator's Office for approval and signature.</p> <p>1.3 The complete documents will be transported to the Office of the Governor for his/her approval and signature.</p> <p>1.4 The PADO-Tourism Division will prepare the Obligation Request (OBR) and draft the Memorandum of Agreement (MOA).</p> <p>1.5 The OBR will be processed by concerned offices: ADMIN, PBO, and PACCO.</p> <p>1.6 The draft MOA is subject for review and legal opinion of PLO</p> <p>1.7 The complete documents (Letter</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>7 days</p> <p>1 hour</p> <p>3 days</p> <p>3 days</p>	<p><i>Tourism Officer I</i> PADO - TD</p> <p><i>Supervising Tourism Operations Officer</i> PADO -TD</p> <p><i>Administrative Aide I</i> PADO – TD <i>Tourism Officer I</i> PADO - TD</p> <p>PADO-ADMIN PBO PACCO</p> <p>PLO</p>
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	<p>Request, POW, MOA, and Legal Opinion) are transmitted to ADMIN for endorsement to SP.</p> <p>1.8 Standard local legislative process of Sangguniang Panlalawigan (First Reading, Committee Hearing, Second Reading and Third/Final Reading).</p> <p>1.9 Once SP Resolution is released, it will be attached together with other documents to PACCO for their review and appropriate action.</p> <p>1.11 After PACCO, it will be transported to PTO for the processing of Disbursement Voucher and administration of Fund Transfer</p>	None	3 days	PADO-ADMIN
		None	22 days	OSS
		None	3 days	PACCO
		None	1 day	PTO
<b>TOTAL:</b>		None	<b>43 days, 1 hour and 10 minutes</b>	

*\*Subsidy to LGUs for Festival Aid is qualified for multi-stage processing.*



### 3. Application for Foreshore Lease

Foreshore Lease Agreement (FLA) is an agreement executed by and between the DENR and the applicant to occupy, develop, utilize, and manage the foreshore lands. It may also cover marshy lands or lands covered with water bordering upon the shores or banks of navigable lakes or rivers. Prior to the release of FLA, applicants shall secure Foreshore Lease Certification from the concerned Provincial Government Unit.

<b>Office or Division:</b>	Provincial Administrator's Office – Tourism Division (PADO-TD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Private individuals	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Land Title (Photocopy)</li> <li>2. Barangay Resolution specifying the exact location and lot area of the property.</li> <li>3. Department of Environment and Natural Resources Recommendation (1 photocopy)</li> <li>4. Letter Request for the issuance of Foreshore Certification (1 original)</li> <li>5. Site development Plan of Foreshore Lease (1 photocopy)</li> <li>5. Payment</li> </ol>	<p>Register of Deeds Barangay where the property is located.</p> <p>Requisitioning Individual/Owner Requisitioning Individual/Owner Provincial Treasurer's Office (PTO)</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the following requirements to PADO-Tourism Division:  - Land Title (Photocopy) - Barangay Resolution specifying the exact location and lot area of the property. - Department of Environment and Natural Resources Recommendation (1 photocopy) - Letter Request for the issuance of Foreshore Certification (1 original) - Site development Plan of Foreshore Lease (1 photocopy)	1.1 Verifies and assess the completeness and correctness of the submitted documents	Foreshore Lease Fee- PHP 300.00	15 minutes	<i>Tourism Officer I</i> PADO - TD
	1.2 Issuance of Order of Payment (OP)		2 minutes	<i>Tourism Officer I</i> PADO - TD
	1.3 Issuance of the Foreshore Lease Certification		5 minutes	<i>Supervising Tourism Operations Officer</i> PADO -TD
<b>TOTAL:</b>		<b>PHP 300.00</b>	<b>22 minutes</b>	

*\*Fees to be paid are based on Province Tax Ordinance No. 2023-002*





#### 4. Technical Support to LGUs for CapDev Trainings

The beneficiary of the said grant is all component local government units of Davao del Norte. The Department of Tourism Region XI with the endorsement of the Provincial Administrator's Office Tourism Division will provide technical assistance to our component LGUs in conducting their CapDev related PPAs. Usually, the DOT will provide the resource person/experts for the requested training.

<b>Office or Division:</b>	Provincial Administrator's Office – Tourism Division (PADO-TD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Government Units of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request duly signed by the Local Chief Executive (1 original)		Requisitioning LGU		
2. Activity Design with budgetary requirements (1 original)		Requisitioning LGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the following requirements to PADO-Tourism Division:  - Letter Request - Activity Design	1.1 Verifies and assess the completeness and correctness of the submitted documents 1.2 Submits the complete documents to Department of Tourism Region XI-Training Unit	None	5 minutes  1 minute	<i>Tourism Operations Assistant</i> PADO – TD



	<p>1.3 The Department of Tourism Region XI thru their Training Unit will respond to the request if it is approve or not. Once, the response has been received by the PADO-Tourism Division, the Division will notify the requisitioning LGU.</p>			
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	



## **Provincial Administrator's Office – Special Programs and Project Division (SPPD)**

### 1. Housing Project



## 1. Housing Project

R.A. No. 10752, otherwise known as “*An Act Facilitating the Acquisition of Right of Way, Site or Location for National Government Infrastructure Projects*” mandated the LGUs to assist, through a Memorandum of Agreement, the Department of Interior and Local Government (DILG) and the Housing and Urban Development Coordinating Council (HUDCC), on housing projects, relocation and resettlement of all informal settlers across the province.

<b>Office or Division:</b>	Provincial Administrator’s Office – Special Project and Program Division (PADO-SPPD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Housing Beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request from client stating the request to avail the <i>Pabahay</i> Project (1 original copy)		<ul style="list-style-type: none"> <li>- If the housing project is intended for the Barangay – Letter request of the Barangay Captain.</li> <li>- If the housing project is intended to an Association – Letter request of the President of the Association.</li> <li>- If the housing project is intended for the IPs – Letter request of the Council of <i>Datu (Elders)</i>.</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/send the request letter	1.1 Receive and record the request letter (email, postal, walk-in)	None	5 minutes	<i>Project Evaluation Office / PADO – SPPD</i>
	1.2 Route the request letter to the Provincial Governor	None	5 minutes	<i>Project Evaluation Office / PADO – SPPD Administrative Assistant</i>



	through the Provincial Administrator			PADO – APAO
	1.3 Review the document and forward request letter to the concerned division for appropriate action	None	1 hour	<i>Provincial Administrator</i> Provincial Administrator's Office
	1.4 Route to the concerned Division	None	5 minutes	<i>Administrative Assistant</i> PADO – APAO
	1.5 Receive and assess the request; delegate to staff, if needed	None	1 hour	<i>Development Management Officer IV</i> PADO – SPPD
	1.6 Process the request and recommend to the supervisor the course of action to take	None	5 days	<i>Development Management Officer III</i> PADO – SPPD
	1.7 Review and approve the recommendation to endorse the letter to the National Housing Authority (NHA) and Department of Human Settlements and Urban Development (DHSUD) through the Provincial Administrator's Office	None	3 days	<i>Development Management Officer IV</i> PADO – SPPD  <i>Provincial Administrator</i> Provincial Administrator's Office
	1.8 Inform the client on the course of action regarding the request	None	5 minutes	<i>Development Management Officer III</i> PADO – SPPD
<b>TOTAL:</b>		<b>None</b>	<b>8 days, 2 hours and 20 minutes</b>	



## **Provincial Human Resource Management Office (PHRMO)**

1. Certificate of Employment
2. Certificate of Employment with Compensation
3. Certificate of Good Moral Character
4. Certificate of Actual Duties and Responsibilities
5. Request for Service Record
6. ID Reprinting
7. Request for Pay slip (For Loan Purposes)
8. Clearance Form
9. Certificate of Availability of Leave Credits
10. Certificate of Leave Without Pay
11. Issuance of Inclusive Dates of Leave of Absence With or Without Pay Certification
12. Date of Return to Work Certification
13. Preparation of Travel Order
14. Preparation of Travel Authority
15. Request for Human Resource Development Committee (HRDC) Deliberation
16. Request for On-The-Job Training/Student Work Immersion



17. Issuance of Certificate of Individual Performance Commitment and Review (IPCR)

Rating

18. Certified Photocopy of Employee Related Records



## 1. Certificate of Employment

Certificate of Employment is issued to all employees/workers (both current and undercurrent) of the Provincial Government of Davao del Norte as attachment to various loan applications and for other purposes.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Appointments and Personnel Records Division (PHRMO-APRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Employees and workers of the Provincial Government of Davao del Norte (both current and undercurrent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - APRD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee:  Current employee – PHP 30.00/copy	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier





receive the official receipt.		Undercurrent employee – PHP 100.00/copy		
3. Present official receipt to PHRMO-APRD	3.1. Check payment and inform client on the processing period.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
	3.2. Check appropriate records and prepare certification.		1 Day	
	3.4. Review and initial certification.		1 Hour	<i>Supervising Administrative Officer</i> PHRMO-APRD
	3.5. Sign certification.		1 Hour	<i>P.G. Department Head /</i> <i>P.G. Assistant Department Head</i> PHRMO
4. Receive certification	4. Release certification.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
<b>TOTAL:</b>		<b>Secretary's Fee:</b>  <b>Current employee –</b> <b>PHP 30.00/copy</b>  <b>Undercurrent employee –</b> <b>PHP 100.00/copy</b>	<b>1 Day, 2 Hours and 20 Minutes</b>	



## 2. Certificate of Employment with Compensation

Certificate of Employment with Compensation is issued to all employees/workers (both current and undercurrent) of the Provincial Government of Davao del Norte as attachment to various loan applications and for other purposes.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Appointments and Personnel Records Division (PHRMO-APRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government;			
<b>Who may avail:</b>	Employees and workers of the Provincial Government of Davao del Norte (both current and undercurrent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - APRD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee:  Current employee – PHP 30.00/copy	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier



receive the official receipt.		Undercurrent employee – PHP 100.00/copy		
3. Present official receipt to PHRMO-APRD	3.1. Check payment and inform client on the processing period.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
	3.2. Check appropriate records and prepare certification.		1 Day	
	3.4. Review employee's compensation and other benefits details.		1 Hour	<i>Supervising Administrative Officer /</i> <i>Administrative Officer II</i> PHRMO-Compensation and Benefits Division (PHRMO-CBD)
	3.5 Review and initial certification		1 Hour	<i>Supervising Administrative Officer</i> PHRMO-APRD
	3.5. Sign certification.		1 Hour	<i>P.G. Department Head /</i> <i>P.G. Assistant Department Head</i> PHRMO
4. Receive certification	4. Release certification.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD



	<b>TOTAL:</b>	<b>Secretary's Fee:</b> <b>Current employee –</b> <b>PHP 30.00/copy</b> <b>Undercurrent employee –</b> <b>PHP 100.00/copy</b>	<b>1 Day, 3 Hours and 20</b> <b>Minutes</b>	



### 3. Certificate of Good Moral Character

Certificate of Good Moral Character is issued to all employees/workers (both current and undercurrent) of the Provincial Government of Davao del Norte as one of the requirements for scholarship application, employment application (both in local and abroad) and other personal purposes.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Appointments and Personnel Records Division (PHRMO-APRD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Employees and workers of the Provincial Government of Davao del Norte (both current and undercurrent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - APRD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee: Current employee –	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier



receive the official receipt.		PHP 30.00/copy  Undercurrent employee – PHP 100.00/copy		
3. Present official receipt to PHRMO-APRD	3.1. Check payment and inform client on the processing period.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
	3.2. Check appropriate records (201 file documents as reference for any derogatory record) and prepare certification.		1 Day	
	3.3. Review and initial certification.		1 Hour	<i>Supervising Administrative Officer / Administrative Officer II</i> PHRMO-Compensation and Benefits Division (PHRMO-CBD)
	3.4. Final review and initial.		1 Hour	<i>P.G. Department Head / P.G. Assistant Department Head</i> PHRMO
	3.5. Forward document to Provincial Administrator for action.		1 Hour	Senior Administrative Assistant II PHRMO-Administrative Division (PHRMO-AD)



	3.6. Acted and forwarded to Provincial Governor's Office  3.7 Acted and signed.		1 Day  3 Days	Provincial Administrator Provincial Administrator's Office (PADO)  Provincial Governor Provincial Governor's Office (PGO)
4. Receive certification.	4. Release certification.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
<b>TOTAL:</b>		<b>Secretary's Fee:</b>  <b>Current employee –</b> <b>PHP 30.00/copy</b>  <b>Undercurrent employee –</b> <b>PHP 100.00/copy</b>	<b>5 Days, 3 Hours and 20</b> <b>Minutes</b>	

***\*Service qualified for multi-stage processing***



#### 4. Certificate of Actual Duties and Responsibilities

Certificate of Actual Duties and Responsibilities is issued to all employees/workers (both current and undercurrent) of the Provincial Government of Davao del Norte as one of the requirements for obtaining Professional Regulatory Commission (PRC) eligibility/PRC License and for employment application (both in local and abroad) and other personal purposes.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Appointments and Personnel Records Division (PHRMO-APRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Employees and workers of the Provincial Government of Davao del Norte (both current and undercurrent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - APRD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee: Current employee –	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier





receive the official receipt.		PHP 30.00/copy Undercurrent employee – PHP 100.00/copy		
3. Present official receipt to PHRMO-APRD	3.1. Check payment and inform client on the processing period.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
	3.2. Check appropriate records (Approved Individual Performance Commitment and Review and other documents as reference for the actual task and functions) and prepare certification.		1 Day	
	3.3. Review and initial certification.		1 Hour	<i>Supervising Administrative Officer</i> PHRMO-APRD
	3.4. Sign certification.		1 Hour	<i>P.G. Department Head / P.G. Assistant Department Head</i> PHRMO
4. Receive certification	4. Release certification.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD



<b>TOTAL:</b>	<b>Secretary's Fee:</b>  <b>Current employee – PHP 30.00/copy</b>  <b>Undercurrent employee – PHP 100.00/copy</b>	<b>1 Day, 2 Hours and 20 Minutes</b>	
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## 5. Request for Service Record

Service Record is issued to all employees (both current and undercurrent) of the Provincial Government of Davao del Norte as one of the requirements for Government Service Insurance System (GSIS) policy maturity claims, retirement/separation benefit claims, HDMF provident claims, loyalty bonus and updating of employee's records and other personal purposes.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Appointments and Personnel Records Division (PHRMO-APRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Provincial Government of Davao del Norte (both current and undercurrent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - APRD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee: Current employee –	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier



receive the official receipt.		PHP 30.00/copy Undercurrent employee – PHP 100.00/copy		
3. Present official receipt to PHRMO-APRD	3.1. Check payment and inform client on the processing period.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD
	3.2. Check appropriate records (Approved Individual Performance Commitment and Review and other documents as reference for the actual task and functions) and prepare certification.		2 Days	
	3.3. Review and initial certification.		4 Hours	<i>Supervising Administrative Officer</i> PHRMO-APRD
	3.4. Sign certification.		1 Hour	<i>P.G. Department Head /</i> <i>P.G. Assistant Department Head</i> PHRMO
4. Receive certification	4. Release certification.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-APRD



<b>TOTAL:</b>	<b>Secretary's Fee:</b>  <b>Current employee – PHP 30.00/copy</b>  <b>Undercurrent employee – PHP 100.00/copy</b>	<b>2 Days, 5 Hours and 20 Minutes</b>	
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## 6. ID Reprinting

ID Reprinting is reissued to all current employees/workers of the Provincial Government of Davao del Norte for the loss of their Identification Card due to negligence or unforeseen circumstances, as it is one of the requirements for identification in the exercise of their official and personal transaction in the agency.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Appointments and Personnel Records Division (PHRMO-APRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current employees and workers of the Provincial Government of Davao del Norte.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - APRD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) – Cashier		
3. Affidavit of Loss (1 Original)		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip and provide Affidavit of Loss.	1.1. Check requisition slip and affidavit of loss.	None	3 Minutes	<i>Administrative Assistant III</i> PHRMO-APRD
			2 Minutes	



	1.2. Instruct client to proceed to PTO-Cashier for payment.			
2. Proceed to PTO-Cashier and pay the corresponding fee and receive the official receipt.	2. Acknowledge payment and issue original receipt.	ID Reprinting Fee: Current employee – PHP 200.00	5 Minutes	<i>Local Revenue Collection Officer I/II PTO-Cashier</i>
3. Present official receipt to PHRMO-APRD.	3.1. Check payment.	None	5 Minutes	<i>Administrative Assistant III PHRMO-APRD</i>
	3.2. Print Identification Card.		45 Minutes	
4. Log and receive ID.	4. Release ID.	None	5 Minutes	<i>Administrative Assistant III PHRMO-APRD</i>
<b>TOTAL:</b>		<b>ID Reprinting Fee: Current employee – PHP 200.00</b>	<b>1 Hour and 5 Minutes</b>	



## 7. Request for Pay slip (For Loan Purposes)

Pay slip is issued to all employees/workers (both current and undercurrent) of the Provincial Government of Davao del Norte who will avail loans in HDMF, Landbank of the Philippines (LBP), Tagum Cooperative (TC) and other Lending Institutions.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Compensation and Benefits Division (PHRMO-CBD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Employees and workers of the Provincial Government of Davao del Norte (both current and undercurrent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - CBD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-CBD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee: Current employee –	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier





receive the official receipt.		PHP 30.00/copy Undercurrent employee – PHP 100.00/copy		
3. Present official receipt to PHRMO-CBD.	3.1. Check payment.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-CBD
	3.2. Print pay slip. <b><u>If the employee has a Salary Grade (SG) 22 or lower</u></b>		5 Minutes	
	3.3. Review and sign pay slip.  <b><u>If the employee or official has a Salary Grade (SG) 23 or higher</u></b>		5 Minutes	<i>Supervising Administrative Officer</i> PHRMO-CBD
	3.4. Review and initial pay slip.		5 Minutes	<i>Supervising Administrative Officer</i> PHRMO-CBD
	3.5. Sign pay slip.		5 Minutes	<i>P.G. Department Head</i> PHRMO
4. Receive pay slip.	4. Release pay slip.	None	5 Minutes	<i>Administrative Officer II</i> PHRMO-CBD



	<b>TOTAL:</b>	<b>Secretary's Fee:</b> Current employee – PHP 30.00/copy Undercurrent employee – PHP 100.00/copy	<u>If the employee has a          Salary Grade (SG) 22 or          lower</u> 30 Minutes  <u>If the employee or official          has a Salary Grade (SG)          23 or higher</u> 35 Minutes	



## 8. Clearance Form

Clearance Form is given to all employees/workers (both current and undercurrent) of the Provincial Government of Davao del Norte who intend to retire, resign, transfer of employment and file for leave exceeding 30 days and/or travel abroad.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Compensation and Benefits Division (PHRMO-CBD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Employees and workers of the Provincial Government of Davao del Norte (both current and undercurrent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - CBD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee: PHP 100.00/set	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier



receive the official receipt.				
3. Present official receipt to PHRMO-CBD	3. Check payment.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
4. Receive clearance form	4.1. Interview and instruct client in accomplishing the clearance form.	None	15 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
	4.2. Release Clearance Form		5 Minutes	
<b>TOTAL:</b>		<b>Secretary's Fee:</b>  <b>PHP 100.00/set</b>	<b>35 Minutes</b>	



## 9. Certificate of Availability of Leave Credits

Certificate of Availability of Leave Credits is issued to all Plantilla and Casual employees (both current and undercurrent) of the Provincial Government of Davao del Norte who intend to separate or transfer of employment and/or for loan purposes.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Compensation and Benefits Division (PHRMO-CBD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Plantilla and Casual employees of the Provincial Government of Davao del Norte (both current and undercurrent).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - CBD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
2. Proceed to PTO-Cashier and pay the corresponding fee and receive the official receipt.	2. Acknowledge payment and issue original receipt.	Secretary's Fee: Current employee – PHP 30.00/copy Undercurrent employee –	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier



		PHP 100.00/copy		
3. Present official receipt to PHRMO-CBD.	3.1. Check payment and inform client on the processing period.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
	3.2. Check appropriate records (Leave Cards and other documents as reference for the actual leave credits).		1 Day	
	3.3. Prepare leave breakdown.		1 Day	
	3.4. Review and initial certification.		2 Hours	<i>Supervising Administrative Officer</i> PHRMO-CBD
	3.5. Sign certification.		1 Hour	<i>P.G. Department Head</i> PHRMO
4. Receive certification.	4. Release Certification.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
<b>TOTAL:</b>		<b>Secretary's Fee:</b>	<b>2 Days, 3 Hours and 20 Minutes</b>	



	<p><b>Current employee – PHP 30.00/copy</b></p> <p><b>Undercurrent employee – PHP 100.00/copy</b></p>		
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## 10. Certificate of Leave Without Pay

Certificate of Leave Without Pay is issued to all Plantilla and Casual employees (both current and undercurrent) of the Provincial Government of Davao del Norte for the grant of Government Service Insurance System (GSIS) policy maturity claims and retirement/separation benefits.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Compensation and Benefits Division (PHRMO-CBD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Plantilla and Casual employees of the Provincial Government of Davao del Norte (both current and undercurrent).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - CBD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee: Current employee – PHP 30.00/copy	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier





receive the official receipt.		Undercurrent employee – PHP 100.00/copy		
3. Present official receipt to PHRMO-CBD.	3.1. Check payment and inform client on the processing period.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
	3.2. Check appropriate records (Leave Cards and other documents as reference for the actual leave without pay).		1 Day	
	3.3. Prepare leave breakdown.		1 Day	
	3.4. Review and initial certification.		2 Hours	<i>Supervising Administrative Officer</i> PHRMO-CBD
	3.5. Sign certification.		1 Hour	<i>P.G. Department Head</i> PHRMO
4. Receive certification.	4. Release Certification.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD



<b>TOTAL:</b>	<b>Secretary's Fee:</b> <b>Current employee –</b> <b>PHP 30.00/copy</b> <b>Undercurrent employee –</b> <b>PHP 100.00/copy</b>	<b>2 Days, 3 Hours and 20</b> <b>Minutes</b>	
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## 11. Issuance of Inclusive Dates of Leave of Absence With or Without Pay Certification

Certificate on Inclusive Dates of Leave of Absence With or Without Pay is issued to all current employees/workers of the Provincial Government of Davao del Norte for the grant of Government Service Insurance System (GSIS) and Social Security System (SSS) Employees' Compensation (EC) claims.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Compensation and Benefits Division (PHRMO-CBD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current employees and workers of the Provincial Government of Davao del Norte.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - CBD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee: PHP 30.00/copy	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier



receive the official receipt.				
3. Present official receipt to PHRMO-CBD.	<p>3.1. Check payment and inform client on the processing period.</p> <p>3.2. Check appropriate records (Leave Cards and other documents as reference for the actual leave of absence).</p> <p>3.3. Review and initial certification.</p> <p>3.4. Sign certification.</p>	None	<p>5 Minutes</p> <p>2 Days</p> <p>2 Hours</p> <p>1 Hour</p>	<p><i>Administrative Officer II/IV</i> PHRMO-CBD</p> <p><i>Supervising Administrative Officer</i> PHRMO-CBD</p> <p><i>P.G. Department Head</i> PHRMO</p>
4. Receive certification.	4. Release Certification.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
<b>TOTAL:</b>		<b>Secretary's Fee:</b> <b>PHP 30.00/copy</b>	<b>2 Days, 3 Hours and 20 Minutes</b>	



## 12. Date of Return to Work Certification

Certificate on Date of Return to Work is issued to all current employees/workers of the Provincial Government of Davao del Norte for the grant of Government Service Insurance System (GSIS) and Social Security System (SSS) Employees' Compensation (EC) claims.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Compensation and Benefits Division (PHRMO-CBD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current employees and workers of the Provincial Government of Davao del Norte.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - CBD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee: PHP 30.00/copy	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier



receive the official receipt.				
3. Present official receipt to PHRMO-CBD.	3.1. Check payment and inform client on the processing period.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
	3.2. Check appropriate records (Leave Cards and other documents as reference for the actual leave of absence).		2 Days	
	3.3. Review and initial certification.		2 Hours	<i>Supervising Administrative Officer</i> PHRMO-CBD
	3.4. Sign certification.		1 Hour	<i>P.G. Department Head</i> PHRMO
4. Receive certification.	4. Release Certification.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-CBD
<b>TOTAL:</b>		<b>Secretary's Fee:</b> <b>PHP 30.00/copy</b>	<b>2 Days, 3 Hours and 20 Minutes</b>	



### 13. Preparation of Travel Order

The Travel Order is issued when Government Officials and Employees need to travel for official purposes such as meetings, conferences, training, negotiations, presentations, or relationship-building, special project or assignment, project site visit and conduct research, gather data, or perform fieldwork that necessitates to travel to a location outside of the official station. This is in compliance to the mandate of the Department of Interior and Local Government (DILG) for Government Officials and Employees per Memorandum Circular No. 2019-82, s. 2019.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Human Resource Development Division (PHRMO-HRDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Officials and Employees of the Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved request letter from Provincial Administrator (1 Original)		Provincial Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly approved letter to PHRMO.	1.1. Check and review request.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-HRDD
	1.2. Prepare travel order.		2 Hours	



	1.3 Review and initial travel order.		10 Minutes	<i>Supervising Administrative Officer PHRMO-HRDD</i>
	1.4. Submit travel order to Provincial Administrator for approval.		2 Days	
2. Receive travel order.	2. Release approved travel order to respective office.		5 Minutes	<i>Administrative Officer II/IV PHRMO-HRDD</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 2 Hours and 20 Minutes</b>	

*\*Service qualified for multi-stage processing*





#### 14. Preparation of Travel Authority

The Travel Authority is issued when Government Officials and Employees who will be travelling outside of the country either personal in nature or for official business, this is in compliance to the mandate of the Department of Foreign Affairs (DFA) and Department of Interior and Local Government (DILG) for Government Officials and Employees per Memorandum Circular No. 2018-197, s. 2018.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Human Resource Development Division (PHRMO-HRDD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Officials and Employees of the Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved request letter from Provincial Administrator (1 Original)		Provincial Administrator’s Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly approved letter to PHRMO.	1.1. Check and review request.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-HRDD
	1.2. Prepare travel order.		2 Hours	
	1.3 Review and initial travel order.		10 Minutes	<i>Supervising Administrative Officer</i> PHRMO-HRDD



	1.4. Forward travel authority to Provincial Administrator for action.  3.6. Acted and forwarded to Provincial Governor's Office  3.7 Acted and signed.		1 Hour  1 Day  3 Days	<i>Senior Administrative Assistant II</i> PHRMO-AD  <i>Provincial Administrator</i> Provincial Administrator's Office (PADO)  <i>Provincial Governor</i> Provincial Governor's Office (PGO)
2. Receive travel authority.	2.1. Release approved travel authority.	None	5 Minutes	<i>Administrative Officer II/IV</i> PHRMO-HRDD
<b>TOTAL:</b>		<b>None</b>	<b>4 Days, 3 Hours and 20 Minutes</b>	

**\*Service qualified for multi-stage processing**



## 15. Request for Human Resource Development Committee (HRDC) Deliberation

The Human Resource Development Committee (HRDC) has been established pursuant to Omnibus Rules, Implementing Book V of Executive Order No. 292 and other pertinent Civil Service Laws. The Committee's major function is to assist the Provincial Governor of Davao del Norte in the fair, judicious, transparent and equitable selection of nominees and participant for developmental interventions, enhancement of the competency of the workforce, strengthening the Learning and Development Policy, sound evaluation of employees' application for Rehabilitation Leave and Flexible Working Hours. The Approval of requests are aligned with the policies and guidelines based on existing Civil Service Commission Policies.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Human Resource Development Division (PHRMO-HRDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Government Officials and Employees of the Provincial Government of Davao del Norte	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter request addressed to the Provincial Administration as the Authorized Chairperson of HRDC, duly endorse by the immediate Supervisor or P.G. Department Head (1 Original)		End-user
Additional requirements of certain types of HRDC request:		
(A.) For Rehabilitation Leave		
2. Incident Report		End-user/Concerned Office
3. Police Report		Police Station (PNP)



4. Medical recommendation		Government Physician		
(B.) For Study Leave/Scholarship/Attendance to Long-term Learning and Development Interventions				
5. Academic Certifications/Proof of Scholarship Grant/LDI Details		End-user		
(C.) For Flexible Working Hours				
Any document that would validate the request		End-user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request addressed to the Provincial Administrator with supporting documents.	1.1. Act on the request and notify PHRMO for HRDC Deliberation	None	1 Day	<i>Provincial Administrator</i> Provincial Administrator's Office (PADO)
	1.2. Schedule for HRDC Meeting		5 Days	<i>Administrative Officer II</i> PHRMO-HRDD
	1.3 Prepare endorsement and notification letter to the requesting party.		1 Day	
	1.4. Notify requesting party.		1 Hour	



2. Receive notification.	2.1. Conduct HRDC deliberation.	None	4 Hours	<i>HRDC Committee</i> Provincial Government of Davao del Norte
(A.) For Rehabilitation Leave and (C.) Flexible Working Hours				
	2.2. Notify requesting party if the request is approved/disapproved.	None	1 Hour	<i>Administrative Officer II</i> PHRMO-HRDD
	2.3. Adjustment to Human Resource Information System (HRIS).		1 Hour	<i>Information Technology Officer I</i> Provincial Human Resource Management Office-Human Resource Information System (PHRMO-HRIS)
(B.) For Study Leave/Scholarship/Attendance to Long-term Learning and Development Interventions				
	2.4. Prepare Memorandum Agreement (MOA) or Return of Service Contract.	None	1 Day	<i>Administrative Officer II</i> PHRMO-HRDD
	2.5. Submit Draft MOA or Return of Service Contract to Provincial Legal Office for review and Legal Opinion.		2 Hours	



	2.6. Render Legal Opinion.		3 Days	<i>Provincial Legal Officer</i> Provincial Legal Office (PLO)
	2.7. Prepare final MOA or Return to Service Contract with Signature of concerned parties.		2 Days	<i>Administrative Officer II</i> PHRMO-HRDD
	2.8. Adjustment to HRIS.		1 Hour	<i>Information Technology Officer I</i> PHRMO-HRIS
<b>TOTAL:</b>		<b>None</b>	<b>For (A.) Rehabilitation Leave and (C.) Flexible Working Hours:</b>  <b>7 Days and 7 Hours</b>  <b>(B.) For Study Leave/Scholarship/Attendance to Long-term Learning and Development Interventions:</b> <b>14 Days</b>	

***\*Service qualified for multi-stage processing***



## 16. Request for On-The-Job Training/Student Work Immersion

Request for On-The-Job Training/Student Work Immersion is done both by public and private schools/universities for their students to gain practical experience and exposure in a real-world work environment. This hands-on learning opportunity allows students to apply theoretical knowledge, develop relevant skills and understand the day-to-day operations of a specific job or industry. It enhances overall readiness for future employment and provides valuable insights that complement academic learning.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Human Resource Development Division (PHRMO-HRDD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen;	
<b>Who may avail:</b>	Public and Private Schools / Universities	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Endorsement letter from OJT/Student Work Immersion Coordinator/Adviser address to the Honorable Governor; Thru: PHRMO P.G. Department Head (2 Original)	Requesting school/university
	2. Application letter of OJT/Work Immersion Students (2 Original)	Requesting school/university
	3. Curriculum Vitae/Resume (2 Original)	Requesting school/university
	4. Waiver (2 Original)	Requesting school/university
	5. Certificate of Good Moral (1 Original, 1 Photocopy)	Requesting school/university



6. Memorandum Agreement (1 Original)		PHRMO-HRDD		
7. Certificate of Completion (1 Original) *after completion of required number of hours of training or immersion		PHRMO-HRDD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the endorsement letter to PHRMO-AD	1.1. Check and receive endorsement.	None	5 Minutes	Senior Administrative Assistant II PHRMO-AD
	1.2. Review and act on the endorsement.		1 Hour	P.G. Department Head / P.G. Assistant Department Head PHRMO
	1.3 Forward to PHRMO-HRDD for appropriate action.		5 Minutes	Senior Administrative Assistant II PHRMO-AD
	1.4. Contact and Inquire PGDDN Offices as to the number of students that they will accept in their respective offices.		1 Hour	Administrative Officer II PHRMO-HRDD
	1.5. Contact requesting school/university for compliance of Memorandum		10 Minutes	





	<p>Agreement and inquire as to the number of students they will be deploying on the specific dates.</p> <p>1.6. Prepare Memorandum Agreement (5 Copies)</p>		10 Minutes	
<p>2. Submit the duly approved Memorandum of Agreement and other requirements:</p> <p>2.1.1. Application letter of On-The-Job Trainee/Work Immersion Students (2 Original)</p> <p>2.1.2. Curriculum Vitae/Resume (2 Original)</p> <p>2.1.3. Waiver (2 Original)</p> <p>2.1.4. Certificate of Good Moral (1 Original; 1 Photocopy)</p>	<p>2.1. Received duly approved Memorandum of Agreement and other necessary documents.</p> <p>2.2. Conduct Orientation for On-The-Job Trainee/Student Work Immersion before deployment.</p> <p>2.3. Deploy On-The-Job Trainee/Student Work Immersion to assigned offices.</p> <p>2.4. Conduct Feedback Session for the On-The-Job Trainee/Work Immersion Student a week before their completion date.</p>	None	<p>15 Minutes</p> <p>3 Hours</p> <p>15 Minutes</p> <p>3 Hours</p>	<p><i>Administrative Officer II</i> PHRMO-HRDD</p>



	2.5. Prepare Certificate of Completion		10 Minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour and 10 Minutes</b>	



## 17. Issuance of Certificate of Individual Performance Commitment and Review (IPCR) Rating

Certificate of Individual Performance and Commitment and Review (IPCR) Rating is issued to all employees/workers (both current and undercurrent) of the Provincial Government of Davao del Norte as one of the requirements for employment application in the government sector and other purposes.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Administrative Division (PHRMO-AD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Employees and workers of the Provincial Government of Davao del Norte (both current and undercurrent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO - AD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Senior Administrative Assistant II</i> PHRMO-AD
2. Proceed to PTO-Cashier and pay the corresponding fee and	2. Acknowledge payment and issue original receipt.	Secretary's Fee: Current employee – PHP 30.00/copy	5 Minutes	<i>Local Revenue Collection Officer</i> I/II PTO-Cashier



receive the official receipt.		Undercurrent employee – PHP 100.00/copy		
3. Present official receipt to PHRMO-APRD	3.1. Check payment and inform client on the processing period.  3.2. Check appropriate records and prepare certification.  3.4. Review and initial certification.  3.5. Sign certification.	None	5 Minutes  1 Day  1 Hour  1 Hour	<i>Senior Administrative Assistant II</i> PHRMO-AD  <i>Supervising Administrative Officer</i> PHRMO-AD  <i>P.G. Department Head</i> PHRMO
4. Receive certification	4. Release certification.	None	5 Minutes	<i>Senior Administrative Assistant II</i> PHRMO-AD
<b>TOTAL:</b>		<b>Secretary's Fee:</b>  <b>Current employee –</b> PHP 30.00/copy  <b>Undercurrent employee –</b> PHP 100.00/copy	<b>1 Day, 2 Hours and 20</b> <b>Minutes</b>	



## 18. Certified Photocopy of Employee Related Records

Certified photocopies of employee records are issued to all employees (both current and undercurrent) of the Provincial Government of Davao del Norte as one of the requirements for employment application (both in local and abroad) and other personal purposes.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Appointments and Personnel Records Division (PHRMO-APRD); Compensation and Benefits Division (PHRMO-CBD); Human Resource Development Division (PHRMO-HRDD); and/or Administrative Division (AD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Provincial Government of Davao del Norte (both current and undercurrent)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Original)		PHRMO – APRD; PHRMO-CBD; PHRMO-HRDD; and/or PHRMO-AD		
2. Official Receipt for payment of Secretary's Fee (1 Original)		Provincial Treasurer's Office (PTO) - Cashier		
3. Special Power of Attorney (SPA) (1 Original Copy) *if the claimant is not the owner		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip.	1. Check requisition slip and instruct client to proceed to PTO-Cashier for payment.	None	5 Minutes	<i>Senior Administrative Assistant II/Administrative Officer II/IV</i>



				PHRMO-APRD; PHRMO-CBD; PHRMO-HRDD; and/or PHRMO-AD
2. Proceed to PTO-Cashier and pay the corresponding fee and receive the official receipt.	2. Acknowledge payment and issue original receipt.	Secretary's Fee:  Current employee – PHP 30.00/copy  Undercurrent employee – PHP 100.00/copy	5 Minutes	<i>Local Revenue Collection Officer I/II</i>  PTO-Cashier
3. Present official receipt to PHRMO-Division Concerned.	3.1. Check payment and inform client on the processing period. *if the claimant is not the owner check and receive SPA	None	5 Minutes	<i>Senior Administrative Assistant II/Administrative Officer II/IV</i> PHRMO-APRD; PHRMO-CBD; PHRMO-HRDD; and/or PHRMO-AD
	3.2. Check appropriate records.		2 Days	
	3.3. Photocopy and certify document.		20 Minutes	
4. Log and receive requested document.	4. Release requested document.	None	5 Minutes	<i>Senior Administrative Assistant II/Administrative Officer II/IV</i> PHRMO-APRD; PHRMO-CBD; PHRMO-HRDD; and/or PHRMO-AD



<b>TOTAL:</b>	<b>Secretary's Fee:</b> <b>Current employee –</b> <b>PHP 30.00/copy</b> <b>Undercurrent employee –</b> <b>PHP 100.00/copy</b>	<b>2 Days, 5 Hours and 20</b> <b>Minutes</b>	
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## **Provincial Information, Communication and Knowledge Management Office (PICKMO)**

1. Request for Administrative & Logistics Support for the use of LED Wall
2. Request for Audio-Visual Presentation
3. Request for Studio Program Guesting
4. Request for Loop
5. Request for Coverage of Events
6. Request for Voice Over of News Materials / Full Length AVP
7. Avail Davao del Norte Learning Institute (DNLI) Special Academic Programs
8. Request for Publication to PGDDN Official Website & Social Media Accounts
9. Request for the use of Bulwagan Hall/Function Rooms
10. Request for Lay-Out of Information, Education and Communication (IEC) Materials
11. Request for Governor's Messages/ Speech





### 1. Request for Administrative & Logistics Support for the use of LED Wall

Being the Lead Operator of the province-owned Light-Emitting Diode (LED) Wall System, the Administrative Division facilitates request for its use exclusively within the Provincial Government Center.

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – Administrative Division (PICKMO-Admin)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Specific and Formal Request duly approved by the PICKMO-Department Head. (1 Original) Note: Use of LED Wall System is exclusive only to activities within the Provincial Government Center premises.		Provincial Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit to PICKMO-Administrative Division duly approved Formal Request.	1. Verify availability of requested LED Wall Equipment/ logistics support.	None	15 Minutes	<i>Division Personnel</i> PICKMO-KIMD
2. Furnish PICKMO-Administrative Division details (Name &	2. Informs Utility Personnel/ LED Wall Operator of the approved schedule.	None	15 Minutes	<i>Division Personnel</i> PICKMO-KIMD



Contact number) of Focal Person for the said request.				
	<b>TOTAL:</b>	<b>None</b>	<b>30 Minutes</b>	



## 2. Request for Audio-Visual Presentation

The Broadcast Division provides and gives services through an Audio-Visual Presentation (AVP) to the Provincial Government Offices in presenting the materials to any provincial events, or maybe published and broadcast to any social media platforms to a presentable, proper and clean presentation for its viewers.

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – Broadcast Division (PICKMO-Broadcast)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Request Letter (1 Original Copy) 2. Script and Media Files		Concerned Provincial Government Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter at PICKMO-Administrative Division	1. Receive the required document and check for completeness	None	2 minutes	<i>Senior Administrative Assistant II</i> PICKMO - Administrative Division
2. Submit needed requirements at Broadcast Division (i.e. Script and media files)	2.1 Consultation with requisitioning party and Broadcast Team	None	2 minutes	<i>Division Head</i> PICKMO - Broadcast Division
	2.2 Process the requested AVP	None	15 minutes	<i>Administrative Assistant V</i> PICKMO - Broadcast Division



	2.3 Edit the AVP	None	15 days	<i>Administrative Assistant V</i> PICKMO - Broadcast Division
3. Receive the final output of the Audio-Visual Presentation at PICKMO-Broadcast Division	3. Inform client once AVP is completed	None	5 minutes	<i>Administrative Assistant V</i> PICKMO - Broadcast Division
<b>TOTAL:</b>		<b>None</b>	<b>15 days and 24 minutes</b>	



### 3. Request for Studio Program Guesting

The Kapihan sa Kapitolyo provides information through guesting and can be air over live broadcast or delayed telecast on radio or TV with the current issues happening in the province of Davao del Norte.

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – Broadcast Division (PICKMO-Broadcast)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Request Letter (1 Original Copy)		PIA / PICKMO Department Head		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the approved Request Letter at PICKMO-Administrative Division	1. Receive the invitation	None	2 minutes	<i>Senior Administrative Assistant II</i> PICKMO - Administrative Division
2. Proceed to Broadcast Division	2.1 Forward and assist the Client to Broadcast Division	None	5 minutes	<i>Division Head</i> PICKMO - Broadcast Division
	2.2 Conduct meeting with the Client	None	20 minutes	
	2.3 Topic Preparation	None		



3. Attend the program proper at PICKMO-Broadcast Studio	3.1 Studio Preparation	None	5 minutes	<i>Administrative Officer V</i> PICKMO - Broadcast Division
	3.2 Conduct of Kapihan sa Kapitolyo – live airing	None	1 hour	<i>Division Head</i> PICKMO - Broadcast Division
	3.3 Serve the Meals (if any)	None		<i>Administrative Officer V</i> PICKMO - Broadcast Division
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 32 minutes</b>	



#### 4. Request for Loop

The Broadcast Division produces a creation of a loop to be used for presentation to a particular event in the Provincial Government.

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – Broadcast Division (PICKMO-Broadcast)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Request Letter (1 Original Copy)		Requesting Department – PICKMO Department Head		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter at PICKMO-Administrative Division	1. Give the Log book to the Client	None	2 minutes	<i>Senior Administrative Assistant II</i> PICKMO - Administrative Division
2. Submit the Flash drive with the details of the loop content at PICKMO-Broadcast Division	2.1 Receive the required document and check for Completeness 2.2 Forward to Broadcast Division for Administrative Action	None	10 minutes	<i>Division Head</i> PICKMO - Broadcast Division
3. Provide information and details of loop	3.1 Process the request on the details of the loop content 3.2 Edit the Loop	None	2 hours	<i>Administrative Assistant V</i> PICKMO - Broadcast Division
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 12 minutes</b>	



## 5. Request for Coverage of Events

The Broadcast Division provides services through coverage of Provincial Events, Regional Meetings/conferences from other agencies, Courtesy Calls and other happenings in the Province of Davao del Norte.

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – Broadcast Division (PICKMO-Broadcast)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Request Letter (1 Original Copy)		Requesting Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Formal Letter containing the important information of the event at PICKMO-Administrative Division	1. Receive the required document and check for completeness	None	2 minutes	<i>Senior Administrative Assistant II</i> PICKMO - Administrative Division
2. Give information/ instructions about the Event	2.1 Approval from the PG Department Head	None	1 day	<i>Division Head</i> PICKMO - Broadcast Division
	2.2 Scheduling of the event			
	2.3 Assigned a Team for Documentation			





	2.4 Coverage/ Documentation of the event			<i>Administrative Officer II</i> PICKMO - Broadcast Division
	<b>TOTAL:</b>	<b>None</b>	<b>1 day and 2 minutes</b>	



## 6. Request for Voice Over of News Materials / Full Length AVP

The Broadcast Division provides services through Voiceover of news, short and full length AVP etc. for the Local Government of the province of Davao del Norte.

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – Broadcast Division (PICKMO-Broadcast)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Request Letter (1 Original Copy) 2. Flashdrive with Script of the Voice Over		Concerned Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Request letter at PICKMO-Administrative Division	1.1 Receive the required document and check for Completeness  1.2 Forward or assist the client to Broadcast Division for Administrative Action	None	2 minutes	<i>Senior Administrative Assistant II</i> PICKMO - Administrative Division
2. Submit the Flash drive with the Script and materials to be used and other	2.1 Process the request for the voice over  2.2 Script Familiarization	None	1 day	<i>Administrative Officer II</i> PICKMO - Broadcast Division



instructions to PICKMO-Broadcast Division	2.3 Edit the Voice Over			
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 2 minutes</b>	



## 7. Avail Davao del Norte Learning Institute (DNLI) Special Academic Programs

DNLI was created through Provincial Ordinance No. 2012-001, amended through Provincial Ordinance Numbers 2014-006 and 2019-011, to serve as a learning facility for government workers who want to pursue undergraduate and graduate studies to upgrade their knowledge, moral fitness, probity, efficiency and capability.

It offers custom-designed curricula developed by our partner Higher Education Institutions (HEIs) tailored-fit to the learning needs of the government workers without necessarily disrupting their normal work schedule.

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – Knowledge and Information Management Division (PICKMO-KIMD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	-Government Officials or Employees at the time of application; -Bonafide residents of Davao del Norte. <i>Additional Qualifications:</i> Undergraduate Programs: a. High School Graduate b. Has not yet completed any 4-year Undergraduate Course Graduate Programs: a. Graduate of any 4-year course	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Endorsement/Recommendation Letter from LCE or Head of Agency(1 Original)		Local Chief Executive/Head of Agency of your affiliation
Certificate of Employment (1 Original)		Human Resource Office of your Government Unit/Agency
Report Card (For High School Graduates) (1 Original)		Registrar's Office of your School



Transcript of Records (1 Original)		Registrar's Office of your SUC		
Honorable Dismissal (1 Original)		Registrar's Office of your SUC		
PSA/NSO Authenticated Birth Certificate (1 Original)		PSA/NSO		
Marriage Contract & NSO Birth Certificate of Spouse (If applicable)(1 Original)		PSA/NSO		
Medical Certificate (Fit for Enrolment) (1 Original)		Any Licensed Physician		
2x2 (4 pcs) and 1x1 (2 pcs) ID Photos		Any Photography Studio		
Long Brown Envelope (1 pc)		Any Office/School Supplies Retail Store		
Ordinary Mailing Envelope (2 pcs)		Any Office/School Supplies Retail Store		
Ordinary Mailing Stamps (2 pcs)		Post Office		
DNLI Application Forms(Phase 1 & 2)		DNLI Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the DNLI Secretariat and present requirements.  Fill-out DNLI Application Form Phase 1.	1.1 Assess basic qualifications of applicant.  1.2 Orient the applicant about the nature of the program.  1.3 Assist applicant in the application process.  1.4 Schedule applicant for an Assessment Exam with	None	10 Minutes	<i>DNLI Secretariat</i> PICKMO-KIMD



	Partner Higher Education Institute (HEI)			
2. Take the Partner HEI's Assessment & Qualifying Exam. Present DNL Application Form Phase 1 to Partner HEI.	2. Partner HEI facilitates standardized written examination.	None	4 Hours	Guidance Office Partner HEI
3. Await results of Assessment & Qualifying Examination	3. Endorse to DNL PAB for Approval of Scholarship Grant and/or Admission to the Special Program based on results of Assessment Exam.	None	15 days	DNL Secretariat PICKMO-KIMD
4. Read and Sign Memorandum of Agreement.	4. Provide the manuscripts and assists the parties in the Ceremonial Signing.	None	None	DNL Secretariat PICKMO-KIMD
5. Proceed with the Enrolment Process of the Partner HEI. Present DNL Application Form Phase 2 to Partner HEI.	5. Provide grantee with enrolment schedules.	a. (Partner HEI Total School Fee) – (37.5% Province Share) = Total Student Share b. (Partner HEI Total School Fee) – (75% Province Share) = Total Student Share	1 Day	Registrar's Office Partner EI
<b>TOTAL:</b>		<b>Refer to approved Scholarship Package</b>	<b>17 days and 10 minutes</b>	



## 8. Request for Publication to PGDDN Official Website & Social Media Accounts

In support to PICKMO's mandate of becoming the government's bugle in spreading public awareness and appreciation of its developmental projects and programs, the KIMD Division spearheads in developing, administering, managing and maintaining content of the Provincial Government's official website and social media accounts.

The division facilitates the uploading of relevant information for public consumption. It also receives any communication, comment, feedback, or request lodged through the said mediums/platforms and endorses the same to concerned offices for appropriate action.

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – Knowledge and Information Management Division (PICKMO-KIMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Formal Request (1 Original)		Department Heads and/or Authorized Program Coordinators		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit to PICKMO-KIMD request for uploading of any content.	1.1 Evaluate urgency, appropriateness & relevance of any content/ information to be posted. 1.2 Advise client	None	10 Minutes	<i>Division Head</i> PICKMO-KIMD



	on prescribed format specifications.			
2. Submit pertinent supporting materials – photos, audios, videos, narratives, etc., as may be required to meet prescribed format specifications.	2. Publish content to appropriate medium/platform.	None	1 Hour	<i>Administrative Officer V</i> PICKMO-KIMD
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	





## 9. Request for the use of Bulwagan Hall/Function Rooms

As the assigned custodian of Bulwagan ng Karunungan, the KIMD facilitates requests to use its facilities (Hall and Classroom) and equipment (Sound System, Projectors, etc.).

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – Knowledge and Information Management Division (PICKMO-KIMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2B-Government to Business; G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Specific and Formal Request duly approved by the PICKMO-Department Head. (1 Original)		Provincial Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit to PICKMO-KIMD duly approved Formal Request.	1. Verify availability of requested venue/logistics support.	None	15 Minutes	<i>Division Personnel</i> PICKMO-KIMD
2. Furnish PICKMO-KIMD details (Name & Contact number) of Focal Person for the said request.	2. Inform client of the availability of requested venue/logistics support, existing policies for its appropriate use.	None	15 Minutes	<i>Division Personnel</i> PICKMO-KIMD
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 10. Request for Lay-Out of Information, Education and Communication (IEC) Materials

Lay-out for Information, Education and Communication (IEC) materials are offered to different offices inside the Provincial Capitol that wishes to conduct an activity that needs to have a lay-out for the primary information of the program to be conducted. In addition, offices can request lay-out for logo, seal, icon and/or picture related to the information of the province.

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – News and Printing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved request letter (1 original copy) 2. Flashdrive/ e-mail 3. Dummy pictures/ logo (softcopy) 4. Proposed lay-out (softcopy)		PICKMO Department Head		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request or intent to Provincial Admin. Office.	1.1 Administrative Action	None	1 day	<i>Provincial Administrator</i> Provincial Administrator's Office
	1.2 Once approved, the PADO will submit it to PICKMO for processing.	None	10 minutes	<i>Administrative Aide III</i> Provincial Administrator's Office



2. Submit the approved Request letter at PICKMO-Administrative Division	2.1. Receive the required document and check for Completeness.	None	1 minute	<i>Senior Administrative Assistant II</i> PICKMO - Administrative Division
	2.2. Forward request and assist client to Print Division and submit Flash drive and/or Email address.	None	5 minutes	<i>Division Head</i> PICKMO – News and Printing Division
	2.3. Lay-outing and editing of IEC Materials.	None	2 days	
3. Get files from PICKMO-Print Division or check e-mail.	3. Provide copy of the finished IEC materials design.	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>3 days and 21 minutes</b>	



### 11. Request for Governor's Messages/ Speech

The Provincial Governor of Davao del Norte presents himself to different Local Government Units inside and outside the province. As part of this, it requires speech to address.

<b>Office or Division:</b>	Provincial Information, Communication and Knowledge Management Office – News and Printing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy) 2. Content Of The Message (Softcopy)		Provincial Governor's Office/ PICKMO Department Head.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter of Request at PICKMO-Administrative Division	1. Receive Request Letter	None	2 minutes	<i>Senior Administrative Assistant II</i> PICKMO - Administrative Division
2. Proceed to Print Division and Submit vital information needed for the drafting of Governor's Message/speech.	2.1 Assist the Client	None	5 minutes	<i>Division Head</i> PICKMO – News and Printing Division
	2.2 Validate the information needed for the Request.	None	5 minutes	
	2.3 Composing/ Writing of Message	None	1 day	



3. Receive the printed/ soft copy or emailed copy of message/ speech.	3. Print/ email speech/ Message.	None	5 minutes	<i>Division Head</i> PICKMO – News and Printing Division
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 17 minutes</b>	



## **Provincial Planning and Development Office (PPDO)**

1. Data/information dissemination on the status of programs, projects, activities completed and implemented by the province
2. Socio - Economic and Ecological Profile Data/Information Dissemination
3. Data/information on programs, projects, activities and development direction of Davao del Norte reflected in various planning documents



## 1. Data/information dissemination on the status of programs, projects, activities completed and implemented by the province

The Monitoring and Evaluation Division is mandated to prepare and collate monthly, quarterly and annual report and prepare and submit the same to national, local and other stakeholders. These data are regularly (monthly and quarterly) collected from various national and department offices of the province. The reports collected are carefully analysed and consulted/coordinated with concerned offices. The findings in the reports are utilize in decision-making processes and also in development planning processes such as short and long term planning and budgeting.

<b>Office or Division:</b>	Provincial Planning and Development Office - Monitoring and Evaluation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen and G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter from requesting party (1 original)		Prepared by requesting party and hand carried to PPDO Administrative Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Requesting Party will resent the request letter at PPDO Admin-Desk/Station	1. Receive and facilitate the request	None	5 minutes	<i>Administrative Aide IV; Administrative Officer V PPDO/Admin Support Section</i>
2. The Requesting party shall be directed to the Monitoring and	2. The Division shall provide the requested data either/or: <ul style="list-style-type: none"><li>• Hard copy</li></ul>	None	10 minutes	<i>Project Evaluation Officer II; Project Evaluation Officer III PPDO Monitoring</i>



Evaluation Division concerned staff	<ul style="list-style-type: none"> <li>Electronic copy</li> </ul>			
3. The Requesting Party will Receive data documents	3. Record and Release data Documents	none	2 minutes	<i>Administrative Aide IV</i> PPDO Admin
<b>TOTAL:</b>		<b>None</b>	<b>17 minutes</b>	





## 2. Socio - Economic and Ecological Profile Data/Information Dissemination

The Research and Statistics Division, of this office maintains and updates the Provincial Data Bank on prevailing socio-economic and ecological conditions of the Province of Davao del Norte. These are secondary data that are regularly collected on a yearly basis from various offices that are generators of primary data. Once organized, processed and analyzed, these data form part of the essential baseline data for planning and programming not only by government offices but also the academe, the business sector and those who undertake various types of research works.

<b>Office or Division:</b>	Provincial Planning and Development Office - Research and Statistics Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government; G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter from requesting party (1 original copy)		Prepared by requesting party and hand carried to PPDO Administrative Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting Party will present the request letter at PPDO Admin-Desk/Station	1.1 Receive/ Record the letter and forward to PG Dept Head	None	5 minutes	<i>Administrative Aide IV</i> PPDO/Admin Support Section
	1.2 PG Dept. Head shall comment/ approve the request.	None	5 minutes	<i>PG Department Head</i> PPDO



<p>2. Requesting party will be directed to Research and Statistics Division concerned personnel</p>	<p>(Approved request)          2.1 The Division Head shall Instruct/prepare/ facilitate the requested data/ documents</p> <ul style="list-style-type: none"> <li>• <b>SIMPLE DATA</b></li> <li>• <b>COMPLEX DATA</b></li> </ul> <p>2.2 Check and verify Completeness of documents</p> <ul style="list-style-type: none"> <li>• <b>Hard Copy</b> (For G2C &amp; G2B)</li> <li>• <b>Soft Copy</b> (For G2G thru email)</li> </ul>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Day</p> <p>2 days</p> <p>3 minutes</p>	<p><i>Project Development Officer IV</i>          PPDO - Research and Statistics Division</p> <p><i>and all concerned staff in the</i>          PPDO - Research and Statistics Divion</p> <p><i>Project Development Officer IV</i>          PPDO - Research and Statistics Division</p>
<p>3. Requesting Party will receive data documents</p>	<p>3. Record and Release data documents</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Administrative Aide IV</i>          PPDO/Admin Support Section</p>
<p><b>TOTAL:</b></p>		<p><b>None</b></p>	<p><b>*Simple Data:          1 day and 16 minutes</b></p> <p><b>*Complex Data:          2 days and 16 minutes</b></p>	



### 3. Data/information on programs, projects, activities and development direction of Davao del Norte reflected in various planning documents

The Plans and Program Division (PPD) of this office prepares various development plans such as the PDPFP, PDIP, AIP and other sectoral plans. The PDPFP embodies the framework of development of which the provincial government is set to pursue within the timeframe of the plan. It serves as a blueprint of development of the province to attain development and progress in the lives of its beloved constituents.

The PDIP is the investment plan of the PDPFP wherein programs and projects are identified and funded and so different services will reach all the people of the province and will benefit and will be provided with the basic services and necessities in life. The AIP contains priority programs and projects which are implemented every year to sustain the services and continually reach and benefit the people.

All Stakeholders, the private sector, government sector, investors, communities, businessmen, etc., who wants to be a part of the development undertaking of the province can avail of the various development plans. All constituents of Davao del Norte are the major beneficiaries of various development plans formulated by PPDO in coordination with other offices.

<b>Office or Division:</b>	Provincial Planning and Development Office – Plans and Programs Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request letter from requesting party (1 original)		Prepared by requesting party and hand carried to PPDO Administrative Section
2. Order of Payment (1 original)		PPDO – Administrative Section
3. Official Receipt (1 original)		Provincial Treasurer Office – Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party will present request letter at PPDO Admin Desk /Station	1.1 Receive/ Record the letter and forward to PG Dept Head	None	5 minutes	<i>Administrative Aide IV</i> PPDO/Admin Support Section
	1.2 PG Dept. Head shall comment/ approve the request.	None	5 minutes	<i>PG Department Head</i> PPDO
2. Requesting party will be directed to Plans and Program Division concerned personnel	(Approved request) 2. prepare/facilitate the requested data either/or <ul style="list-style-type: none"> <li>• <b>Hard Copy</b></li> <li>• <b>Soft Copy</b></li> </ul>	For Government Agencies <b>No Fees</b>	10 minutes	<i>Planning Officer IV</i> and all concerned staff in the PPDO - Plans and Program Division
3. Requesting Party will secure order of Payment from PPDO-Admin	3. Prepare Order of Payment	None	3 minutes	<i>Administrative Officer V</i> PPDO/Admin Support Section
4. Requesting Party will be directed to PTO to pay the required fees and secure Official Receipt	4.1 Accept the payment based on the Order of Payment and issue Official Receipt	<b>For other entities</b>  PHP 150.00	10 minutes	<i>Local Revenue Collection Officer</i> PTO Cashier
	4.2 <b>Computer Generated Maps</b>  1. Thematic Map (A3 Size Bond Paper)			



	2. Thematic Maps (A4 and Long Size Bond Paper)	PHP 100.00		
5. Requesting Party will present the Official Receipt to PPDO Admin	5.1 Receive and photocopy Official Receipt and facilitate the requested document	None	1 minute	<i>Administrative Officer V; Administrative Aide IV PPDO Admin</i>
	5.2 Check and verify the completeness of documents	None	3 minutes	<i>Planning Officer IV PPDO - Plans and Program Division</i>
6. Requesting Party will Receive data documents	6. Record and Release data Documents	None	2 minutes	<i>Administrative Aide IV PPDO Admin</i>
<b>TOTAL:</b>		<b>Computer Generated Maps requested by Gov't. Agencies: None</b>  <b>Computer Generated Maps requested by Other Entities:</b>  <b>Thematic Map Fee (A3 Size Bond Paper) - PHP 150.00</b>  <b>Thematic Maps Fee (A4 and Long Size Bond Paper) - PHP 100.00</b>	<b>*Without fees to be paid: 26 minutes</b>  <b>*With fees to be paid: 39 minutes</b>	



## **Provincial General Service Office (PGSO)**

1. Supplier Registration
2. Issuance of Bidding Documents
3. Processing of Payment of the Delivered Supplies and Services – Direct Contracting / Scientific Scholarly or Artistic Work, Exclusive Technology and Media Services
4. Processing of Payment of the Delivered Supplies and Services – Competitive Bidding / Negotiated Procurement – Two Failed Bidding
5. Processing Of Payment of The Delivered Supplies and Services – Shopping 52.1 B / Negotiated Procurement – Small Value Procurement
6. Public Auction
7. The Acceptance & Inspection Report (AIR)
8. Property Clearance for Public Officials and Employees
9. Inventory Custodian Slip Below for Low Value Tangible Items (PGSO-Warehouse and On-Site Delivery)



10. Inspection and Acceptance of Delivered Supplies and Equipment
11. Requests for Borrowing of Tents, Tables and Chairs
12. Job Order Requests / Maintenance Requests
13. Vermicast Business



## 1. Supplier Registration

The Bids and Awards Committee (BAC) shall include the prospective bidders in the list of bona fide suppliers of the Provincial Government upon payment of the corresponding cost and submission of documentary requirements. The standard fee for the supplier registration shall be in the amount of PHP 500.00 and shall be renewed annually.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Procurement and Warehousing Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	Prospective Bidders who are not blacklisted	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. PhilGEPS Registration (1 printed copy / electronic copy)	PhilGEPS Website <a href="https://www.philgeps.gov.ph/">https://www.philgeps.gov.ph/</a>
	2. DT1 / SEC / CDA Certificate of Registration (1 printed copy / electronic copy)	DT1 / SEC / CDA
	3. Updated Business/Mayor's Permit (1 printed copy / electronic copy)	Licensing Office
	4. Certificate of Registration (COR) duly authenticated by the BIR (1 printed copy / electronic copy)	BIR
	5. Official Receipt for the payment of Registration fee (1 printed copy / electronic copy)	PTO
	6. Statement of Account/Billing Statement (1 printed copy / electronic copy)	BIR





7. Supplier Registration Form (with updated contact number)		BAC- PGSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Order of Payment at the PGSO 2 <sup>nd</sup> Floor BAC Secretariat Office	1. Fill-up Order of Payment	None	5 minutes	<i>Administrative Aide III</i> PGSO – Procurement, Planning & Purchasing Section
2. Present Order of Payment & pay the fee at the PTO Main Capitol Building	2. Processes payment and issues Official Receipt	Registration Fee - Php500.00	30 minutes	<i>Local Revenue Collection Officer</i> PTO Cashier
3. Present the copy of Official Receipt in person at PGSO 2 <sup>nd</sup> Floor BAC Secretariat Office or send electronic copy via email at bacddn4@gmail.com	3. Validates the Official Receipt and copy of Order of Payment	None	5 minutes	<i>Administrative Aide III</i> PGSO – Procurement, Planning & Purchasing Section
4. Submits all required documents stated at PGSO 2 <sup>nd</sup> Floor BAC Secretariat Office	4. Validates all submitted required documents	None	30 minutes	<i>Administrative Aide III</i> PGSO – Procurement, Planning & Purchasing Section
<b>TOTAL:</b>		<b>Registration Fee - Php500.00</b>	<b>1 hour and 10 minutes</b>	



## 2. Issuance of Bidding Documents

The Bids and Awards Committee (BAC) shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost. The standard rate for the sale of bidding documents shall be based on the fixed rate on a fixed range approach and shall be applicable in the procurement of goods, consulting services, and the contracting for infrastructure projects by the procuring entity, whether procured by way of public bidding or any of the alternative methods of procurement that utilize processes and procedures in competitive bidding.

The standard rate of bidding documents to regulate its price and to lessen the exercise of discretion of procuring entities so as not to discourage market participation and competition.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Procurement and Warehousing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Prospective Bidders who are not blacklisted			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 Valid Company Identification (ID)		Supplier / Establishment		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Order of Payment at PGSO 2nd Floor BAC Secretariat Office	1.1 Fill-up Order of Payment	None	5 minutes	<i>Administrative Aide III</i> PGSO – Procurement, Planning & Purchasing Section
	1.2 Endorsement of Order of Payment and approval by BAC Chairperson	None	1 day	<i>Supplier/ Contractor</i> <i>BAC Chairperson</i>



<p>2. Present Order of Payment &amp; pay the fee at PTO Main Capitol Building</p>	<p>2. Processes payment and issues Official Receipt</p>	<p>Cost of Bidding Documents:</p> <p>Php500.00 (Php500,000 and below)</p> <p>Php1,000.00 (More than Php500,000 up to Php1 Million)</p> <p>Php5,000.00 (More than Php1 Million up to Php5 Million)</p> <p>Php10,000.00 (More than Php5 Million up to Php10 Million)</p> <p>Php25,000.00 (More than Php10 Million up to Php50 Million)</p> <p>Php50,000.00 (More than Php50 Million up to Php500 Million)</p> <p>Php75,000.00 (More than Php500 Million)</p>	<p>30 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO Cashier</p>
<p>3. Presents the original copy of Official Receipt at PGSO 2nd Floor BAC Secretariat Office</p>	<p>3. Validates the Official Receipt and copy of Order of Payment</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide III</i> PGSO – Procurement, Planning &amp; Purchasing Section</p>



4. Receives Bidding Documents, Bidding Forms, applicable issuances (Supplemental / Bid Bulletin) at PGSO 2nd Floor BAC Secretariat Office	4. Print and issue Bidding Documents, Bidding Forms, applicable issuances (Supplemental / Bid Bulletin)	None	30 minutes	<i>Administrative Aide III</i> PGSO – Procurement, Planning & Purchasing Section
<b>TOTAL:</b>		<b>Refer to corresponding ABC range as indicated</b>	<b>1 day, 1 hour and 10 minutes</b>	



### 3. Processing of Payment of the Delivered Supplies and Services – Direct Contracting / Scientific Scholarly or Artistic Work, Exclusive Technology and Media Services

Processing of payment has to work in accordance with the regulatory requirement of the organization. This requires that the organization involved at every step of the process take full responsibility for policies and procedures regarding purchasing, payment, and vendor relations. Purchases also need to be made in the most efficient and cost-effective manner.

Processors for the payment can coordinate different offices to make the process of payment complete and each has different operating characteristics, rules and settlement mechanisms. Processing of payment varies depending on parties involved in the transactions.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Procurement and Warehousing Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government and G2B – Government to Business	
<b>Who may avail:</b>	Prospective Bidders who are not blacklisted	
<b>CHECKLIST OF REQUIREMENTS</b>		
<b>WHERE TO SECURE</b>		
Direct Contracting / Scientific Scholarly or Artistic Work, Exclusive Technology and Media Services		
(Note: All items are in original/certified true copy form)		
<ol style="list-style-type: none"> <li>1. Disbursement Voucher (3cps)</li> <li>2. Obligation Request (2cps)</li> <li>3. Purchase Request (1copy)</li> <li>4. Direct Contract Award (1cpy)</li> <li>5. Purchase Order/Contract/MOA (1cpy)</li> <li>6. Transmittal of PO/Contract/MOA to COA (1cpy)</li> <li>7. Certificate of Exclusive Distributorship (Certified Photocopy by PGSO) (1cpy)</li> </ol>	PGSO - BAC Secretariat	



<ol style="list-style-type: none"> <li>8. Notice of Delivery received by the concerned department (1cpy)</li> <li>9. Acceptance &amp; Inspection Report (Stamped by COA) (1cpy)</li> <li>10. Requisition &amp; Issue Slip (when applicable) (1cpy)</li> <li>11. Property Acknowledgement Receipt (1cpy)</li> <li>12. Inventory Custodian Slip (1cpy)</li> <li>13. Notice to Proceed/Commence Work (1 cpy)</li> </ol>	
<ol style="list-style-type: none"> <li>1. Statement of Account/Billing&amp; Statement (1cpy)</li> <li>2. Price-List/Quotations/Pro-Forma Invoice (1 copy)</li> <li>3. Certificate of Product Registration (for drugs &amp; meds) duly certified by PGSO (1cpy)</li> <li>4. Certificate of Sampling (Original copy) (for drugs &amp; meds)</li> </ol>	Suppliers/Contractors/Consultants
<ol style="list-style-type: none"> <li>1. Parts &amp; Materials Requirement (when applicable) (1cpy)</li> <li>2. Report of Waste Material (when applicable) (1cpy)</li> <li>3. Project/Activity Design/Log frame/POW (for Infra Projects) (1cpy)</li> <li>4. Statement of Work Accomplished (1cpy)</li> <li>5. Notice of Project Suspension/Notice to Resume (for Infra Project) (1cpy)</li> </ol>	End-user Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow-up vouchers at PGSO 2nd Floor BAC Secretariat Office	1.1 Prepare and attach all necessary documents for processing of payments, then forward to PACCO - Processing	None	30 minutes *Presumed that all documents are in order	<i>Administrative Aide VI</i> PGSO – Procurement, Planning & Purchasing Section
	1.2 Trace the vouchers through database; inform the client the status of their vouchers; and give the OBR Number, PO Number for them to verify to PACCO - Processing	None	10 minutes	<i>Administrative Aide III</i> PGSO – Procurement, Planning & Purchasing Section
2. Present to PACCO, give the OBR number and PO number at PACCO Main Capitol Building	2. Verify and check the OBR number and PO number through Financial Management Information System (FMIS); and inform the client the status of their vouchers	None	10 minutes	PACCO-Processing
3. Proceed to PTO, give the OBR number and PO number at PTO Main Capitol Building	3. Verify and check the OBR number and PO number through Financial Management Information System (FMIS); check if	None	1 day and 10 minutes	<i>Local Revenue Collection Officer</i> PTO Cashier



	payment will be released after the advice from PACCO - Processing			
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 1 hour</b>	





#### 4. Processing of Payment of the Delivered Supplies and Services – Competitive Bidding / Negotiated Procurement – Two Failed Bidding

Processing of payment has to work in accordance with the regulatory requirement of the organization. This requires that the organization involved at every step of the process take full responsibility for policies and procedures regarding purchasing, payment, and vendor relations. Purchases also need to be made in the most efficient and cost-effective manner.

Processors for the payment can coordinate different offices to make the process of payment complete and each has different operating characteristics, rules and settlement mechanisms. Processing of payment varies depending on parties involved in the transactions.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Procurement and Warehousing Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government and G2B – Government to Business	
<b>Who may avail:</b>	Business Entity (Suppliers/Contractors/Consultants)	
<b>CHECKLIST OF REQUIREMENTS</b>		
<b>WHERE TO SECURE</b>		
Competitive Bidding / Negotiated Procurement – Two Failed Bidding		
(Note: All items are in original/certified true copy form)		
<ol style="list-style-type: none"> <li>1. Disbursement Voucher (3cps)</li> <li>2. Obligation Request/Trust Fund Control Slip / General Fund – Trust Liability (2cps)</li> <li>3. Purchase Request (1copy)</li> <li>4. Authenticated photocopy of the approved APP and any amendment thereto (if applicable) (1cpy)</li> </ol>	PGSO - BAC Secretariat	



5. Purchase Order/Contract (1cpy)
6. Transmittal of PO/Contract/ to COA (1cpy)
7. Bid Forms/Bidding Documents (1cpy)
8. Abstract of Bids (with Bidders  
Technical/Financial Proposal) (1cpy)
9. Minutes of the Pre-bid Conference (Approved  
Budget for the Contract off P1.0M and above)  
(1cpy)
10. Supplemental / Bid Bulletin if any (1cpy)
11. Minutes of the Opening of Bids (1cpy)
12. Notice of Post-Qualifications (1cpy)
13. Bid Evaluation Report with Post Qua Report of  
the TWG (1cpy)
14. BAC Resolution declaring winning bidder  
(1cpy)
15. Notice of Award (1cpy)
16. Performance Security (1cpy)
17. Printout copy of Advertisement posted in  
PhilGEPS (1cpy)
18. Certificate from the Head of BAC Secretariat  
on the posting of advertisement at conspicuous  
places (1cpy)
19. Printout copies and advertisement posted in  
agency website, if any (1cpy)
20. Minutes of Pre-procurement Conference for  
projects costing above P5M for infra, P2M and  
above for goods, and P1M and above for  
consulting services



<ol style="list-style-type: none"> <li>21. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS (1cpy)</li> <li>22. Evidence of Invitation of three observers in all stages of the procurement process (1cpy)</li> <li>23. Omnibus Sworn Statement</li> <li>24. Notice of Delivery received by the concerned department (1cpy)</li> <li>25. Acceptance &amp; Inspection Report (Stamped by COA) (1cpy)</li> <li>26. Requisition &amp; Issue Slip (when applicable) (1cpy)</li> <li>27. Property Acknowledgement Receipt (1cpy)</li> <li>28. Inventory Custodian Slip (1cpy)</li> <li>29. Notice to Proceed/Commence Work indicating the date of receipt (1 cpy)</li> <li>30. Notice of Extension approved by LCE/BAC, if applicable (1cpy)</li> <li>31. BAC minutes approving/disapproving the request (1cpy)</li> <li>32. Other documents peculiar to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1cpy)</li> </ol>	
<ol style="list-style-type: none"> <li>1. DR/Charge Invoice/Statement of Account/Billing Statement/Cash Invoices/Official Receipts (1cpy)</li> <li>2. Samples and brochures / photography if applicable (1 copy)</li> </ol>	Suppliers/Contractors/Consultants



<ol style="list-style-type: none"> <li>3. Certificate of Product Registration, license to operate and good manufacturing practice from DFA, if applicable (1cpy)</li> <li>4. Batch Release Certificate from DFA, if applicable (1cpy)</li> <li>5. Certificate of Analysis (from the Quality Control Department of the manufacturer (1cpy)</li> <li>6. BIR Certificate of Registration when applicable (1cpy)</li> <li>7. Letter Request for Extension, if applicable (1cpy)</li> <li>8. Warranty Security (1cpy)</li> <li>9. Result of Test Analysis if applicable (1cpy)</li> </ol>				
<ol style="list-style-type: none"> <li>1. Statement of Work Accomplished if applicable (1cpy)</li> <li>2. List of Recipients indicating E address and items received if applicable (1cpy)</li> <li>3. Dated pictures during the activity, when applicable (1cpy)</li> <li>4. Notice of Project Suspension/Notice to Resume (for Infra Project) (1cpy)</li> </ol>		End-user Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow-up vouchers at PGSO 2nd Floor BAC Secretariat Office	1.1 Prepare and attach all necessary documents for processing of payments,	None	5 days & 30 minutes  *presumed that all documents are in order	<i>Administrative Officer II Administrative Aide VI Administrative Aide II Administrative Aide I</i>



	then forward to PACCO-Processing		(Documents secured at BAC Secretariat shall be completed within 5 working days)	PGSO – Procurement, Planning & Purchasing Section
	1.2 Trace the vouchers through database; inform the client about the status of their vouchers; and give the OBR Number, PO Number for them to verify the status to PACCO-Processing	None	10 minutes	<i>Administrative Aide III</i> PGSO – Procurement, Planning & Purchasing Section
2. Presents to PACCO, give the OBR number and PO number at PACCO Main Capitol Building	2. Verify and check the OBR number and PO number through Financial Management Information System (FMIS); and inform the client the status of their vouchers	None	10 minutes	PACCO- Processing
3. Proceed to PTO, give the OBR number and PO number at PTO Main Capitol Building	3. Verify and check the OBR number and PO number through Financial Management Information System (FMIS); check if payment will be released after the advice from PACCO-Processing	None	1 day & 10 minutes	<i>Local Revenue Collection Officer</i> PTO Cashier
<b>TOTAL:</b>		<b>None</b>	<b>6 days and 1 hour</b>	



## 5. Processing Of Payment of The Delivered Supplies and Services – Shopping 52.1 B / Negotiated Procurement – Small Value Procurement

Processing of payment has to work in accordance with the regulatory requirement of the organization. This requires that the organization involved at every step of the process take full responsibility for policies and procedures regarding purchasing, payment, and vendor relations. Purchases also need to be made in the most efficient and cost-effective manner.

Processors for the payment can coordinate different offices to make the process of payment complete and each has different operating characteristics, rules and settlement mechanisms. Processing of payment varies depending on parties involved in the transactions.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Procurement and Warehousing Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government and G2B – Government to Business	
<b>Who may avail:</b>	Business Entity (Suppliers/Contractors/Consultants)	
<b>CHECKLIST OF REQUIREMENTS</b>		
<b>WHERE TO SECURE</b>		
Shopping 52.1 B / Negotiated Procurement – Small Value Procurement		
(Note: All items are in original/certified true copy form)		
<ol style="list-style-type: none"> <li>1. Disbursement Voucher (3cps)</li> <li>2. Obligation Request (2cps)</li> <li>3. Purchase Request (1copy)</li> <li>4. Charge Invoice/Statement of Account/Billing Statement Cash Invoices/OR (1cpy)</li> <li>5. Purchase Order/Contract/Memorandum of Agreement (1cpy)</li> </ol>	PGSO - BAC Secretariat	



<ol style="list-style-type: none"> <li>6. Transmittal of PO/Contract/MOA to COA (1cpy)</li> <li>7. Abstract of Quotations (1cpy)</li> <li>8. Quotation Forms (1cpy)</li> <li>9. Acceptance &amp; Inspection Report (1cpy)</li> <li>10. Notice of Delivery stamped by COA (1cpy)</li> <li>11. Requisition &amp; Issue Slip / ICS/ Property Acknowledgement Receipt (1cpy)</li> <li>12. Notice to Proceed/Commence Work (1cpy)</li> <li>13. Letter Request for work extension received by BAC, when applicable (1cpy)</li> <li>14. BAC Minutes approving/disapproving request (1cpy)</li> <li>15. BAC Resolution adopting alternative mode of procurement (1cpy)</li> <li>16. Printout copies of advertisement posted in the PhilGEPS (1cpy)</li> <li>17. Printout copies of advertisement posted in the province website (1cpy)</li> <li>18. Other documents peculiar to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1cpy)</li> </ol>	
<ol style="list-style-type: none"> <li>1. DR/Charge Invoice/Statement of Account/Billing Statement/Cash Invoices/Official Receipts (1cpy)</li> <li>2. Letter Request for Extension, if applicable (1cpy)</li> <li>3. Warranty Security (1cpy)</li> <li>4. Certificate of Tax Exemption when applicable (1cpy)</li> </ol>	<p>Suppliers/Contractors/Consultants</p>



<ol style="list-style-type: none"> <li>1. Parts and Materials Requirement (1cpy)</li> <li>2. Report of Waste Material (1cpy)</li> <li>3. Project/Activity</li> <li>4. Design/Log frame/Bill of Materials (1 cpy)</li> <li>5. Program of Work- (for Infra Projects) (1cpy)</li> <li>6. Statement of Work Accomplished (1cpy)</li> <li>7. Notice of Project Suspension/Notice to Resume (for</li> <li>8. Infra Project) (1cpy)</li> <li>9. Justification on-deliveries prior to the date where PO was served signed by the Requisitioning Officer (1cpy)</li> <li>10. Authority from DILG (purchase of government vehicle when applicable) (1cpy)</li> <li>11. Attendance Report with complete address and signature, certified true and correct by authorized officer</li> <li>12. Invitation/Call of meeting (1cpy)</li> <li>13. Terminal Report with dated-pictures taken during the activity (1cpy)</li> <li>14. List of Recipients indicating name, signature, address (when applicable) (1cpy)</li> </ol>		End-user Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow-up vouchers at PGSO 2nd Floor BAC Secretariat Office	1.1 Prepare and attach all necessary documents for processing of payments,	None	1 day and 30 minutes  *Presumed that all documents are in order	<i>Administrative Aide VI</i> PGSO – Procurement, Planning & Purchasing Section





	then forward to PACCO-Processing		(Documents secured at BAC Secretariat shall be completed within 1 hour)	
	1.2 Trace the vouchers through database; inform the client about the status of their vouchers; and give the OBR Number, PO Number for them to verify the status to PACCO-Processing	None	10 minutes	<i>Administrative Aide III</i> PGSO – Procurement, Planning & Purchasing Section
2. Presents to PACCO, give the OBR number and PO number at PACCO Main Capitol Building	2. Verify and check the OBR number and PO number through Financial Management Information System (FMIS); and inform the client the status of their vouchers	None	10 minutes	PACCO-Processing
3. Proceed to PTO, give the OBR number and PO number at PTO Main Capitol Building	3. Verify and check the OBR number and PO number through Financial Management Information System (FMIS); check if payment will be released after the advice from PACCO-Processing	None	10 minutes	<i>Local Revenue Collection Officer</i> PTO Cashier
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 2 hours</b>	



## 6. Public Auction

The Public Auction and Disposal Committee (PADC) shall include the prospective bidders in the list of bona fide consumers of the Provincial Government upon payment of the corresponding cost and submission of documentary requirements. The standard fee for the consumer's Notarial fee shall be in the amount of Php 500.00.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Records and Inventory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Prospective Bidders who are not government employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Invitation to Bid (1 printed copy)		PGSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Approved Invitation to Bid form during Public Auction	1. Validate the Invitation to Bid form	None	3 minutes	<i>Administrative Officer III</i> PGSO - Records and Inventory Division
2. Presents Acknowledgement Receipt to PTO	2. Validate the Official Receipt	None	3 minutes	<i>Local Revenue Collection Officer</i> PTO Cashier



3. Presents the Official Receipt issued by PTO to PGSO – RID	3. Process the Sales Invoice	None	3 minutes	<i>Administrative Aide I</i> PGSO - Records and Inventory Division
4. Provide 1 valid I.D	4.1 Process Deed of Sale	Notarial Fee - PHP 500.00	10 minutes	<i>Administrative Aide I</i> PGSO - Records and Inventory Division
	4.2 Gather all documents for signatory of PADC Members	None	10 minutes	<i>Administrative Aide I</i> PGSO - Records and Inventory Division
<b>TOTAL:</b>		<b>Notarial Fee - PHP 500.00</b>	<b>29 minutes</b>	



## 7. The Acceptance & Inspection Report (AIR)

Inspection and Acceptance Report of supplies, materials, and equipment as mechanism towards achieving the control objectives of safeguarding the assets and operational efficiency.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Records and Inventory Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Government Offices	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Original Disbursement Voucher (3cps)</li> <li>2. Original Obligation Request (2cps)</li> <li>3. Original Purchase Request (1copy)</li> <li>4. Original Charge Invoice/Statement of Account/Billing Statement Cash Invoices/OR (1cpy)</li> <li>5. Original Purchase Order/Contract/Memorandum of Agreement (1cpy)</li> <li>6. Original Transmittal of PO/Contract/MOA to COA (1cpy)</li> <li>7. Original Abstract of Quotations (1cpy)</li> <li>8. Original Quotation Forms (1cpy)</li> <li>9. Original Acceptance &amp; Inspection Report (3 cpy)</li> </ol>	BAC Secretariat



10. Original Notice of Delivery stamped by COA (1cpy) 11. Requisition & Issue Slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Voucher at Inventory Section	1.1 Inspect and verifies items as to quantity and conformity to specification based on DR and Approved PO. (based on Quantity and specifications)  1.2 Receive and get 1 copy for Filing purposes with signature in charge inspector	None	10 minutes	<i>Administrative Officer III/ Administrative Assistant III</i> PGSO - Records and Inventory Division  <i>Administrative Assistant II</i> PGSO - Records and Inventory Division
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	



## 8. Property Clearance for Public Officials and Employees

Property Clearance is required for all employees and public officials who are retiring, resigning, or ending their contract. This clearance process ensures all government-owned property and assets are returned and accounted before final claims can be processed.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Records and Archival Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees and Public Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance Form, Original Copy (5 cpy)		PHRMO		
2. Certification, if applicable, Original copy (1 cpy)		End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Filled-out Clearance	1.1 Check and Verify the Employees Folder	None	15 minutes	<i>Administrative Aide IV</i> PGSO - Records and Inventory Division
	1.2 Clearance Form Initialed by RAS Head and Asst. PG Head	None	5 minutes	<i>OIC-RAS Head;</i> <i>Assistant PG Head</i> PGSO - Records and Inventory Division
	1.3 Forward Verified Clearance Form to PGSO	None	3 Minutes	<i>Administrative Aide IV</i> PGSO - Records and Inventory Division



	Admin for PG Head Signature			
<b>TOTAL:</b>		<b>None</b>	<b>23 minutes</b>	



### 9. Inventory Custodian Slip Below for Low Value Tangible Items (PGSO-Warehouse and On-Site Delivery)

The Inventory Custodian Slip (ICS) is used by the Supply and/or Property Custodian to issue tangible items amount P 50, 000.00 below for low value items to end user to establish accountability over them.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Records and Archival Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees and Public Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition & Issue Slip (1 cpy) 2. Inventory Custodian Slip (2 cpy)		BAC Secretariat		
3. DR/Charge Invoice/Statement of Account/Billing Statement/Cash Invoices/Official Receipts (1cpy)		Supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present RIS and ICS at Records and Archival Section	1.1 Check and Verify Requisition Issue Slip and Inventory Custodian Slip	None	3 minutes	(5,000.00 below): <i>Administrative Aide IV</i> PGSO - Records and Inventory Division
	1.2 Generate Control No. of ICS	None	3 minutes	
	1.3 Retain a File Copy for	None	2 Minutes	
	1.4 Return to R.O.	None	2 Minutes	





	1.5 Update Semi-expendable Property Card, Report of Semi-expendable Property Issued and Registry of Semi-expendable Property Issued	None	15 Minutes	(50,000.00 below and 5,000.00 and above): <i>Administrative Aide I</i> PGSO - Records and Inventory Division
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	



## 10. Inspection and Acceptance of Delivered Supplies and Equipment

One of the core functions of the PGSO is to conduct inspection on the delivery of supplies, materials and equipment's of the winning suppliers to ensure the correctness of the items based on the approved Contract/Purchase Orders as to quantity and quality before accepting the latter.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Records and Archival Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Bonafede Suppliers of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Purchase Orders		BAC office		
2. Delivery Receipt/Invoice		Suppliers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents copy of Approved Purchase Order and Delivery Receipt at PGSO Warehouse personnel	1.1 Receive Delivery Receipt  1.2 Verify Delivery (In Order/Not In Order)	None	5 minutes	<i>Property Custodian/ Warehouse personnel PGSO</i>
	1.3 Prepare AIR based on the approved PO from the supplier	None	30 minutes	<i>Administrative Officer III/ Warehouse personnel PGSO</i>
	1.4 Request Inspectorate Team	None	10 minutes	<i>Warehouse Personnel PGSO</i>



	1.5 Inspectorate will get hold of approved PO, AIR and DR. Conduct inspection and verification on delivered item/s as to Quantity and specification to be found in order	None	30 minutes	<i>Inspectorate Team</i> PGSO
	1.6 Items Confirmed and Sign Inspection to Acceptance and Inspection Report	None	3 minutes	<i>Inspectorate Team</i> PGSO
	1.7 PGSO Custodian Confirms delivery and signs Acceptance of items	None	3 minutes	<i>Property Custodian</i> PGSO
	1.8 Forward AIR, DR/Invoice to PGSO for attachment to the Voucher	None	5 minutes	<i>Warehouse personnel</i> PGSO
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 26 minutes</b>	



## 11. Requests for Borrowing of Tents, Tables and Chairs

As a mandate of this office to provide General Services, it is added in the tasks of the Building and Ground Maintenance Division, to take charge of the dispatch and retrieval of the acquired tents, tables and chairs, for public service, through a letter request.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Records and Archival Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government and G2C – Government to Citizen			
<b>Who may avail:</b>	All Provincial Government Offices of Davao del Norte, private sectors within Davao del Norte, Religious sectors, and individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter duly signed by the requisitioner and received by PGO or PGSO		Requesting office, Sector or Individual		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit letter request to PGSO	1.1. Receive/ Acknowledge and record the date, place of delivery and contact details of the requisitioner.	None	10 minutes	PGSO - Administrative Section
	1.2. Deliver the requested items with respect to the agreed arrangement.	None	4 hours	<i>Administrative Aide V</i> Logistics In-charge PGSO
	1.3. Retrieve the delivered items at the end of the borrow duration.	None	4 hours	<i>Administrative Aide V</i> Logistics In-charge PGSO
<b>TOTAL:</b>		<b>None</b>	<b>8 hours and 10 minutes</b>	



## 12. Job Order Requests / Maintenance Requests

One of the core functions of the Building and Ground Maintenance Division is to ensure that every workplace of the Provincial Local Government provides a warm, cozy and safe working atmosphere to all the employees. This division acts thru the various requests from the offices, limited to any of these scope of maintenance works, namely: Carpentry, Masonry, Painting, Plumbing, Electrical and ACU Maintenance.

Later on, and until today, an innovation has been created. A system called PASIMS was established by the Provincial Local Government, and on this system, an option was added to it labeled as “Job Order”, wherein, all the offices in the province may post their request, for viewing and dispatching of appropriate maintenance personnel by the Building and Ground Maintenance Division.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Records and Archival Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Provincial Government Offices of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Request for Maintenance, either in letter format or in PASIMS		Requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Either endorse to PGSO a letter request for maintenance or	1.1. The dispatching officer will be prompted of the request in the system, then dispatches the maintenance personnel that corresponds	None	10 minutes	<i>Administrative Officer V</i> <i>Section Head</i> PGSO - Building Maintenance Section



create a Job Order Request thru PASIMS	to the type of job order request			
	1.2. The maintenance personnel goes to the concerned office for assessment / inspection	None	1 hour	<i>Maintenance Personnel</i> PGSO - Building Maintenance Section
	1.3. The maintenance personnel then withdraw the needed materials in our maintenance facility stockroom, with permission and guidance from the PGSO Admin. Section	None	1 hour	<i>Maintenance Personnel</i> PGSO - Building Maintenance Section
	1.4. The maintenance personnel performs the repair / maintenance job	None	3 hours	<i>Maintenance Personnel</i> PGSO - Building Maintenance Section
	1.5. Upon completion, the dispatching officer then tags the job order request as done in the system	None	10 minutes	<i>Administrative Officer V</i> <i>Section Head</i> PGSO - Building Maintenance Section
<b>TOTAL:</b>		<b>None</b>	<b>5 hours and 20 minutes</b>	



### 13. Vermicast Business

Vermicast has been a significant catalyst in the development of agriculture here in the province of Davao del Norte. Many farmers, growers, or even backyard gardeners rely on vermicast in promoting the vastness of nutrients in their plowshares for a better harvest yield.

Hence, Vermicast Production and selling of vermicast (sold in sacks) was assigned as an additional task to the Building and Ground Maintenance Division, located in front of the Materials Recovery Facility (MRF) inside the Government Center.

<b>Office or Division:</b>	Provincial General Service Office (PGSO) PGSO – Records and Archival Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government and G2C – Government to Citizen			
<b>Who may avail:</b>	Local Farmers / Growers, Local Agriculturist’s Office, Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment		Mr. Rogelio Segui C & M General Foreman, PGSO		
2. Payment Receipt		Provincial Treasurer’s Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visits the Vermicast production area and place an order securing the Order of	1. Gives the client an accomplished Order of Payment, stipulating therein the details of purchase	None	10 minutes	<i>C &amp; M General Foreman PGSO</i>



Payment from the incharge				
2. Proceed to PTO to pay the amount stipulated in the order of payment and then secures the receipt	2. The assigned vermicast in charge then prepares the ordered sacks for loading to the client/s' vehicle, while waiting for the receipt	Vermicast Fee - PHP 300.00 per sack	30 minutes	<i>Local Revenue Collection Officer</i> PTO Cashier
3. Return to Vermicast Production Area and present the receipt, then claim the purchased items	3. Release the client's order once payment is confirmed	None	1 hour	<i>C &amp; M General Foreman</i> PGSO
<b>TOTAL:</b>		<b>Vermicast Fee - PHP 300.00 per sack</b>	<b>1 hour and 40 minutes</b>	





## **Provincial Budget Office (PBO)**

1. Certifying Obligation Request
2. Preparation of Allotment Release Order
3. Preparation of Supplemental Budget
4. Budget Review of Different LGUs
5. Augmentation



## 1. Certifying Obligation Request

The Certification of Obligation Request is issued to client/business establishments/government agencies for existence of available appropriation.

<b>Office or Division:</b>	Provincial Budget Office (PBO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All; Liaison Officers from Different Offices of the Provincial and National Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
At least 2 Original copies of the following: Obligation Request (OBR)  -If payroll, (attach payroll) -If purchase order, (purchase request, purchase order, notice of award and abstract of quotation forms) -if travel claim, (travel order, permission to leave official station, itinerary of travel) -if utilities, (disbursement voucher form and statement of account)		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Obligation Request	1.1 Receive OBR	None	2 minutes	<i>Administrative Aide IV</i> PBO



with proper supporting documents.				
	1.2 Review, validate (print) and forward OBR for signature of the Provincial Budget Officer	None	3 minutes	<i>Administrative Officer V; Sr. Administrative Assistant I and Administrative Aide II PBO</i>
	1.3 Sign/Certify OBR as to appropriation and forward to Administrative Aide II for release	None	2 minutes	<i>PG Department Head/ PG Assistant Department Head / Supervising Administrative Officer / Signing Official PBO</i>
2. Receive the certified Obligation Request	2. Release the certified Obligation Request	None	2 minutes	<i>Administrative Aide IV PBO</i>
<b>TOTAL:</b>		<b>None</b>	<b>9 minutes</b>	



## 2. Preparation of Allotment Release Order

Allotment Release Order shall be used for the purposes indicated and disbursement shall be made in accordance with existing budget, accounting and auditing rules and regulation. It is the primary responsibility of head of the Department/Office or unit concerned to keep expenditures within the limits of the amount allotted.

<b>Office or Division:</b>	Provincial Budget Office (PBO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Detailed Financial Plan; and 2. Logical Framework/Program of Work for PPAs		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Detailed Financial Plan and Logical Framework/Activity Design/Program of Work	1.1 Receive and forward to Administrative Officer IV for preparation	None	2 minutes	Senior Administrative Assistant I PBO



	1.2 Evaluate and prepare (print) Allotment Release Order	None	20 minutes	<i>Administrative Officer IV</i> PBO
	1.3 Review and counter sign Allotment Release Order	None	1 minute	<i>PG Assistant Department Head</i> PBO
	1.4 Sign ARO	None	1 minute	<i>PG Department Head</i> PBO
	1.5 Record and release to Provincial Administrator's Office for signature of the Local Chief Executive	None	3 minutes	<i>Senior Administrative Assistant I</i> PBO
	1.6 After the approval of the Local Chief Executive	None	8 hours	Provincial Governor's Office
	1.7 Receive approved Allotment Release Order	None	1 minute	<i>Senior Administrative Assistant I</i> PBO
	1.8 Tag approved Allotment Release Order to the system	None	1 minute	<i>Administrative Officer IV</i> PBO
<b>TOTAL:</b>		<b>None</b>	<b>8 hours and 29 minutes</b>	



### 3. Preparation of Supplemental Budget

Supplemental Budget may be enacted when supported by funds actually available as certified by the local treasurer. It further provides that funds are likewise deemed available when there are savings. Accordingly, the said Supplemental Budget shall be subject for approval by the Sangguniang Panlalawigan and subject for review by the Department of Budget and Management.

<b>Office or Division:</b>	Provincial Budget Office (PBO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request for funding		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare the letter request for funding	1.1 Receive and forward letter request to the PG Department Head.	None	2 minutes	<i>Senior Administrative Assistant I</i> PBO
	1.2 Evaluate and instruct Supervising Administrative Officer (SAO) for determination of source of fund; Letter request forwarded to SAO.	None	10 minutes	<i>PG Department Head</i> PBO
	1.3 Consolidate other requests for funding and	None	50 minutes	<i>Supervising Administrative Officer</i> PBO



	look for possible source of funds.			
	1.4 Prepare letter request for certification of availability of funds by PACCO & PTO.	None	10 minutes	<i>Supervising Administrative Officer</i> PBO
	1.5 Sign letter request.	None	2 minutes	<i>PG Department Head</i> PBO
2. Preparation of consolidated list for Local Finance Committee deliberation and recommendation	2.1 Receive certification of source of fund from PACCO	None	1 minute	<i>Senior Administrative Assistant I</i> PBO
	2.2 Check and review the list for funding and forward to the department head	None	50 minutes	<i>Supervising Administrative Officer</i> PBO
	2.3 Review consolidated list for funding	None	1 hour	<i>PG Department Head</i> PBO
3. Local Finance Committee Meeting	3.1 Reproduce copies of consolidated lists for funding for deliberation by the LFC member	None	50 minutes	<i>Supervising Administrative Officer</i> PBO
	3.2 Local Finance Committee meeting for deliberation	None	8 hours	
4. Preparation of Supplemental Budget	4.1 Prepare supplemental budget together with other pertinent documents and forward to PG Assistant	None	1hour and 40 minutes	<i>Supervising Administrative Officer</i> PBO



	Department Head for review.			
	4.2 Review Supplemental Budget as to correctness and accuracy.	None	30 minutes	<i>PG Assistant Department Head</i> PBO
	4.3 Forward to PG Department Head for signature.	None	10 minutes	<i>Senior Administrative Assistant I</i> PBO
	4.4 Affix signature and forward to PA/Governor for initial/signature.	None	10 minutes	<i>PG Department Head</i> PBO
5. Governor's signed transmittal to SP	5. Forward to the Sanggunian Panlalawigan for approval through enactment of Appropriation Ordinance.	None	5 minutes	<i>Supervising Administrative Officer</i> PBO
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 6 hours and 30 minutes</b>	





#### 4. Budget Review of Different LGUs

The budget review process shall validate the provision of the Appropriation Ordinance for compliance with the budgetary requirements and general limitations for 3 cities and 8 municipalities of the province.

<b>Office or Division:</b>	Provincial Budget Office (PBO)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	3 Cities and 8 LGUs of Davao del Norte	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Annual Budget - Transmittal Letter - Budget Message - Appropriation Ordinance - Annual Investment Program - Resolution Approving the Annual Investment Program - Veto Message, if any - Sanggunian's action on veto, if any  Supplemental Budget - Certified Statement of Additional Realized Income - Certification of Savings - Certificate of Source of Funds Available for Appropriations	From 8 LGUs and 3 Cities	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwarded documents from the Office of the Secretary to the Sanggunian, Chairman of Committee on Budget Finance and Appropriation	1.1 Receive the documents from the Provincial Administrator's Office and forward to PG Department Head.	None	5 minutes	Senior Administrative Assistant I PBO
	1.2 PG Department Head instruct the Staff of City/Municipal Budget Operation Division to review the Appropriation Ordinance/Augmentation Ordinance.	None	2 minutes	PG Department Head PBO
	1.3 Distribute the documents to assigned reviewing officer	None	5 minutes	Administrative Officer V PBO
2. Receive and review the documents in compliance with the existing laws and budget circulars.	2.1.1 Annual Budget - Preparation of matrixes of all PPAs, budgetary requirements & limitation and checking the Appropriation Ordinance are found in the approved AIP.	None	30 days	Administrative Officer V/ Administrative Officer IV / Administrative Assistant VI PBO



	- Review plantilla of personnel that conformed with the position classifications and compensation scheme in LGUs and other related existing laws.			
	2.1.2 Supplemental Budget - Preparation of matrixes of all PPAs, budgetary requirements & limitation and checking the Appropriation Ordinance are found in the approved AIP.	None	15 days	
	2.1.3 Augmentation - Check the augmentation of PPAs and each object of expenditures are existing and with available source of fund.	None	2 days	
	2.2 Draft Review Action Letter - Compose a review action letter of findings and overview as well as the recommendation of the reviewed annual or supplemental budget of the LGUs of Davao del Norte.	None	1 day and 2 hours	Administrative Officer V/ Administrative Officer IV / Administrative Assistant VI PBO



	2.3 Submit to PG Assistant Department Head to evaluate/make preliminary review of the work performed by the staff as to whether the Appropriation/Augmentation Ordinance is in accordance with law and assess the draft review action letter. Then, forward to PG Department Head	None	30 minutes	<i>PG Department Head/ PG Assistant Department Head/ Administrative Officer V/ Administrative Officer IV / Administrative Assistant VI PBO</i>
	2.4 Final checking of the Drafted Review Letter, put some remarks (if any).	None	30 minutes	<i>PG Department Head PBO</i>
	2.5 Route to LFC Members for signature and comments: Provincial Budget Officer; Provincial Treasurer; Provincial Legal Officer; Provincial Accountant and Provincial Legal Officer Planning and Development Officer (except for augmentation)	None	2 hours	<i>Administrative Officer V/ Administrative Officer IV / Administrative Assistant VI PBO</i>
	2.6 Print the final review letter for signature of the Local Finance Committee chairperson	None	30 minutes	<i>Administrative Officer V/ Administrative Officer IV / Administrative Assistant VI PBO</i>



	2.7 Affix the signature of LFC Chairperson in the Final Review Letter.	None	3 minutes	<i>Provincial Budget Office / Local Finance Committee Chairperson</i>
	2.8 Submit the signed Review Letter to the Sangguniang Panlalawigan – Chairman on Committee on Finance, Budget and Appropriations.	None	20 minutes	<i>Administrative Officer V/ Administrative Officer IV / Administrative Assistant VI PBO</i>
<b>TOTAL:</b>		<b>None</b>	<b>For Annual Budget Review: 31 days, 5 hours and 35 minutes</b> <i>(Budget Review of Different LGUs is covered under Section 327 of the Local Government Code)</i> <b>For Supplemental Budget: 16 days, 5 hours and 35 minutes</b> <b>For Augmentation: 3 days, 5 hours and 35 minutes</b>	

**\* Service is qualified for multi-stage processing**



## 5. Augmentation

Augmentation implies the existence in the budget of an item, project, activity or purpose with an appropriation which upon implementation or subsequent evaluation needed resources is determined to be deficient.

<b>Office or Division:</b>	Provincial Budget Office (PBO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Augmentation		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request for Augmentation <i>(Receive by PADO and forward to the Provincial Administrator as Chairperson of LFC)</i>	1.1 Record comment of PA then forward to PBO	None	3 minutes	<i>Senior Administrative Assistant I PBO</i>
	1.2 Receive by PBO staff and forward to Provincial Budget Officer for comment	None	3 minutes	<i>PG Department Head / Senior Administrative Assistant I PBO</i>



	1.3 Record and forward to PG Assistant Department Head, Supervising Officer and Administrative Officer IV	None	2 minutes	Senior Administrative Assistant I PBO
	1.4 Evaluate augmentation request and prepare certification as to savings in allotment	None	1 hour	Administrative Officer IV PBO
	1.5 Route to Local Finance Committee members for comments, recommendation and endorsement to SP for the passage of ordinance.	None	8 hours	LFC Members
2. After the approved augmentation ordinance	2.1 Receive the approved copy of Ordinance	None	5 minutes	Senior Administrative Assistant I PBO
	2.2 Prepare augmentation form (LBE Form No. 2)	None	5 minutes	Administrative Officer IV PBO
	2.3 Tag approved the augmentation form to the system	None	1 minute	Administrative Officer IV PBO
<b>TOTAL:</b>		<b>None</b>	<b>1 days, 1 hour and 19 minutes</b>	



## **Provincial Accountant's Office (PACCO)**

1. Issuance of Certification No Unliquidated Cash Advance
2. Issuance of Certification for Repayments
3. Issuance of Certification of Certificate of Tax Withheld





## 1. Issuance of Certification No Unliquidated Cash Advance

The Certificate of No Unliquidated Cash Advance is issued to employees processing their Cash Advances (Cash Advance for Travel, Special/Petty Cash Advance)

<b>Office or Division:</b>	Provincial Accountant's Office (PACCO) – Financial Resources and Expenditure Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Disbursement Voucher of Cash Advance (1 Original)		Requisitioning Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Disbursement Voucher for Cash Advance	1.1 Verifies if there is existing unliquidated cash advance through FMIS system	None	5 minutes	<i>Administrative Assistant III</i> PACCO - Financial Resources and Expenditure Management Division
	1.2 Prepares Certification	None	10 minutes	
	1.3 Sign/approve certification	None	5 minutes	<i>PG Department Head/ Assistant PG Department Head</i> PACCO



	1.4 Forward to receiving for processing of Cash Advance	None	5 minutes	<i>Administrative Aide I</i> PACCO – Benefits and Claims Processing Division
	<b>TOTAL:</b>	<b>None</b>	<b>25 minutes</b>	



## 2. Issuance of Certification for Repayments

The Certificate for premiums and loan repayments is issued to retired employees who wants to reconcile their deductions.

<b>Office or Division:</b>	Provincial Accountant's Office (PACCO) – Remittance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Retired employees of Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1 Original)		Requisitioning Client		
2. Official Receipt (OR)		Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Letter Request with OR from PTO	1.1 Verifies files (electronic and/or hardcopy)	None	5 minutes	<i>Supervising Administrative Officer PACCO - Remittance Division</i>
	1.2 Prepares Certificate	None	10 minutes	
	1.3 Sign/approve certification	None	10 minutes	
2. Receive by client	2. Release to client	None	5 minutes	<i>Supervising Administrative Officer PACCO - Remittance Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



### 3. Issuance of Certification of Certificate of Tax Withheld

The Certificate with Tax Withheld is attached to Disbursement Vouchers with tax deductions.

<b>Office or Division:</b>	Provincial Accountant's Office (PACCO) – Remittance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Retired employees of Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Checks attached to disbursement vouchers with Accountant's Advice		Provincial Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present disbursement voucher with approved check received from PADO/VGO	1.1 Approved Checks attached to disbursement vouchers with Accountant's Advice	None	5 minutes	<i>Process Server/ Administrative Aide I</i> PACCO - Financial Resources and Expenditure Management Division
	1.2 Prepares the Certificate of Tax Withheld	None	15 minutes	<i>Administrative Assistant VI</i> PACCO - Remittance Division
	1.3 Review tax certificates against DV	None	10 minutes	<i>Supervising Administrative Officer</i> PACCO - Financial Resources and Expenditure Management Division



	1.4 For approval/signature	None	5 minutes	<i>PG Department Head/ Assistant PG Department Head PACCO</i>
2. Receive by PTO	2. Release to PTO	None	5 minutes	<i>Supervising Administrative Officer PACCO - Financial Resources and Expenditure Management Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## Provincial Legal Office (PLO)

1. Legal Advice or Consultation
2. Preparation and Submission of Pleadings/Legal Representation
3. Request for Certificate of No Pending Administrative Case
4. Legal Opinion
5. Drafting of Legal Documents
6. Legal Writing
7. Filing of Administrative Case



## 1. Legal Advice or Consultation

This service partakes any oral or written advice to the client who has personally appeared in the office and has sought legal inquiry thereto.

<b>Office or Division:</b>	Provincial Legal Office (PLO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Davao del Norte constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Government-issued Identification Card		Any governmental office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up information in Client's Log Sheet at the receiving area	1.1 Receive walk-in client, ask and assist to log in on the log sheet provided	None	5 minutes	Administrative Aide IV Provincial Legal Office
	1.2 Refer to lawyer on duty or officer-in-charge	None	5 minutes	
2. Wait at the designated area until your name is called	2.1 Ascertain the issue	None	30 Minutes	Provincial Legal Officer Provincial Legal Office
	2.2 Verbally advise the client relative to the issue using applicable laws, jurisprudence, rules and regulations	None	30 Minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 30 minutes</b>	



## 2. Preparation and Submission of Pleadings/Legal Representation

This service is provided to representation to any judicial body or any government agency performing quasi-judicial functions. This may include personal appearance or drafting or submission of pleadings.

<b>Office or Division:</b>	Provincial Legal Office (PLO)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Government-issued Identification Card		Any governmental office		
2. (Atleast 1) Photocopy or Certified True Copy of the Attachments necessary		If public document, in any government office concerned If private document, upon which the person has personal knowledge of		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of request to the front desk	1.1 Receive order or any communication from the courts and quasi-judicial bodies requiring an answer, reply or any responsive pleading from the Provincial Legal Office	None	2 mins	<i>Administrative Aide IV</i> Provincial Legal Office
	1.2 Record to assigned logbook	None	5 mins	





	1.3 Scan the request received to Communication Tracking System	None	3 mins	
	1.4 Forward to Provincial Legal Officer for assessment	None	2 mins	
	1.5 Read the order or communication	None	1 hour	
	1.5.a Assess the legal issues	None	2 hours	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.5.b Inform the Governor or client about the order or communication	None	1 hour	
	1.5.c Assign to PG Assistant Department Head or lawyers for the required pleading with instructions as guide for the drafting of the pleading	None	1 hour	
	1.6. Draft the pleading according to instructions	None	3 days	<i>PG Asst. Department Head</i> Provincial Legal Office
	1.6.a Submit the draft to Provincial Legal Officer for review	None	2 days	
	1.7 Read the draft	None	1 day	<i>Provincial Legal Officer</i> Provincial Legal Office



	1.7.a If there is no revision, finalize the pleading for submission or filing to the court or quasi-judicial body	None	1 day	
	1.7.b Otherwise, send back to PG Assistant Department Head or lawyers for revision	None	30 minutes	
	1.8 Print the final pleading	None	5 minutes	<i>PG Asst. Department Head Provincial Legal Office</i>
	1.8.a Forward to Provincial Legal Officer for signature	None	5 minutes	
	1.9 Read again the pleading	None	6 minutes	<i>Provincial Legal Officer Provincial Legal Office</i>
	1.9.a Affix signature	None	2 minutes	
	1.9.b Forward to Admin. Staff for Recording, Reproduction, Submission to the Court and Filing	None	2 minutes	
2. Receive the Legal Document	2. Record, Reproduce, Release and File	None	30 minutes	<i>Administrative Aide IV Provincial Legal Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 days 6 hours and 32 minutes</b>	



### 3. Request for Certificate of No Pending Administrative Case

This service partakes any oral or written advice to the client who has personally appeared in the office and has sought legal inquiry thereto.

<b>Office or Division:</b>	Provincial Legal Office (PLO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Government-issued Identification Card		Any governmental office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip at receiving section indicating name, designation, office/department and purpose of the request	1. Receive and review the submitted request form	None	5 minutes	<i>Administrative Aide IV Provincial Legal Office</i>
2. Pay fee at Provincial Treasurer's Office	2. Issue the Official Receipt	Secretary's Fee – PHP 30.00	5 minutes	<i>Administrative Aide IV Provincial Legal Office</i>



3. Submit Official Receipt at (Provincial Legal Office) PLO	3. Receive/ Review the Official Receipt	None	3 minutes	<i>Administrative Aide IV Provincial Legal Office</i>
4 .Wait while the certification is being processed	4.1 Verify office records if the employee has no pending administrative case	None	5 minutes	<i>Administrative Aide IV Provincial Legal Office</i>
	4.2 Prepare and Issue the certificate of no pending administrative case and let it be signed by PG Dep't Head or PG Asst. Dep't Head	None	10 minutes	
5. Receive the certification	5. Release the certification	None	2 minutes	<i>Administrative Aide IV Provincial Legal Office</i>
<b>TOTAL:</b>		<b>Secretary's Fee – PHP 30.00</b>	<b>30 minutes</b>	

**\*Per Provincial Tax Ordinance No. 2020-003**



#### 4. Legal Opinion

This service is a written opinion or answer to the client's inquiry.

<b>Office or Division:</b>	Provincial Legal Office (PLO)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	Employees of the Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Formal letter request subject for legal opinion		Any governmental office		
2. Supporting documents		Office concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents to the receiving section	1.1 Receive requests for legal opinion and check for completeness	None	5 minutes	<i>Administrative Aide IV Provincial Legal Office</i>
	1.2 Record request received to assigned logbook	None	5 minutes	
	1.3 Scan the request received to Communication Tracking System	None	5 minutes	
	1.4 Forward to legal researchers	None	2 minutes	



	1.5 Draft legal opinion	None	3 days	<i>Administrative Assistant VI</i> Provincial Legal Office
	1.6 Submit to PG Assistant Department Head for review	None	4 minutes	
	1.7 Review legal opinion	None	2 days	<i>PG Asst. Department Head</i> Provincial Legal Office
	1.7.a If revision is required, send back to legal researchers for redraft	None	1 hour	
	1.7.b Otherwise, submit to the Provincial Legal Officer for review	None	30 minutes	
	1.8 Reviews legal opinion	None	3 days	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.8a If revision is required, send back to legal researcher for redraft under the supervision of the PG Assistant Department Head	None	1 hour	
	1.8b Otherwise, give instruction to legal researcher to finalize the opinion for signature	None	30 minutes	
	1.9 Print the final opinion using the office letterhead	None	5 minutes	
	1.10 Forward to Provincial Legal Officer for signature	None	2 minutes	<i>Administrative Assistant VI</i> Provincial Legal Office



	1.11 Review the final opinion	None	1 hour	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.12. Affix signature	None	2 minutes	
	1.13 Forwards to Admin. Staff for Recording, Reproduction, Release and Filing	None	10 minutes	
2.Receive the legal opinion	2. Record, Reproduce, Scan, Release and File	None	30 minutes	<i>Administrative Aide IV</i> Provincial Legal Office
<b>TOTAL:</b>		<b>None</b>	<b>8 days and 5 hours and 11 minutes</b>	



## 5. Drafting of Legal Documents

This service refers to drafting of Contracts, Agreements, MOA, Deed of Usufruct, Affidavits and other legal documents requested by government offices and other clients.

<b>Office or Division:</b>	Provincial Legal Office (PLO)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Agencies or Offices, All individuals within the jurisdiction of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Government-issued Identification Card		Any governmental office		
2. Written documents subject to legal opinion		Office concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the legal request for assistance at Provincial Legal Office	1.1 Receive requests for drafting of legal documents such as, but not limited to, Pleadings, Memoranda, Affidavits, Contracts, etc.	None	5 minutes	Administrative Aide IV Provincial Legal Office
	1.2 Forward to PG Assistant Department Head or lawyers for drafting	None	5 minutes	
	1.3 Draft the legal document	None	2 days	PG Asst. Department Head Provincial Legal Office





	1.4 Submit to Provincial Legal Officer for review	None	2 days	
	1.5 Review the legal document	None	2 days	Provincial Legal Officer Provincial Legal Office
	1.5.a If revision is required, send back to PG Assistant Department Head or assigned lawyers for revision	None	1 day	
	1.5.b Otherwise, give instruction to finalize the document for signature	None	30 minutes	
	1.6 Print the final document using office letterhead	None	5 minutes	PG Asst. Department Head Provincial Legal Office
	1.7 Forward to Provincial Legal Officer for signature	None	2 minutes	
	1.8 Read again the contents of the document Affix signature 1.9 Forward to Admin. Staff for Recording, Reproduction, Release and Filing	None	5 minutes	Provincial Legal Officer Provincial Legal Office
2. Receive the legal document	2. Record, Reproduce, Release and File	None	30 minutes	Administrative Aide IV Provincial Legal Office
<b>TOTAL:</b>		<b>None</b>	<b>7 days and 1 hour and 22 minutes</b>	



## 6. Legal Writing

This service refers to rendering of legal aid preparation of legal documents for the personal consumption of the clients. It may also involve aid in office-to-office concerns such as but not limited to, the formulation of documents, executive orders, resolution, ordinance, etc.

<b>Office or Division:</b>	Provincial Legal Office (PLO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All individuals with the jurisdiction of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Government-issued Identification Card		Any governmental office		
2. Written documents subject to legal opinion		Office concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the legal request for assistance at Provincial Legal Office	1.1 Receive document	None	5 minutes	<i>Administrative Aide IV</i> Provincial Legal Office
	1.2 Record document received to assigned logbook	None	5 minutes	
	1.3 Scan the request received to Communication	None	5 minutes	
	1.4. Forward to Provincial Legal Officer	None	5 minutes	



	1.5 Read the document When response is needed, assign to PG Assistant Department Head or lawyer for redrafting	None	30 minutes	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.6 Draft letter	None	2 days	<i>PG Asst. Department Head</i> Provincial Legal Office
	1.7 Submits to Provincial Legal Officer for review	None	1 day	
	1.8 Reviews letter	None	1 day	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.8.a If revision is required, send back to PG Assistant Department Head or lawyers for revision 1.8.b Otherwise, advise to finalize and print the letter	None	1 day	
	1.9 Print the letter using the office letterhead	None	5 minutes	<i>PG Asst. Department Head</i> Provincial Legal Office
	1.10 Forward to Provincial Legal Officer for signature	None	5 minutes	
	1.11 Read the letter	None	20 minutes	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.12 Affix signature	None	5 minutes	
	1.13 Forward to Admin. Staff for Recording,		5 minutes	



	Reproduction, Release and Filing			
2. Receive the documents	2. Record, Reproduce, Release and File	None	30 minutes	<i>Administrative Aide IV</i> Provincial Legal Office
<b>TOTAL:</b>		<b>None</b>	<b>6 days and 2 hours</b>	



## 7. Filing of Administrative Case

This service refers to the filing of administrative complaints against Provincial Government officials or employees.

<b>Office or Division:</b>	Provincial Legal Office (PLO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	Employees of the Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complaint-Affidavit pursuant to 2017 Rules on Administrative Cases in the Civil Service		Client		
2. Supporting Documents/Records		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents at the receiving section	1.1 Receive and review the submitted documents	None	5 minutes	<i>Administrative Aide IV</i> Provincial Legal Office
	1.2. Forward the documents to the Provincial Legal Officer	None	5 minutes	
	1.3 Review the submitted documents and assign lawyers for <b>PAIC schedule</b>	None	3 days	<i>Provincial Legal Officer</i> Provincial Legal Office
<b>TOTAL:</b>		<b>None</b>	<b>3 days and 10 minutes</b>	



## **Provincial Treasurer's Office (PTO)**

1. Issuance of Official Receipt for Tax on Transfer of Real Property Ownership
2. Issuance of Official Receipt and Delivery Receipts (DR's) for Tax on Sand, Gravel and Other Quarry Resources
3. Issuance of Official Receipt for Real Property Tax (RPT) and Tax Clearance Certificate
4. Issuance of Official Receipt for Professional Tax
5. Issuance of Official Receipt for Tax on Printing & Publication
6. Issuance of Official Receipt for Franchise Tax
7. Issuance of Official Receipt for Amusement Tax
8. Issuance of Official Receipt for Tax on Delivery Trucks and Vans
9. Issuance of Official Receipt for Secretary's Fee/Certification Fee, Accreditation Fee, Shipping Permit Fee, Bid Documents, Selling Price of Casted RCPC and CHB, Drug Testing and Water Analysis



10. Issuance of Official Receipt for Sale of Accountable Forms

11. Issuance of Official Receipt for Lease of Commercial Buildings



## 1. Issuance of Official Receipt for Tax on Transfer of Real Property Ownership

This tax is imposed on the transfer of title to property from one entity to another and must be paid by the seller, donor, transferor, executor or administrator. The Register of Deeds of the Province of Davao del Norte shall require presentation of the evidence of payment of the said tax (official receipt) before registering any deed and also the Provincial Assessor before canceling an old tax declaration and issuing a new one.

<b>Office or Division:</b>	Provincial Treasurer's Office (PTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Deed of Sale/Deed of Donation/Extra-judicial Settlement of Estate and other conveyances – (1 original copy)		Any Notary Public		
2. Tax Declaration (Current Revision) (1 original copy)		Provincial/ Municipal Assessor		
3. Field Appraisal and Assessment Sheet (FAAS) – (1 original copy)		Provincial/Municipal Assessor		
4. Certificate of No Improvement		Provincial/Municipal Assessor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents to the PTO – Revenue Division the	1.1 Receives/reviews/examines the documents presented.		2 minutes	<i>Local Revenue Collection Officer</i> PTO





<p>following documents:</p> <p>A. Deed of Sale or Deed of Donation or Extra-Judicial Settlement among heirs with partition and other conveyances; and</p> <p>B. Tax Declaration (current revision); or</p> <p>C. Field Appraisal and Assessment Sheet (FAAS).</p> <p>D. Certificate of No Improvement</p>	<p>1.2 Computes the transfer fee tax based on the market value of the property and the sum in consideration, whichever is higher;</p> <p>1.3 Advises client to pay</p>	<p>65% of 1% (.0065) of <b>Market Value</b> or the <b>total consideration</b> involved or whichever is higher payable within 60 days from the date of the execution of the deed</p> <p>25% penalty for tax due in failure to pay the tax within the prescribed date</p> <p>50% for willful neglect/false/fraudulent return to pay the tax on the prescribed date</p> <p>20% interest rate per annum for unpaid amount of tax from the date prescribed for payment until the amount is fully paid.</p>	<p>3 minutes</p> <p>3 minutes</p> <p>3 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO</p> <p><i>Local Revenue Collection Officer</i> PTO</p> <p><i>Local Revenue Collection Officer</i> PTO</p>
<p>2. Pays to the Local Revenue Collector</p>	<p>2. Receives payment, checks the Official Receipt issued</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO</p>



3. Receives original copy of Official Receipt and document presented	3. Releases the original copy of Official Receipt and documents presented	None	2 minutes	<i>Local Revenue Collection Officer</i> PTO
<b>TOTAL:</b>		<p style="text-align: center;"><b>Amount = Variable</b></p> <p style="text-align: center;">Transfer Tax is equal to 65% of 1% based on the consideration of sale or the market value whichever is higher.</p> <p style="text-align: center;">Please refer to Fees to be Paid for charges on penalties/interest.</p>	<b>18 minutes</b>	



## 2. Issuance of Official Receipt and Delivery Receipts (DR's) for Tax on Sand, Gravel and Other Quarry Resources

This tax is for quarry operators, permit holders and individuals or corporation who will extract sand, gravel and other quarry resources in the Province of Davao del Norte. Delivery receipts are also given upon payment from the permit holders upon request.

<b>Office or Division:</b>	Provincial Treasurer's Office (PTO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>A. Request for Issuance of Delivery Receipts</b> 1. North Davao Permittee Quarry Association (NORDAPQUA) receipt of payment(1 original copy) 2. Order of Payment from PENRO ( 1 original copy for file)	NORDAPQUA  PENRO
	<b>B. Payment for Renewal of Sand and Gravel Permit</b> 1. Order of Payment for Advance Deposit and Sand and Gravel miscellaneous fees from PENRO(1 original copy) 2. Monthly Report of Extraction from PENRO (for reference and file – 1copy original) 3. Monthly Report of Extraction from the Permittee (for reference and file-1copy)	PENRO  PENRO  Davao del Norte Permittees(Quarry Operators)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>A. Request for Issuance of Delivery Receipts (DR's)</b></p> <p>1. Permit holders present to the PTO- Revenue Division the following documents:</p> <p>i. Official Receipt from North Davao Permittee Quarry Association (NORDAPQUA) (1 original copy)</p> <p>ii. Original Order of Payment from PENRO (1 original copy for file)</p>	<p>1.1 Receives/ reviews/examines the documents presented</p> <p>1.2 Stamps the back of the Delivery Receipts (2.5, 3, 5, 10, 12, 15, 18, 20 DR's) with their respective quarry location to be extracted (<b>3 minutes per stub of DR's</b>)</p> <p>1.3 Advises clients to pay</p>	<p>P-27.50/cum. for tax on Sand, Gravel and other quarry resources</p>	<p>2 minutes</p> <p>3 minutes</p> <p>6 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO</p> <p><i>Local Revenue Collection Officer</i> PTO</p> <p><i>Local Revenue Collection Officer</i> PTO</p>



		<p>Advance extraction fee of 27,500 for 1,000 cu.m.</p> <p>₱ 50.00/cum for Payment of Ecosystem Services(PES)</p> <p>₱ 110/stub of delivery receipt</p> <p>25% surcharge based on tax due for failure to pay the tax imposed</p> <p>2% interest per month added to the amount unpaid until the tax is fully paid but not to exceed 72%.</p> <p>Failure to carry DRs – P1,000 per cubic meter for 1<sup>st</sup> offense, P2,000/cu.m for 2<sup>nd</sup> offense and P3,000/cu.m for 3<sup>rd</sup> offense.</p> <p>Failure to issue DRs of permittees – P3,000 per cubic meter for 1<sup>st</sup> offense, P4,000/cu.m for 2<sup>nd</sup> offense and P5,000/cu.m for 3<sup>rd</sup> offense.</p>		
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2.Pays to the Local Revenue Collector	2.1 Receives payment, checks the Official Receipt(OR)issued	₱38,750.00/500 cu.m of DRs (depends on the volume to be extracted)	2 minutes	<i>Local Revenue Collection Officer</i> PTO
	2.2 Prepares Invoice of Delivery Receipts stubs		2 minutes	<i>Local Revenue Collection Officer</i> PTO
3.Receives original copy of Official Receipt and documents presented	3. Releases original copy of OR, stamped DRs and file copy of Invoice of DRs	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
	<b>TOTAL:</b>	<b>Amount= Variable</b>  Depends on the Delivery Receipts of the total cubic purchased including the fees.	<b>16 minutes</b>	
<b>B. Payment for Renewal of Sand and Gravel Permit</b> 1.Permit holders or their duly representative present the following documents:  i. Original Order of Payment for Advance Deposit and Sand and	1.Receives/reviews/examines the documents presented	Reports of Sand and Gravel and other quarry shall be submitted on the 15th day of the following month.  Penalties on late of submission of report is 1 <sup>st</sup> violation – P1,000 and daily fine of P10/day 2 <sup>nd</sup> violation – P2,000 and 20/day	2 minutes	<i>Local Revenue Collection Officer</i> PTO
			3 minutes	<i>Local Revenue Collection Officer</i> PTO



<p>Gravel miscellaneous fees from PENRO(1 original copy)</p> <p>ii. Monthly Report of Extraction from PENRO (for reference and file – 1 copy original per month whole duration of approved permit)</p> <p>iii. Monthly Report of Extraction from the Permittee (for reference and file – 1 copy original per month whole duration of approved permit)</p>		<p>3<sup>rd</sup> violation and subsequent violations– P3,000 and 30/day</p> <p>Penalties on non submission of reports after 1 month from the prescribed period is 1<sup>st</sup> violation – P2,000 and daily fine of P20/day</p> <p>2<sup>nd</sup> violation – P3,000 and 30/day</p> <p>3<sup>rd</sup> violation and subsequent violations– P5,000 and 50/day</p> <p>Total Fine for non submission of any reports must not exceed P10,000.</p>	<p>2 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO</p>
<p>2. Pays to the Local Revenue Collector</p>	<p>2.1 Receives payment, checks the Official Receipt(OR)issued</p> <p>2.2 Prepares Invoice of Delivery Receipts stubs</p>	<p>₱ 30,500 (advance extraction fee and sand and gravel miscellaneous fee)</p>	<p>2 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO</p>



3.Receives original copy of Official Receipt and file of documents presented	Releases original copy of OR and file copy of documents presented	None	1 minute	Local Revenue Collection Officer PTO
	<b>TOTAL</b>	<p style="text-align: center;"><b>Amount=Variable</b></p> <p>Depends on the amount requested by the clients and penalties are based on the actual violation committed based on the fees to be paid.</p>	<b>10 minutes</b>	
<b>TOTAL</b>		<p><b>A. Request for Issuance of Delivery Receipts (DR's):</b> <b>Amount= Variable</b></p> <p>Depends on the Delivery Receipts of the total cubic purchased including the fees.</p> <p><b>B. Payment for Renewal of Sand and Gravel Permit:</b> <b>Amount=Variable</b></p> <p>Depends on the amount requested by the clients and penalties are based on the actual violation committed based on the fees to be paid</p>	<p><b>A. Request for Issuance of Delivery Receipts (DR's):</b> <b>16 minutes</b></p> <p><b>B. Payment for Renewal of Sand and Gravel Permit:</b> <b>10 minutes</b></p>	





### 3. Issuance of Official Receipt for Real Property Tax (RPT) and Tax Clearance Certificate

This annual “ad valorem” tax that must be paid by property owners or administrators at the rate of one percent (1%) of the assessed value of real property (lands, buildings, machinery and other improvements affixed or attached to real property) located in this Province of Davao del Norte.

Presentation of tax clearance upon payment of RPT is required by the Register of Deeds of the Province as evidence of payment of the said tax before registering any deed and also the Provincial Assessor before canceling an old tax declaration and issuing a new one.

<b>Office or Division:</b>	Provincial Treasurer’s Office (PTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original Official Receipt/s of latest payment or latest Tax Clearance 2. Original Tax Bill notice from Municipal Treasury Office 3. Original Notice of Assessment (NOA) 4. Real Property Tax Order of Payment (RPTOP) for previous revisions - for delinquent properties		Office where previous payment is made  Municipal Treasurer’s Office where the property is located  Provincial Assessor’s Office(PASSO) Provincial Assessor’s Office (PASSO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients should present to the				



<p>PTO-Revenue Division, 2 of any of the required documents:</p> <p>i. Original Official Receipt/s of latest payment or latest Tax Clearance, or</p> <p>ii. Original Tax Bill notice from Municipal Treasury Office</p> <p>iii. Original Notice of Assessment (NOA)</p>	<p>1.1 Receives/reviews/examines the documents presented.</p> <p>1.2 Computes the real property tax based on the assessed value of the property</p> <p>1.3 Advises client to pay</p>	<p>1%(.01) of <b><u>the current Assessed Value</u></b> for Basic and SEF</p> <p>2% penalty per month for taxes not paid but not exceed up to 72% <b>10%</b> discount for prompt payment or paid on or before the deadlines and <b>15%</b> discount for advance payment for the succeeding year paid on or before June 30 of the current year</p>	<p>3 minutes</p> <p>4 minutes</p> <p>3 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO</p> <p><i>Local Revenue Collection Officer</i> PTO</p> <p><i>Local Revenue Collection Officer</i> PTO</p>
<p>2. Pays to the Local Revenue Collector</p>	<p>2. Receives payment, checks the Official Receipt issued</p>	<p>Certification Fee-150.00/certificate</p>	<p>2 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO</p>
<p>3. Receives copy of Original Receipt and</p>	<p>3. Issues Tax Clearance Certificate after approval of the Provincial</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO</p>



Tax Clearance certification	Treasurer			
<b>TOTAL:</b>		<b>Amount = Variable</b> Depends on the assessed value of the property and the discount/ penalties incurred as reflected in the fees to be paid.	<b>15 minutes</b>	



#### 4. Issuance of Official Receipt for Professional Tax

This is an annual tax for each person residing in Davao del Norte engaged in the private exercise or practice of profession requiring government licensure examination. Government employees authorized to engage in private practice of their professions are not exempted to pay the professional tax.

<b>Office or Division:</b>	Provincial Treasurer's Office (PTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Professional Regulation Commission (PRC) ID 2. Original Tax Notice for business entity from PTO (1 copy for reference)		Owner's ID PTO Revenue Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents to the PTO – Revenue Division the PRC ID or Tax Notice for business entity	1.1 Receives/ reviews/examines the documents presented.  1.2 Advises client to pay	PHP300.00/profession  Payable on or before the 31 <sup>st</sup> day of January of the current year	2 minutes	<i>Local Revenue Collection Officer</i> PTO



		A penalty of 25% of the amount due for failure to pay within the prescribed date.		
2. Pays to the Local Revenue Collector	2. Receives payment, checks the Official Receipt issued	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
3. Receives original copy of Official Receipt and document presented	3. Releases the original copy of Official Receipt and documents presented	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
<b>TOTAL:</b>		<b>PHP 300.00/ Profession</b>  <b>Additional PHP 75.00 for penalty if not paid after the 31<sup>st</sup> of January.</b>	<b>4 minutes</b>	



## 5. Issuance of Official Receipt for Tax on Printing & Publication

This tax is to be collected on the business of persons located in Davao del Norte engaged in the printing and/or publication of books, cards, tarps, news, streamers, leaflets, and others of similar in nature. For newly started business, the tax shall be 1/20 of 1% of the capital investment.

<b>Office or Division:</b>	Provincial Treasurer's Office (PTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original Tax Notice for business entity from PTO (1 copy for reference) 2. Gross Receipts statement (annual) of the proceeding calendar year or capital investment records for newly started business		PTO Revenue Division  Business financial statement		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents to the PTO – Revenue Division the Gross Receipts or capital investment statement and Original Tax Notice	1.1 Receives/ reviews/examines the documents presented.	65% of 1%(.0065) of the gross receipts or 1/20 of 1% of the capital investment for newly started business.	2 minutes	<i>Local Revenue Collection Officer</i> PTO
	1.2 Computes tax due	25% penalty of the amount of tax due for failure to pay within	2 minutes	<i>Local Revenue Collection Officer</i> PTO



	1.3 Advises client to pay	the first 20 days following of each quarter 50% for willful neglect to file and pay the tax within the prescribed period  Permit fee- PHP 300.00 Sticker- PHP 100.00	2 minutes	<i>Local Revenue Collection Officer</i> PTO
2. Pays to the Local Revenue Collector	2. Receives payment, checks the Official Receipt issued	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
3. Receives original copy of Official Receipt and document presented	3. Releases the original copy of Official Receipt and documents presented	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
<b>TOTAL:</b>		<b>Amount =Variable</b>  <b>Depends on the total gross receipts or the capital investment whichever is applicable as reflected on the fees to be paid as reflected on the fees to be paid and other fees including the amount of penalty if applied.</b>	<b>8 minutes</b>	



## 6. Issuance of Official Receipt for Franchise Tax

A tax to be collected on businesses located in Province of Davao del Norte enjoying a franchise, at a tax rate of 65% of 1% of the annual gross receipts, both cash and sales on account realized during the preceding calendar year.

<b>Office or Division:</b>	Provincial Treasurer's Office (PTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original Tax Notice for business entity from PTO (1 copy for reference) 2. Gross Receipts statement (annual) of the proceeding calendar year or capital investment records for newly started business		PTO Revenue Division  Business financial statement		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents to the PTO- Revenue Division the Gross Receipts or capital investment statement and Tax Notice	1.1 Receives/ reviews/examines the documents presented.	65% of 1%(.0065) of the gross receipts or 1/20 of 1% of the capital investment for newly started business.	3 minutes	<i>Local Revenue Collection Officer</i> PTO
	1.2 Computes the tax due	25% penalty of the amount of tax due for failure to pay within the first 20 days following of each quarter	3 minutes	<i>Local Revenue Collection Officer</i> PTO
	1.3 Advises client to pay		2 minutes	<i>Local Revenue Collection Officer</i> PTO





		<p>50% for willful neglect to file and pay the tax within the prescribed period.</p> <p>The franchise tax shall be payable on or before the 20<sup>th</sup> day of January of each year</p> <p>Permit fee – PHP 550.00</p> <p>Sticker fee - 100.00</p>		
2. Pays to the Local Revenue Collector	2. Receives payment, checks the Official Receipt issued	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
3. Receives original copy of Official Receipt and document presented	3. Releases the original copy of Official Receipt and documents presented	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
<b>TOTAL:</b>		<p><b>Amount =Variable</b></p> <p><b>Depends on the total gross receipts or the capital investment whichever is applicable as reflected on the fees to be paid and other fees including the amount of penalty if applied.</b></p>	<b>10 minutes</b>	



## 7. Issuance of Official Receipt for Amusement Tax

This levied tax is for the proprietors, lessees, or operators of theaters, cinemas, concert halls, circuses, boxing stadia, cockpits and other places of amusement in the Province of Davao del Norte.

<b>Office or Division:</b>	Provincial Treasurer's Office (PTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Registered Tickets (original tickets) 2. Gross Receipts statement from admission fees for entrance (1 original copy)		Acknowledged Registered tickets Business financial statement		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents to the PTO – Revenue Division and submits Summary of Tickets sold to the Local Revenue Collector Receipts or capital investment statement and Tax Notice	1.1 Receives/reviews/examines the documents presented.	10% of the gross receipts from admission fees	3 minutes	<i>Local Revenue Collection Officer</i> PTO
	1.2 Computes tax due	25% penalty of the amount of tax due for failure to pay within the first 20 days following of each quarter	3 minutes	<i>Local Revenue Collection Officer</i> PTO
	1.3 Advises client to pay	50% for willful neglect/false/fraudulent return	2 minutes	<i>Local Revenue Collection Officer</i> PTO



		<p>to pay the tax on the prescribed date 20% interest of the tax due per annum from date prescribed for payment</p> <p>Permit fee – PHP 400.00</p> <p>Sticker fee – PHP 100.00</p>		
2. Pays to the Local Revenue Collector	2. Receives payment, checks the Official Receipt issued	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
3. Receives original copy of Official Receipt and document presented	3. Releases the original copy of Official Receipt and documents presented	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
<b>TOTAL:</b>		<p><b>Amount =Variable</b></p> <p><b>Depends on the total gross receipts or the capital investment whichever is applicable as reflected on the fees to be paid and other fees including the amount of penalty if applied.</b></p>	<b>10 minutes</b>	



## 8. Issuance of Official Receipt for Tax on Delivery Trucks and Vans

This is an annual fixed tax within the Province of Davao del Norte for owners or operators every truck, van or any motor vehicle used by manufacturers, producers, wholesalers, dealers or retailers in the delivery or distribution of products to sales outlets, or consumers, whether directly or indirectly within the province.

<b>Office or Division:</b>		Provincial Treasurer's Office (PTO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business and G2C – Government to Citizen		
<b>Who may avail:</b>		Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original Tax Notice issued by PTO (1 original copy)		PTO Revenue Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Original Tax Notice to the PTO- Revenue Division	1.1 Receives/ reviews/examines the documents presented.	Php 300.00 (4-wheelers multicab) 500.00 (4-wheelers trucks)	4 minutes	<i>Local Revenue Collection Officer</i> PTO
	1.2 Computes tax due	800.00 (6 to 8 wheelers) 1,000.00 (10 wheelers)	2 minutes	<i>Local Revenue Collection Officer</i> PTO
	1.3 Advises client to pay	1,300.00 (more than 10 wheels)	2 minutes	<i>Local Revenue Collection Officer</i> PTO
		Permit fee - PHP 500.00		



		<p>Provincial Official sticker – PHP 100.00</p> <p>25% penalty of the amount due for failure to pay the tax on or before the prescribed period</p> <p>50% for willful neglect/false/fraudulent return to pay the tax on the prescribed date</p> <p>20% interest rate per annum for unpaid amount of tax from the date prescribed for payment until the amount is fully paid.</p> <p>Impounded vehicle and confiscated driver's license shall be released upon payment of tax due and 25% surcharges plus an interest rate of 2% per month but not to exceed 72% until the amount due is fully paid.</p>		
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2. Pays to Local Revenue Collector	2. Receives payment, checks the Official Receipt issued	None	1 minute	Local Revenue Collection Officer PTO
3. Receives original copy of Official Receipt and document presented	3. Releases the original copy of Official Receipt and document presented	None	1 minute	Local Revenue Collection Officer PTO
<b>TOTAL:</b>		<b>Amount =Variable</b>  <b>Depends on the amount requested by the clients and penalties are based on the actual violation committed based on the fees to be paid.</b>	<b>10 minutes</b>	



**9. Issuance of Official Receipt for Secretary’s Fee/Certification Fee, Accreditation Fee, Shipping Permit Fee, Bid Documents, Selling Price of Casted RCPC and CHB, Drug Testing and Water Analysis**

The Province of Davao del Norte shall collect secretary’s fees, fees and charges to all clients for the issuance of copies of official records/documents issued and services rendered by all provincial offices payable to the Provincial Treasurer.

<b>Office or Division:</b>	Provincial Treasurer’s Office (PTO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Original Order of Payment from Provincial Assessor’s Office(PASSO) – for request of landholdings/tax declaration (1 original copy)	Provincial Assessor’s Office	
2. Original Order of Payment from PEO, PPDO,PHRMO PENRO, SPO, PAGRO & PVO for Secretary’s fee/certification fee (1 original copy)	Provincial Engineer’s Office(PEO), Provincial Planning Development Office(PPDO),Provincial Human Resource and Management Office (PHRMO), Provincial Environment and Natural Resources Office(PENRO), Provincial Agriculturist Office(PAGRO) Provincial Veterinary’s Office (PVO) and Sangguniang Panlalawigan Office(SPO)	
3. Original Request slip with order of payment from PHRMO for payslips and certifications and personal claims and Income Tax Returns Certificate/ certification and personal claims (1 original copy)	Provincial Human Resource Management Office(PHRMO) and Provincial Accountant’s Office(PACCO)	



<p>4. Original Order of payment from PGSO for accreditation fee, bid documents and other fees (1 original copy)</p> <p>5. Original Order of Payment from PHO for drug testing and water bacteriology analysis (1 original copy)</p> <p>6. Original Order of payment of selling price of casted Reinforcement Concrete Pipe Culvert(RCPC) and Concrete Hollow Blocks(CHB)</p>		<p>Provincial General Services Office(PGSO)</p> <p>Provincial Health Office (PHO) – Laboratory Division</p> <p>Provincial Economic Enterprise Development Office(PEEDO)</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Presents to the PTO – Revenue Division the Original Order of Payment or request slip</p> <p>- Original Order of Payment for PASSO, PGSO, PEO,SPO, PAGRO,PVO,PPDO's request</p> <p>- Original Request slip for PHRMO and PACCO requests as the case may be.</p>	<p>1.1Receives/reviews/examines the documents presented.</p> <p>1.2 Computes tax due</p>	<p>1.Certifications /issuance of copies of official records issued to contractors and quarry permit holders for obligations on extraction of sand and gravel and other quarry materials – PHP150.00/copy</p>	15 minutes	<i>Local Revenue Collection Officer</i> PTO
		<p>2.Tax Clearance – PHP 150; Tax Maps, TMCR (A3 size), Tax Declaration, Assessors Verification fee – PHP 130/copy; Certification of Landholding per person – PHP 120/copy;</p>	15 minutes	<i>Local Revenue Collection Officer</i> PTO





<p>- Original Order of Payment for shipment from PVO          - Water analysis and drug testing from PHO          - Order of payment from PGSO (1 original copy per request/slip)</p>	<p>1.3 Advises client to pay</p>	<p>Certification of Landholding with spouse – PHP 240/copy          Assessor’s certification fee – PHP 120.00;          Other Certifications – PHP 120.000</p> <p>3. Certifications on Land uses and land classifications, certification for contractor’s site visit or inspection, idle land as embodied in RA No. 8435 on AFMA - PHP 200.00</p> <p>4. Certification for sand and gravel concession area that has been inspected by the PEO – PHP 1,100.00</p> <p>5. Assessor’s Inspection fee PHP 300/property;          Assessor’s Appraisal fee for private transactions – PHP 2,700/property;          Foreshore lease application - Certification and Evaluation fee - PHP 300.00</p>	<p>24 minutes          (from fees nos.3-14).</p>	<p><i>Local Revenue Collection Officer</i>          PTO</p>
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		<p>6. Anotation Fee -10% of 1% of the gross loan amount but not to exceed PHP 10,000.00</p> <p>7. Copies furnished to officials/ employees of the Provincial Government of Davao del Norte for salary loans, payslips, medical/Phil health benefits and other certifications related to current employment with the Province of Davao del Norte – PHP 30.00 and P100.00 for various certificates of non-employees of PLGU</p> <p>8. Payment for employee's ID reprinting– PHP 200.00</p> <p>9. Shape File- PHP 3,000.00 per section map.</p> <p>10. Registration/ accreditation fee for all government suppliers - PHP 500.00 and bidding documents depending on the Approved Budget for the Contract(ABC)</p>		
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		<p>11. Veterinary Health Certificate (VHC) for:</p> <p>Goats –          PHP 35.00/head;</p> <p>Carabaos/          cattle/horses –          PHP 120.00/head;</p> <p>Pigs (50 kgs above) –          PHP 35.00/head, pigs (10 to          49 kgs)- 25.00/head;</p> <p>Dogs/cats –          PHP 55.00/head;</p> <p>Poultry (native chickens &amp;          turkeys,)- PHP 6.00/head;          broiler, layer, ducks -          PHP.50/head;</p> <p>Fighting cocks/exotic birds-          PHP 22.00/head</p> <p>Foodstuff (processed and fresh          cuts--PHP 1.00/kilo</p> <p>Poultry live, culled and dressed          chicken-based on prevailing          market price</p> <p>Hides of          carabaos/cows/horses —PHP          11.00/kg.,</p> <p>Animal waste and by products          –          PHP 10.00/sack;</p>		
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		<p>Eggs (table/balut)- PHP.10.00/pc.</p> <p>12. Water analysis PHP 500.00/sample (private use) and P 300.00/sample (public use) Drug testing(walk in) – PHP 250.00/test and drug testing remote collection minimum of 30 pax -P130/test.</p> <p>13. Thematic Map A3- P300 and A4 and long sized bond paper 250.00; approved Subdivision Plan – PHP 100, Plan and Specifications issued to Contractors and prospective bidders A3 size- PHP 850.00 and A1 size – PHP 2,000.00; Certifications that the prospective bidders conducted site inspection of the Infrastructure – PHP 220.00</p> <p>14. RCPC-18” diameter- PHP 950.00, 24” diameter- PHP 1,250.00, 36” diameter- PHP 2,300.00, 48” diameter- PHP 3,300.00, 60” diameter- PHP</p>		
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		5,800.00, 72" diameter PHP 8,750.00; CHB-4x8x16 (machine made) - PHP 10.00, 6x8x16 (machine made)-PHP 15.00.		
2. Pays to Local Revenue Collector	2. Receives payment, checks the Official Receipt issued	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
3. Receives original copy of Official Receipt and documents presented	3. Releases the original copy of Official Receipt and documents presented	None	1 minute	<i>Local Revenue Collection Officer</i> PTO
<b>TOTAL:</b>		<b>Amount =Variable</b>  <b>Depends on the services/certificates/maps/products requested by the clients based on the fees to be paid.</b>	<b>56 minutes</b>	



## 10. Issuance of Official Receipt for Sale of Accountable Forms

Any government institution/offices must pay fees/charges upon purchase of accountable forms in the Province of Davao del Norte for government use.

<b>Office or Division:</b>	Provincial Treasurer's Office (PTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisitioning Issue Slip(RIS) duly signed and approved by the Local Chief Executive (Barangay Captain/Municipal/City Mayor in 5 original copies) 2. Fidelity Bond transmittal for newly appointed accountable forms custodian(1 photocopy)		Requisitioning Office concerned  Bureau of Treasury – Tagum City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents to the PTO- Revenue Division the following documents:  A. Requisitioning Issue Slip(RIS) duly signed and approved	1.1 Receives/ reviews/ examines the documents presented.	Accountable Forms 51- PHP 255.00/stub AF 52 – PHP 300.00/stub AF 53 – PHP 305.00/stub (old) and PHP 220.00/stub (new) AF 54 – PHP 275.00/stub	Depending on volume and number of stubs purchased  5 minutes	<i>Senior Administrative Assistant II (Designated Supply Officer) PTO</i>



<p>by the Local Chief Executive (Barangay Captain/Municipal/City Mayor in 5 copies)</p> <p>B. Fidelity Bond transmittal for newly appointed accountable forms custodian(1 photocopy)</p>	<p>1.2 Forward the necessary documents to the local revenue collector</p> <p>1.3 Computes amount due</p> <p>1.4 Advises client to pay</p>	<p>AF 55 Cash tickets PHP 240/stub (@ 1,2,5) Accountable Forms 56- PHP 365.00/stub AF 57 – PHP 215.00/stub AF 58 – PHP 120.00/stub, Community Tax Certificate Individual – PHP 186.50/stub Community Tax Corporation- PHP 177.95/stub (price varies depends on the costing of NPO and BIR)</p> <p>Accountable Forms and Cash Tickets- PHP 65.00/stub mark-up price.</p>	<p>5 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO</p> <p><i>Local Revenue Collection Officer</i> PTO</p> <p><i>Local Revenue Collection Officer</i> PTO</p>
<p>2. Pays to Local Revenue Collector</p>	<p>2.1 Receives payment, checks the Official Receipt issued</p> <p>2.2 Forward the original receipts and documents presented to the Sr. Admin. Asst II(Designated Supply Officer)</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Local Revenue Collection Officer</i> PTO</p>
<p>3. Receives original copy of Official Receipt and documents presented including the accountable forms</p>	<p>3.1 Releases the original copy of Official Receipt and documents presented</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Senior Administrative Assistant II</i> (Designated Supply Officer) PTO</p>



requested based on the approved RIS.	3.2 Prepares the accountable forms  3.3 Releases the accountable forms		35 minutes (time consumed depends on the volume of accountable forms purchased and packed)  4 minutes	<i>Senior Administrative Assistant II (Designated Supply Officer) PTO</i>  <i>Senior Administrative Assistant II (Designated Supply Officer) PTO</i>
<b>TOTAL:</b>		<b>Amount =Variable Depends on the forms and number of stubs requested by the clients based on the fees to be paid.</b>	<b>1 hour</b>	





## 11. Issuance of Official Receipt for Lease of Commercial Buildings

The Provincial Government of Davao del Norte shall collect payment of lease of all commercial buildings from all clients payable to the Provincial Treasurer.

<b>Office or Division:</b>	Provincial Treasurer's Office (PTO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Contract of Lease (1 photocopy) 2. Billing Statement (1 original copy and 1 photocopy)		PADO, PSYDO PTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents to the PTO- Revenue Division the following documents:  A. Contract of Lease (1 original copy and 1 photocopy)  B. Billing Statement	1. Receives/ reviews/examines the documents presented.	1. Stall nos. 1 to 6 with 32.5 sqm area of the commercial building shall be leased at rate of PHP 12,000/mo.  2. Stall no. 7 with 178sq m area shall be leased at rate of PHP 65,000/mo.  3. Lease of Tiangge Space- Small/medium scale with 5,000	5 minutes	<i>Local Revenue Collection Officer</i> PTO



		below pax the rate will be PHP 50/sq.m/day and Large scale with 5,000 above pax the rate will be PHP 200/sq/m/day.		
2. Pays to Local Revenue Collector	2.1 Receives payment, checks the Official Receipt issued	None	2 minutes	<i>Local Revenue Collection Officer</i> PTO
	2.2 Forward the original receipts and documents presented	None	2 minutes	<i>Local Revenue Collection Officer</i> PTO
3. Receives original copy of Official Receipt and documents presented	3.1 Releases the original copy of Official Receipt and documents presented	None	2 minutes	<i>Local Revenue Collection Officer</i> PTO
<b>TOTAL:</b>		<b>Amount =Variable</b>  <b>Depends on the stall, dimension with corresponding value requested by the clients based on the fees to be paid.</b>	<b>11 minutes</b>	



## **Provincial Assessor's Office (PASSO)**

1. Issuance of Certification of Landholding
2. Issuance of Certified True Copy of Tax Declaration
3. Issuance of Certified True Copy of Tax Map or Tax Maps Control Roll (TMCR)
4. Request for an electronic copy of Shapefile
5. Request for Conduct of Joint Ocular Inspection of Real Property
6. Request for Conduct of Appraisal of Real Property
7. Issuance of Assessor's Certification for Just Compensation
8. Annotation of Tax Declaration for Mortgage
9. Cancellation of Annotation on Tax Declaration
10. Simple Transfer of Ownership of Tax Declaration
11. Segregation of Property (Same Owner and Transfer of Ownership)
12. Cancellation of Tax Declaration in Case of Duplication/Demolition of Building/End of Contract/Lease



## 1. Issuance of Certification of Landholding

The Certificate of Landholding (Assessor's Certificate) is issued to clients/taxpayers as supporting document for Department of Agrarian Reform (DAR), Bureau of Internal Revenue (BIR) and other line agencies requirement.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completed Request Form 2. Certification Fee (Official Receipt) (1 original)		1. Provincial Assessor's Office – Officer of the Day 2. Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form from Officer of the Day	1.1 Reviews/ receives accomplished request form.  1.2 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office	None	5 minutes	<i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division
2. Proceed to the Provincial	2. Processes payment and issues Official Receipt	*Secretary's Fee (Landholdings)	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office



Treasurer's Office and pay the corresponding fees/charges		PHP 120/ person (per copy) PHP 240.00 with spouse/per copy		
3. Present the Official Receipt together with the Request Form	<p>3.1 Check the Official Receipt</p> <p><b>Electronically</b> 3.2 Verifies electronically through Enhanced Tax Revenue Assessment and Collection System (ETRACS) without property</p> <p>*With 1 – 5 Real Property Units verified through the Enhanced Tax Revenue Assessment and Collection System (ETRACS)</p> <p>*With property (6 – more Real Property Units)</p> <p><b>Manually</b> *Verifies manually (in case of power failure) without property</p>		<p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>15 minutes</p> <p>10 minutes</p>	<p><i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division</p> <p><i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division</p>



	*With property (1 – 5 Real Property Units)		20 minutes	
	*With property (6 – more Real Property Units)		30 minutes	
	3.3 Print and sign the requested documents		10 minutes	
4. Receive the document requested and the Official Receipt	4.1 Release the documents requested 4.2 Sign in the logbook	None	5 minutes	<i>Local Assessment Operations Officer III PASSO - Real Property Records Management Division</i>
<b>TOTAL:</b>		<b>*Secretary's Fee (Landholdings)</b>  <b>Php 120/ person (per copy)</b>  <b>Php 240.00 with spouse/per copy</b>	<b><u>Electronically</u> 1 hour</b>  <b><u>Manually</u> 1 hour and 30 minutes</b>	



## 2. Issuance of Certified True Copy of Tax Declaration

The Tax Declaration is issued to clients/taxpayers as a supporting document for Department of Agrarian Reform (DAR), Bureau of Internal Revenue (BIR), and other line agencies requirement.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Completed Request Form 2. Supporting Documents  <u><b>Principal</b></u> <ul style="list-style-type: none"> <li>Government Issued Identification Card (1 photocopy with 3 specimens)</li> </ul> <u><b>Representative</b></u> <ul style="list-style-type: none"> <li>Special Power of Attorney or Authorization Letter</li> <li>Government Issued Identification Card of the person being represented (1 photocopy with 3 specimens)</li> <li>Government Issued Identification Card of the Representative (1 photocopy with 3 specimens)</li> </ul>	1. Provincial Assessor's Office – Officer of the Day 2. Requesting Government Agency/Organization/Individual  <ul style="list-style-type: none"> <li>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA</li> <li>Person being represented</li> <li>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA</li> <li>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA</li> </ul>



3. Certification Fee (Official Receipt) (1 original)		3. Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form from Officer of the Day and present the documentary requirements	1.1 Reviews/ receives accomplished request form and documentary requirements.	None	5 minutes	<i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division
	<b><u>Electronically</u></b> 1.2 Verifies electronically through the Enhanced Tax Revenue Assessment and Collection System (ETRACS) with 1- 5 Real Property Units		10 minutes	<i>Local Assessment Operations Officer I</i> PASSO - Real Property Records Management Division
	With property (6 – more Real Property Units)		15 minutes	<i>Local Assessment Operations Officer II</i> PASSO - Real Property Records Management Division
	<b><u>Manually</u></b> *Verifies manually (in case of power failure) With property (1 – 5 Real Property Units)		20 minutes	
	With property (6 – more Real Property Units)		35 minutes	





	1.3 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office			
2. Proceed to the Provincial Treasurer's Office and pay the corresponding fees/charges	2. Processes payment and issues Official Receipt	*Secretary's Fee (Tax Declaration) Php 130/ property (per copy)	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Present the Official Receipt and the Request Form	3.1 Check the Official Receipt 3.2 Print and sign the requested document/s	None	20 minutes	<i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division
4. Receive the document requested	4.1 Release the document requested 4.2 Sign in the Logbook	None	5 minutes	<i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division
<b>TOTAL:</b>		*Secretary's Fee (Tax Declaration) Php 130/ property (per copy)	<b><u>Electronically</u></b> 1 hour  <b><u>Manually</u></b> 1 hour and 30 minutes	



### 3. Issuance of Certified True Copy of Tax Map or Tax Maps Control Roll (TMCR)

The Tax Map or Tax Maps Control Roll (TMCR) is issued to clients/taxpayers as a supporting document for the Department of Agrarian Reform (DAR), Bureau of Internal Revenue (BIR), and other line agencies' requirement.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completed Request Form		Provincial Assessor's Office – Officer of the Day		
2. Certification Fee (Official Receipt) (1 original)		Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form from Officer of the Day	1.1 Reviews/ receives accomplished request form. <u><b>Electronically</b></u> 1.2 Verifies Tax Maps/Tax Maps Control Roll (TMCR) electronically 1-5 Property Index Maps through GIS <u><b>Manually</b></u> * Verifies Taxmaps/Tax Maps Control Roll (TMCR)	None	5 minutes  10 minutes	<i>Taxmapper III</i> PASSO - Real Property Taxmapping Management Operations Division



	manually (in case of no internet connection) 1-5 properties 1.3 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office		20 minutes	<i>Draftsman III</i> PASSO - Real Property Taxmapping Management Operations Division
2. Proceed to the Provincial Treasurer's Office and pay the corresponding fees/charges	2. Processes payment and issues Official Receipt	*Secretary's Fee (Tax Map) Php 130/ property (per copy)	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Present the Official Receipt and the Request Form	3.1 Check the Official Receipt	None	5 minutes	<i>Taxmapper II/Taxmapper I/</i> <i>Draftsman I</i> PASSO - Real Property Taxmapping Management Operations Division
	3.2 Prepare the copy of Tax Maps/Tax Maps Control Roll (TMCR)		10 minutes	
4. Receive the document requested	4.1 Release the document requested	None	5 minutes	<i>Taxmapper III</i> PASSO - Real Property Taxmapping Management Operations Division
	4.2 Sign in the logbook			
<b>TOTAL:</b>		*Secretary's Fee (Tax Map) Php 130/ property (per copy)	<b><u>Electronically</u></b> 40 minutes  <b><u>Manually</u></b> 50 minutes	



#### 4. Request for an electronic copy of Shapefile

A shapefile is a vector data file format commonly used for geospatial analysis. It can be requested by various persons, companies, or entities for urban planning, land management, environmental monitoring, transportation planning, and emergency response purposes.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Completed Request Form		1. Provincial Assessor's Office – Officer of the Day
2. Letter Request address to the Provincial Assessor		2. Requesting Government Agency/Organization/Individual
<b>3. Principal</b> Government Issued Identification Card (1 photocopy with 3 specimens)		3. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
<b>4. Representative</b> Special Power of Attorney or Authorization Letter		4. Person being represented
5. Government Issued Identification Card of the person being represented (1 photocopy with 3 specimens)		5. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
6. Government Issued Identification Card of the Representative (1 photocopy with 3 specimens)		6. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
7. Title (1 photocopy)		7. Requesting Government Agency/Organization/Individual
8. Approved plan (1 photocopy)		8. Requesting Government Agency/Organization/Individual
9. Flash Drive or E-mail Address		9. Requesting Government Agency/Organization/Individual
10. Certification Fee (Official Receipt) 1 original copy		10. Provincial Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form from Officer of the Day and present the documentary requirements	1.1 Reviews/ receives accomplished request form and documentary requirements.	None	5 minutes	<i>Draftsman III</i> PASSO - Real Property Taxmapping Management Operations Division
	1.2 Verifies data on file (1 Property Index Map) 1.3 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office		10 minutes	
2. Proceed to the Provincial Treasurer's Office and pay the corresponding fees/charges	2. Processes payment and issues Official Receipt	Secretary's Fee (Shape File) Php 3,000.00/ per section map (per copy)	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Present Official Receipt	3. Check the Official Receipt 3.2 Prepare the copy of Shapefile	None	5 minutes	<i>Draftsman III</i> PASSO - Real Property Taxmapping Management Operations Division
			10 minutes	
4. Receive the file requested	4. Save the file on the client's flash drive or send it through e-mail	None	5 minutes	<i>Taxmapper III</i> PASSO - Real Property Taxmapping Management Operations Division
<b>TOTAL:</b>		<b>Secretary's Fee (Shape File) Php 3,000.00/ per section map (per copy)</b>	<b>40 minutes</b>	



## 5. Request for Conduct of Joint Ocular Inspection of Real Property

The conduct of joint ocular inspection is requested by the Municipal Assessors in the eight municipalities of the Province of Davao del Norte and the declared owner or their authorized representatives whose properties are subject to new assessments or reassessments.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Completed Request Form	1. Provincial Assessor's Office – Officer of the Day
	2. Letter Request address to the Provincial Assessor	2. Requesting Government Agency/Organization/Individual
	3. <b>Principal</b> Government Issued Identification Card (1 photocopy with 3 specimens)	3. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
	4. <b>Representative</b> Special Power of Attorney or Authorization Letter (1 photocopy)	4. Person being represented
	5. Government Issued Identification Card of the person being represented (1 photocopy with 3 specimens)	5. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
	6. Government Issued Identification Card of the Representative (1 photocopy with 3 specimens)	6. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
	7. Certification Fee (Official Receipt) original)	7. Provincial Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form from the Officer of the Day and present the documentary requirements	<p>1.1 Reviews/ receives accomplished request form and documentary requirements.</p> <p>1.2 Interviews the client regarding with the property requested</p> <p>1.3 Verifies property through Enhanced Tax Revenue Assessment and Collection System (ETRACS)</p> <p>1.4 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office</p>	None	50 minutes	<p><i>Local Assessment Operations Officer IV</i>            PASSO - Real Property Valuation and Appraisal Division</p>
2. Proceed to the Provincial Treasurer's Office and pay the corresponding fees/charges	2. Processes payment and issues Official Receipt	Secretary's Fee (Inspection Fee) Php 300.00/ per property	5 minutes	<p><i>Local Revenue Collection Officer</i>            Provincial Treasurer's Office</p>
3. Present Official Receipt	3.1 Check the official receipt	None	5 minutes	<p><i>Local Assessment Operations Officer IV</i></p>



	3.2 Advises client to wait a call or text from the personnel of Provincial Assessor for the schedule of field inspection			PASSO - Real Property Valuation and Appraisal Division
4. Conduct of Ocular Inspection	<p>4.1 The Provincial Assessor will schedule the date of field inspection</p> <p>4.2 The client as well as the concern Municipal Assessor will be informed of the actual date of field inspection</p> <p>4.3 Actual ocular field inspection will be conducted</p>	None	6 days	<i>Provincial Assessor</i> PASSO
<b>TOTAL:</b>		<b>Secretary's Fee (Inspection Fee)</b>  <b>Php 300.00/ per property</b>	<b>6 days and 1 hour</b>	





## 6. Request for Conduct of Appraisal of Real Property

Request for appraisal of real property is conducted whenever private property is subject to acquisition by the government for public use. The Provincial Appraisal Committee will determine the market value.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Completed Request Form	1. Provincial Assessor's Office – Officer of the Day
	2. Letter Request of Property Owner	2. Requesting Government Agency
	3. Municipal/Barangay Resolution	3. Requesting Government Agency
	4. Title (1 photocopy) <ul style="list-style-type: none"> <li>• If whole area</li> <li>• If portion, Approved subdivision plan/scheme plan with all the condition</li> </ul>	4. Requesting Government Agency
	5. Tax Clearance (1 photocopy)	5. Provincial Treasurer's Office
	6. Intent to sell from the owner	6. Requesting Government Agency
	7. Joint Ocular Inspection Report of Provincial Appraisal Committee with pictures	7. Provincial Assessor's Office
	8. Tax Declaration (1 photocopy)	8. Municipal/Provincial Assessor's Office
	9. Vicinity Map (1 photocopy)	9. Requesting Government Agency
	10. On site picture	10. Provincial Assessor's Office
	11. BIR Zonal Value	11. Bureau of Internal Revenue



12.Certification Fee (Official Receipt original)		12. Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Form from the Officer of the Day and present the complete documentary requirements  <i>*Only transactions with complete documentary requirements will be processed</i>	1.1 Reviews/ receives accomplished request form and documentary requirements.  1.2 Interviews client regarding with the property requested  1.3 Verifies property through Enhanced Tax Revenue Assessment and Collection System (ETRACS)  1.4 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office	None	45 minutes	<i>Local Assessment Operations Officer IV</i> PASSO - Real Property Valuation and Appraisal Division
2. Proceed to the Provincial Treasurer's Office and pay the corresponding fees/charges	2. Processes payment and issues Official Receipt	Secretary's Fee (Appraisal Fee)  Php 2,700.00/ per property	5 minutes	Local Revenue Collection Officer Provincial Treasurer's Office



3. Present Official Receipt	3.1 Check the official receipt  3.2 Advises client to wait for a call or text from the personnel of Provincial Assessor for the schedule of field inspection	None	5 minutes	<i>Local Assessment Operations Officer IV PASSO - Real Property Valuation and Appraisal Division</i>
4. Conduct of Ocular Inspection	4.1 The Provincial Appraisal Committee Chairperson will schedule the date of field inspection  4.2 The client as well as the concerned Municipal Assessor and the Members of the Appraisal Committee will be informed of the actual date of the field inspection  4.3 Actual ocular field inspection will be conducted	None	5 days	<i>Provincial Assessor PASSO</i>
5. Wait for the result of the Appraisal	5.1 The Provincial Appraisal Committee Secretariat will draft the appraisal report based on the submitted complete documentary requirements and the actual field inspection of the property	None	10 days	<i>Local Assessment Operations Officer IV PASSO - Real Property Valuation and Appraisal Division</i>



	<p>5.2 The Provincial Appraisal Committee Chairperson will finalize and sign the Appraisal Report</p> <p>5.3 The Appraisal Report will be routed to other members of the Provincial Appraisal Committee for signature such as the Provincial Treasurer and the Provincial Engineer</p>			<p><i>Provincial Assessor</i> PASSO</p>
6. Receives the Appraisal Report	<p>6.1 The Provincial Appraisal Committee Secretariat will release the Appraisal Report</p> <p>6.2 Sign in the logbook</p>	None	5 minutes	<p><i>Local Assessment Operations</i> <i>Officer IV</i> PASSO - Real Property Valuation and Appraisal Division</p>
<b>TOTAL:</b>		<b>Secretary's Fee (Appraisal Fee)</b>		
		<b>Php 2,700.00/ per property</b>	<b>15 days and 1 hour</b>	



## 7. Issuance of Assessor's Certification for Just Compensation

An Assessor's Certification for Just Compensation is normally issued after assessing and determining the fair market value of a property. This procedure is frequently linked to the government's procurement of private property for public use, commonly known as eminent domain.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completed Request Form		Provincial Assessor's Office – Officer of the Day		
2. Letter Request address to the Provincial Appraisal Committee		Requesting Government Agency		
3. Joint Ocular Inspection (PASSO & MASSO Appraisal Committee)		Provincial Assessor's Office		
4. Certification Fee (Official Receipt) 1 original copy		Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Request Form from the Officer of the Day and present the complete documentary requirements	1.1 Reviews/ receives accomplished request form and documentary requirements.	None	45 minutes	<i>Local Assessment Operations Officer IV</i> PASSO - Real Property Valuation and Appraisal Division



<p><i>*Only transactions with complete documentary requirements will be processed</i></p>	<p>1.2 Interviews client regarding with the property requested</p> <p>1.3 Verifies property through Enhanced Tax Revenue Assessment and Collection System (ETRACS)</p> <p>1.4 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office</p>			
<p>2. Proceed to the Provincial Treasurer's Office and pay the corresponding fees/charges</p>	<p>2. Processes payment and issues Official Receipt</p>	<p>Secretary's Fee (Inspection fee and Certification Fee)</p> <p>Php 300.00/ per property for Inspection Fee+ Php 120.00/per property per copy for Assessor's Certification</p>	<p>5 minutes</p>	<p><i>Local Revenue Collection Officer</i> Provincial Treasurer's Office</p>
<p>3. Present Official Receipt</p>	<p>3.1 Check the official receipt</p> <p>3.2 Advises client to wait for a call or text from the personnel of Provincial Assessor for the schedule of field inspection</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Local Assessment Operations Officer IV</i> PASSO - Real Property Valuation and Appraisal Division</p>



<p>4. Conduct of Ocular Inspection</p>	<p>4.1 The Provincial Appraisal Committee Chairperson will schedule the date of field inspection</p> <p>4.2 The client as well as the concerned Municipal Assessor will be informed of the actual date of the field inspection</p> <p>4.3 Actual ocular field inspection will be conducted</p>	<p>None</p>	<p>3 days</p>	<p><i>Provincial Assessor</i> PASSO</p>
<p>5. Wait for the result of Ocular Inspection</p>	<p>5.1 The Provincial Appraisal Committee Secretariat will draft the ocular inspection report and prepare the Certification</p> <p>5.2 The Provincial Appraisal Committee Chairperson will finalize and sign Ocular Inspection Report and the Certification</p>	<p>None</p>	<p>3 days</p>	<p><i>Local Assessment Operations Officer IV</i> PASSO - Real Property Valuation and Appraisal Division</p> <p><i>Provincial Assessor</i> PASSO</p>
<p>6. Receives the requested document</p>	<p>6.1 The Provincial Appraisal Committee Secretariat will release the Assessor's Certification</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Local Assessment Operations Officer IV</i> PASSO - Real Property Valuation and Appraisal Division</p>



	6.2 Sign in the logbook			
	<b>TOTAL:</b>	<b>Secretary's Fee (Inspection Fee and Certification Fee)</b>  Php 300.00/ per property for inspection fee + Php 120.00/per property per copy for Assessor's Certification	6 days and 1 hour	





## 8. Annotation of Tax Declaration for Mortgage

Annotating the tax declaration serves as a form of public notice, indicating to the interested parties that there is an existing mortgage on the property. This can be important for potential buyers, creditors, or other entities involved in property transactions or legal processes.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completed Request Form		1. Provincial Assessor's Office – Officer of the Day		
2. Loan Mortgage Agreement		2. Requesting Government Agency/Organization/ Individual		
3. Special Power of Attorney or Authorization Letter (1 photocopy)		3. Person being represented		
4. Government Issued Identification Card of the person being represented (1 photocopy with 3 specimens)		4. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA		
5. Government Issued Identification Card of the Representative (1 photocopy with 3 specimens)		5. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA		
6. Certification Fee (Official Receipt) Original copy		6. Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Request Form from	1.1 Reviews/ receives accomplished request form	None	20 minutes	<i>Local Assessment Operations Officer III</i>



<p>the Officer of the Day and present the complete documentary requirements</p> <p><i>*Only transactions with complete documentary requirements will be processed</i></p>	<p>and documentary requirements.</p> <p>1.2 Verifies property through Enhanced Tax Revenue Assessment and Collection System (ETRACS)</p> <p>1.3 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office</p>			PASSO - Real Property Records Management Division
<p>2. Proceed to the Provincial Treasurer's Office and pay the corresponding fees/charges</p>	<p>2. Processes payment and issues Official Receipt</p>	<p>Secretary's Fee (Annotation Fee) 10% of 1% of the Gross Loan Amount but not to exceed Php 10,000.00</p>	<p>5 minutes</p>	<p><i>Local Revenue Collection Officer</i> Provincial Treasurer's Office</p>
<p>3. Present Official Receipt</p>	<p>3.1 Check the official receipt</p> <p>3.2 Annotate the Tax Declaration</p> <p>3.3 Sign the annotated Tax Declaration</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division</p>
<p>4. Receives the requested document</p>	<p>4.1 Release the document requested</p> <p>4.2 Sign in the Logbook</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division</p>



<b>TOTAL:</b>	<b>Secretary's Fee (Annotation Fee) 10% of 1% of the Gross Loan Amount but not to exceed Php 10,000.00</b>	<b>1 hour</b>	
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## 9. Cancellation of Annotation on Tax Declaration

The cancellation of annotations on a tax declaration is canceled once the debt is satisfied. The property records are updated accordingly.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Completed Request Form		1. Provincial Assessor's Office
2. Official Receipt of Full Payment from the Treasurer's Office		2. Provincial/Municipal Treasurer's Office
3. Certification of Full Payment		3. Requesting Government Agency/Organization/ Individual
4. <b>Principal</b> Government Issued Identification Card (1 photocopy with 3 specimens)		4. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
5. <b>Representative</b> Special Power of Attorney or Authorization Letter (1 photocopy)		5. Person being represented
6. Government Issued Identification Card of the person being represented (1 photocopy with 3 specimens)		6. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
7. Government Issued Identification Card of the Representative (1 photocopy with 3 specimens)		7. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Form from the Officer of the Day and present the complete documentary requirements  <i>*Only transactions with complete documentary requirements will be processed</i>	1.1 Reviews/ receives accomplished request form and documentary requirements.  1.2 Verifies property through Enhanced Tax Revenue Assessment and Collection System (ETRACS)  1.3 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office	None	20 minutes	<i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division
2. Proceed to the Provincial Treasurer's Office and pay the corresponding fees/charges	2. Processes payment and issues Official Receipt	Secretary's Fee (Tax Declaration) Php 130.00/per property/ per copy	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Present Official Receipt	3.1 Check the official receipt  3.2 Cancel the Annotation in the Tax Declaration  3.3 Sign the updated Tax Declaration	None	30 minutes	<i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division



4. Receives the requested document	4.1 Release the document requested 4.2 Sign in the Logbook	None	5 minutes	<i>Local Assessment Operations Officer III PASSO - Real Property Records Management Division</i>
<b>TOTAL:</b>		<b>Secretary's Fee (Tax Declaration) Php 130.00/per property/ per copy</b>	<b>1 hour</b>	



## 10. Simple Transfer of Ownership of Tax Declaration

Transfer of ownership of a real property from the previous owner to the new owner.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Certified True Copy of the Title (OCT/TCT)  <i>*Transfer fee is required for Original Certificate of Title (OCT) under a different name/ new owner from the tax declaration on file. (60% of 1% of the market value)</i>	1. Requesting Government/ Organization/Individual Agency/Organization/Individual
	2. Certificate Authorizing Registration (CAR) from BIR	2. BIR
	3. Deed of Absolute Sale	3. Requesting Government/Organization/Individual Agency/Organization/Individual
	4. Sworn Statement	4. Provincial Assessor's Office
	5. Tax Clearance	5. Provincial Treasurer's Office
	6. <b>Principal</b> Government Issued Identification Card (1 photocopy with 3 specimens)	6. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
	7. <b>Representative</b> Special Power of Attorney or Authorization Letter for representative (photocopy)	7. Person being represented



8. Government Issued Identification Card of the person being represented (1 photocopy with 3 specimens)		8. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA		
9. Government Issued Identification Card of the Representative (1 photocopy with 3 specimens)		9. Requesting Government/Organization/ Individual Agency/Organization/Individual		
10. Fill up the Client Request Form		10. Provincial Assessor's Office		
11. Certification Fee (Official Receipt) (original)		11. Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Form and present the complete documentary requirements  <i>*Only transactions with complete documentary requirements will be processed</i>	1.1 Reviews/ receives accomplished request form and documentary requirements.  1.2 Interviews client regarding with the property requested  1.3 Verifies property through Enhanced Tax Revenue Assessment and Collection System (ETRACS)	None	25 minutes	<i>Local Assessment Operations Officer IV</i> PASSO - Real Property Valuation and Appraisal Division
2. Wait for the approval of the transaction	2.1 Advises client to wait a call or text from the personnel of Provincial Assessor for the approval of the transaction	None	2 days	<i>Local Assessment Operations Officer IV</i> PASSO - Real Property Valuation and Appraisal Division





	<p>2.2 The personnel in-charge will process the transaction through the Enhanced Tax Revenue Assessment and Collection System (from receiver, taxmapper, appraiser, taxmapper chief, appraiser chief, recommending approver and to approver)</p> <p>2.3 Upon approval of the transaction, the client will be advised to return to the Office of the Provincial Assessor to request a copy of the new tax declaration</p>			
3. Accomplish the Request Form from the Officer of the Day	<p>3.1 Reviews/ receives accomplished request form</p> <p>3.2 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office</p>	None	5 minutes	<p><i>Local Assessment Operations Officer III</i> PASSO - Real Property Records Management Division</p>
4. Proceed to the Provincial Treasurer's Office and pay the	4. Processes payment and issues Official Receipt	<p>Secretary's Fee (Tax Declaration)</p> <p>Php 130.00/</p>	5 minutes	<p><i>Local Revenue Collection Officer</i> Provincial Treasurer's Office</p>



corresponding fees/charges		per property/ per copy		
5. Present Official Receipt	5.1 Check the Official Receipt  5.2 Print and sign the requested document through Enhanced Tax Revenue and Collection System (ETRACS)	None	20 minutes	<i>Local Assessment Operations Officer III PASSO - Real Property Records Management Division</i>
6. Receive the document requested	6.1 Release the document requested  6.2 Sign in the logbook	None	5 minutes	<i>Local Assessment Operations Officer III PASSO - Real Property Records Management Division</i>
<b>TOTAL:</b>		<b>Secretary's Fee (Tax Declaration)</b>  <b>Php 130.00/ per property/ per copy + transfer fee if under OCT (as specified in the checklist of requirements)</b>	<b>2 days and 1 hour</b>	



## 11. Segregation of Property (Same Owner and Transfer of Ownership)

Segregation of property is the process of subdividing a larger piece of land into smaller lots or parcels.

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Approved Subdivision Plan	1. Requesting Government/Organization/Individual Agency/Organization/Individual	
2. Tax Clearance	2. Provincial Treasurer's Office	
3. Ocular inspection report by the assessor	3. Provincial Assessor's Office	
4. Certified True Copy of Title (1 photocopy)	4. Requesting Government/Organization/Individual Agency/Organization/Individual	
5. Certificate of Authorizing Registration (CAR) or Deed of Absolute Sale in case of segregation with transfer of ownership	5. Requesting Government/Organization/Individual Agency/Organization/Individual	
6. Sworn Statement	6. Provincial Assessor's Office	
<b>7. Principal</b> Government Issued Identification Card of the property owner 8 (photocopy with 3 specimens)	7. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA	
<b>8. Representative</b> Special Power of Attorney or Authorization Letter (1 photocopy)	8. Person being represented	



9. Government Issued Identification Card of the person being represented (1 photocopy with 3 specimens)		9. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA		
10. Government Issued Identification Card of the Representative (1 photocopy with 3 specimens)		10. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA		
11. Fill-up the Client Request Form		11. Provincial Assessor's Office		
12. Certification Fee (Official Receipt) (1 original copy)		12. Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish the Request Form and present the complete documentary requirements</p> <p><i>*Only transactions with complete documentary requirements will be processed</i></p>	<p>1.1 Reviews/ receives accomplished request form and documentary requirements.</p> <p>1.2 Interviews client regarding with the property requested</p> <p>1.3 Verifies property through Enhanced Tax Revenue Assessment and Collection System (ETRACS)</p> <p>1.4 Advises client to pay at the Provincial Treasurer's Office with the request form from the Provincial Assessor's Office</p>	None	45 minutes	<p><i>Local Assessment Operations Officer IV</i></p> <p>PASSO - Real Property Valuation and Appraisal Division</p>



2. Proceed to the Provincial Treasurer's Office and pay the corresponding fees/charges	2. Processes payment and issues Official Receipt	Secretary's Fee (Inspection fee and Tax Declaration)  Php 300.00/ per property for Inspection Fee+ Php 130.00/per property per copy for Tax Declaration	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Present the official Receipt. Wait for the schedule of the ocular inspection.	3.1 Check the Official Receipt 3.2 Advises client to wait a call or text from the personnel of Provincial Assessor for the schedule of the ocular inspection.	None	5 minutes	<i>Local Assessment Operations Officer IV</i> PASSO - Real Property Valuation and Appraisal Division
4. Conduct of Ocular field Inspection	4.1 The Provincial Assessor will schedule the date of field inspection 4.2 The client as well as the concern Municipal Assessor will be informed of the actual date of field inspection 4.3 Actual ocular field inspection will be conducted	None	5 days	<i>Provincial Assessor</i> PASSO
5. Wait for the approval of the transaction	5.1 The personnel in-charge will process the transaction through the Enhanced Tax Revenue Assessment and Collection System (from receiver, taxmapper, appraiser, taxmapper chief,	None	10 days	<i>Provincial Assessor</i> PASSO



	<p>appraiser chief, recommending approver and to approver)</p> <p>5.2 The personnel from the Office of the Provincial Assessor will inform the client through text or call for the approval of the transaction and advise the client to return to the Office for the issuance of the new tax declaration.</p> <p>5.3 Print and sign the requested document through Enhanced Tax Revenue and Collection System (ETRACS)</p>			
6. Receive the document requested	<p>6.1 Release the document requested</p> <p>6.2 Sign in the logbook</p>	None	5 minutes	<p><i>Local Assessment Operations Officer III</i>            PASSO - Real Property Records Management Division</p>
<b>TOTAL:</b>		<p><b>Secretary's Fee (Inspection fee and Tax Declaration)</b></p> <p><b>Php 300.00/ per property for Inspection Fee+ Php 130.00/per property per copy for Tax Declaration</b></p>	<b>15 days and 1 hour</b>	



## 12. Cancellation of Tax Declaration in Case of Duplication/Demolition of Building/End of Contract/Lease

<b>Office or Division:</b>	Provincial Assessor's Office (PASSO)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Completed Request Form		1. Provincial Assessor's Office – Officer of the Day
2. Letter Request address to the Provincial Assessor		2. Requesting Government Agency/Organization/Individual
3. <b><u>Principal</u></b> Government Issued Identification Card of the property owner (1 photocopy with 3 specimens)		3. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
4. <b><u>Representative</u></b> Special Power of Attorney or Authorization Letter (1 photocopy)		4. Person being represented
5. Government Issued Identification Card of the person being represented (1 photocopy with 3 specimens)		5. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
6. Government Issued Identification Card of the Representative (1 photocopy with 3 specimens)		6. BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, Philhealth, PRC, OSCA
7. Joint Ocular Inspection (PASSO & MASSO Inspectorate Team)		7. Provincial Assessor's Office
8. Certification Fee (Official Receipt) (1 original copy)		8. Provincial Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish the Request Form and present the complete documentary requirements</p> <p><i>*Only transactions with complete documentary requirements will be processed</i></p>	<p>1.1 Reviews/ receives the documentary requirements.</p> <p>1.2 Interviews client regarding with the property requested</p> <p>1.3 Verifies property through Enhanced Tax Revenue Assessment and Collection System (ETRACS)</p> <p>1.4 Advises client to pay at the Provincial Treasurer's Office with the request form</p>	None	30 minutes	<p><i>Local Assessment Operations Officer IV</i></p> <p>PASSO - Real Property Valuation and Appraisal Division</p>
<p>2. Proceed to the Provincial Treasurer's Office and pay the corresponding fees/charges</p>	<p>2. Processes payment and issues Official Receipt</p>	<p>Secretary's Fee (Inspection Fee)</p> <p>Php 300.00/ per property</p>	5 minutes	<p><i>Local Revenue Collection Officer</i></p> <p>Provincial Treasurer's Office</p>
<p>3. Present the official Receipt. Wait for the schedule of the ocular inspection.</p>	<p>3.1 Check the Official Receipt</p> <p>3.2 Advises client to wait a call or text from the personnel of Provincial</p>	None	5 minutes	<p><i>Local Assessment Operations Officer IV</i></p> <p>PASSO - Real Property Valuation and Appraisal Division</p>





	Assessor for the schedule of the ocular inspection.			
4. Conduct of Ocular Inspection	<p>4.1 The Provincial Assessor will schedule the date of field inspection</p> <p>4.2 The client as well as the concerned Municipal Assessor will be informed of the actual date of the field inspection</p> <p>4.3 Actual ocular field inspection will be conducted</p>	None	3 days	Provincial Assessor PASSO
5. Wait for the approval of the transaction	<p>5.1 The personnel in-charge will process the transaction through the Enhanced Tax Revenue Assessment and Collection System (from receiver, taxmapper, taxmapper chief, appraiser, appraiser chief, recommending approver and to approver)</p> <p>5.2 The personnel from the Provincial Assessor will inform the client through text or call for the approval of the transaction</p>	None	3 days	Provincial Assessor PASSO



	5.3 Print and sign the requested document through Enhanced Tax Revenue and Collection System (ETRACS)			
6. Receive the notice of cancellation	6.1 Release the notice of cancellation 6.2 Sign in the logbook	None	5 minutes	<i>Local Assessment Operations Officer III PASSO - Real Property Records Management Division</i>
<b>TOTAL:</b>		<b>Secretary's Fee (Inspection Fee) Php 300.00/ per property</b>	<b>6 days and 1 hour</b>	



## Provincial Health Office (PHO)

1. Availment of Drug Testing Laboratory Services
2. Availment of Water Bacteriological Analysis Services



## 1. Availment of Drug Testing Laboratory Services

Davao del Norte Drug Testing Laboratory, is a DOH accredited facility and capable to conduct walk-in clients and remote collection drug testing in different public and private institution.

<b>Office or Division:</b>	Provincial Health Office (PHO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government and G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid Government ID (1 original ID)		Any Government Agency or Accredited Institutions		
Custody and Control Forms (1 original)		PHO (Drug Testing Laboratory)		
Drug Testing Consent Form (1 original)		PHO (Drug Testing Laboratory)		
Official Receipt (1 original)		Provincial Treasury Office – Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a payment slip from the laboratory.	1. Submit request form of payment slip for drug testing	None	2 minutes	<i>Medical Technologist I</i> PHO
2. Pay the required fees at the Provincial Treasury Office by showing the Order of payment. (Make sure	2.1 Accept the payment based on the Order of Payment	Drug Testing Fee –  For walk-in clients: PHP 250.00	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office



to secure Official Receipt that will be issued upon payment)	2.2 Issue the Official Receipt	For remote collection: PHP 130.00		
3. Secure client CCF and Consent forms and present the receipt and valid ID.	3.1 Instruct clients to fill out forms properly and prepare the official receipt and ID.	None	3 minutes	<i>Medical Technologist I</i> PHO
	3.2 Encode clients CCF forms in the system in the IDTOMIS system	None	2 minutes	<i>Medical Technologist II</i> PHO
4. Proceed to picture taking and biometrics	4. Take picture for personal identification to be attached in the Drug Test Result	None	3 minutes	<i>Medical Technologist II</i> PHO
5. Submit collected urine sample for drug testing	5. Give a urine container for urine sample collection and instruct clients with the proper collection of the urine sample.	None	3 minutes	<i>Medical Technologist II</i> PHO
6. Client's waiting time for the result	6.1 Process urine specimen for examination  6.2 Record Laboratory Result  6.3 Prepare Result Form	None	2 minutes	<i>Medical Technologist I</i> PHO
7. Receive Drug Test Results	7.1 Print results and record in the releasing logbook	None	2 minutes	<i>Medical Technologist I</i> PHO



	7.2 Issue the Drug Test Report/Result to the client			
	<b>TOTAL:</b>	<b>For walk-in clients: PHP 250.00</b>  <b>For remote collection: PHP 130.00</b>	<b>30 minutes</b>	



## 2. Availment of Water Bacteriological Analysis Services

In line with the Philippines Sustainable Development Goals (SDGs) target to reach access to universal drinking water, sanitation, and hygiene by 2030, the national government specifically the Department of Health is implementing efforts to accelerate progress toward these goals. Among the incentives are the implementations of the water supply projects in the waterless areas and the advocacy of the national sustainable sanitation program.

One of the interventions to achieve this goal is to submit water sources for a bacteriological examination. With these, the laboratory is expecting to increase the number of submissions facilitated by Sanitation Inspectors of different LGUs as well as from neighboring provinces.

<b>Office or Division:</b>	Provincial Health Office (PHO) – Laboratory Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen and G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form (1 original)		PHO Water Laboratory – Receiving/ Releasing Window		
Order of Payment (1 original)		PHO Water Laboratory – Receiving/ Releasing Window		
Official Receipt (1 original)		Provincial Treasury Office – Cashier		
Sterilized Sampling Bottle (depending on the request)		PHO Water Laboratory – Receiving/ Releasing Window		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure schedule for water submission & secure the appropriate Sampling Bottle	1.1 Set the date of submission to client	None	4 Minutes	<i>Medical Technologist I</i> PHO



	1.2 Submit the Request Form & Sampling Bottle			
2. Pay the required fees at the Provincial Treasury Office by showing the Order of payment. (Make sure to secure Official Receipt that will be issued upon payment)	2.1 Accept the payment based on the Order of Payment 2.2 Issue the Official Receipt	For DDN government clients: PHP 300.00  For private sectors and other provinces: PHP 300.00	5 Minutes	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
3. Client submission of water for analysis on the scheduled date	3.1 Receive the water samples 3.2 Review the Request Form if properly filled-up 3.3 Record the O.R. # 3.4 Inform the client of the time (5 working days) for the result to be released	None	5 Minutes	<i>Medical Technologist I PHO</i>
4. Client waiting time for the result	4.1 Process water specimen for examination 4.2 Record the Result 4.3 Prepare the Result Form	None	5 working days	<i>Medical Technologist II PHO</i>
5. Receive Water Bacteriology Result	5.1 Record Result in the releasing logbook	None	1 Minute	<i>Medical Technologist II PHO</i>





	5.2 Issue the Water Bacteriology Result to the client			
	<b>TOTAL:</b>	<b>For DDN government clients: PHP 300.00</b> <b>For private sectors and other provinces: PHP 300.00</b>	<b>5 days and 17 minutes</b>	



## **Provincial Health Office - Luntiang Paraiso Regional Rehabilitation Center (PHO – LPRRC)**

1. Client Discharge / Payment & Issuance of Official Receipt
2. Admission of Drug Dependents of Substance Abuse, Alcoholic, and other forms of Addiction



## 1. Client Discharge / Payment & Issuance of Official Receipt

<b>Office or Division:</b>	Provincial Health Office - Luntiang Paraiso Regional Rehabilitation Center (PHO – LPRRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Discharge Order from Physician 2. Discharge order from the court 3. Statement of Account 4. Discharge Paper / Clearance		Nursing Service Regional Trial Court Branches / Case Managers Admin Office / Cashier Direct Services Section / Admin Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a court order for release / Case Manager will contact the immediate family for the discharge of resident.	1. Inform the Family of resident of the release order.	None	5 minutes	<i>Social Welfare Officer</i> PHO – LPRRC
2. Present the patient's statement of account. (bigay ang chargeslip)	2. Inform the Family of resident of the amount to be paid.	None	1 minute	<i>Collecting Clerk</i> PHO – LPRRC



<p>3. Pay the required fees at the cashier.(Bayaran ang kaukulang halaga)</p>	<p>3. Accept the payment and issue official receipt.</p>	<p>Refer to the schedule of Fee / Provincial Tax Ordinance ( P8,000 for Davao del Norte Clients )  ( P12,000 Category A and P15,000 Category B for outside Davao del Norte Clients)</p>	<p>2 minutes</p>	<p><i>Local Revenue Collection Officer Provincial Treasurer's Office</i></p>
<p>4. Accept the official receipt make sure to secure official receipt that will be issued upon payment (Tanggapin ang resibo bilang basehan sa nabayaranang halaga)</p>	<p>4.1 Check the official receipt and give to the immediate family of client.  4.2 Inform the Clinical Team/ Direct Services section for the discharge / exit case conference.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Local Revenue Collection Officer Provincial Treasurer's Office</i></p>
<p>5. Proceed for Discharge / Exit case conference.</p>	<p>5. Clinical Team will give an overall update of successful rehabilitation program including the follow up and aftercare program session</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Chief of Hospital; Supervising Administrative Officer; Nurse; Nutritionist-Dietician PHO – LPRRC</i></p>
<p>6. Submits belongings for inspection before discharge</p>	<p>6. Endorse client to SG for inspection and validate discharge checklist.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide III PHO – LPRRC</i></p>



7. Discharged in the facility	<p>7. Discharge Client.</p> <p>*Discharge Paper signed by:  ^Chief Of Hospital  ^Supervising Administrative Officer  ^ Direct Services Section  (Psychometrician, Social Worker, Nurse )  ^Admin Section ( Admin Aide / Cashier )  ^ Houseparent on Duty  ^ Officer of the Day</p> <p>*Court order  *Discharge certificate  * Clearance</p>	None	5 minutes	<p><i>Security Guard on Duty</i>  <i>Nurse</i>  <i>Administrative Aide III</i>  PHO – LPRRC</p>
<b>TOTAL:</b>		<p><b>Refer to the schedule of Fee / Provincial Tax Ordinance</b></p> <p><b>(P8,000 for Davao del Norte Clients)</b></p> <p><b>(P12,000 Category A and P15,000 Category B for outside Davao del Norte Clients)</b></p>	<b>40 Minutes</b>	



## 2. Admission of Drug Dependents of Substance Abuse, Alcoholic, and other forms of Addiction

The Luntiang Paraiso Regional Rehabilitation Center is a 24/7 facility that aims to transform drug dependents of substance abuse, alcohol abuse and with other forms of addiction into responsible and functional individuals, avoiding relapse and to bring them back to the mainstream of society thus enjoying a quality and productive life with sustainable recovery. The drug dependents of substance abuse, alcohol, and with other forms of addiction must meet the criteria and provide the needed requirements of the center.

<b>Office or Division:</b>	Provincial Health Office - Luntiang Paraiso Regional Rehabilitation Center (PHO – LPRRC)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G-Government to Government G2C – Government to Citizen	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Drug dependents committed by the court for In-Patient rehabilitation</li> <li>- Drug dependents of substance abuse, alcoholic and with other forms of addiction who undergo the Drug Dependency Examination or Psychiatric Evaluation and referred for In-Patient rehabilitation</li> <li>- All from Davao del Norte and nearby cities and provinces</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Drug Dependency Examination Report or Psychiatric Evaluation by Dr. Rachel Jan L. Enojada	PANABO CITY (Rivera Medical Center, Inc., National Highway) - Friday (8:00AM-3:00PM) TAGUM CITY (Stall #72, Trade Center, Bonifacio St.) - Wednesday (8:00AM-3:00PM) For appointment: 09484315959	
2. Court Order ( <i>compulsory admission</i> )	Regional Trial Court Branches	
3. Confinement Order ( <i>voluntary submission</i> )	Parole and Probation Office (DDB Representative) for Drug case	
4. Notarized Waiver ( <i>voluntary submission</i> )	Provincial Health Office at Provincial Capitol, Barangay Mankilam, Tagum City or at LPRRC (Alcohol case)	



5. Court Order (involuntary / alcohol case) 6. Barangay Certificate of Residency 7. PSA Birth Certificate ( <i>photocopy</i> ) 8. Original copy of Police Clearance 9. Colored ID Pictures: - 1 piece of whole body picture - 4 pieces of 2x2 ID picture with name printed below 10. Medical Requirements: - Chest X-Ray - ECG 12 leads - Urinalysis - CBC - Drug test - Original/photocopy of Vaccine Card/Certificate - Maintenance medicines and/or medications		Public Attorney Office / Private Lawyer Regional Trial Court  Barangay of Residency  Philippine Statistics Authority  Philippine National Police  Any printing services  Any DOH accredited clinics/laboratories/hospitals		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the court order/waiver.	1.1 Check the court order if the client is In-Patient / Outpatient Treatment and Rehabilitation and the type of	None	2 minutes	<i>Supervising Administrative Officer</i> PHO – LPRRC



	admission ( Compulsory / Special Proceedings )  1.2 Check the waiver if it is notarized.			
2. Presents other needed documents/ requirements	2. Review and ensure the correctness and completeness of the documents / requirements.	None	5 minutes	<i>Supervising Administrative Officer</i> PHO – LPRRC
3. Fill out the intake sheet, agreement, and other documents	3. Facilitate the co-dependents/immediate family of the client and the personnel in filling out the forms and other documents.	None	5 minutes	<i>Supervising Administrative Officer</i> PHO – LPRRC
4. Pay corresponding monthly payment, and admission kit.	4. Facilitate the collection of payment and orients the family of their obligation.	<i>Base on Provincial Tax Ordinance</i> Monthly fees:  (PHP 8,000 for Davao del Norte Clients)  (PHP 12,000 Category A and PHP 15,000 Category B for outside Davao del Norte Clients)  PHP 3, 480 ( <i>admission kit</i> )	5 minutes	<i>Administrative Aide III</i> PHO – LPRRC
5. Attend Brief orientation to the co-	5. The admitting staff will conduct a brief orientation to	None	10 minutes	<i>Supervising Administrative Officer</i> PHO – LPRRC





dependents/immediate family.	the policies, their obligations, and the rehabilitation process.			
6. Client Submits himself /herself for inspection	6. Endorse client to SG for body frisking / checking to the client.	None	5 minutes	<i>Administrative Aide III</i> PHO – LPRRC
7. Endorse client belongings to the security guard for checking and inventory	7. Security Guard thoroughly checks the personal things of the client and ensures that there are no contrabands in it.	None	10 minutes	<i>Administrative Aide III</i> PHO – LPRRC
8. Sign the agreement and other documents	8. Facilitate the signing and checking of documents that needs to be signed by the client and family / guardian.	None	3 minutes	<i>Administrative Aide III</i> PHO – LPRRC
9. Listen to orientation of patients rights, privacy, and obligations	9. Orient the client in his/her privacy, rights, and his/her obligations and facilitate the signing of the forms after the orientation	None	10 minutes	<i>Administrative Aide III</i> PHO – LPRRC
10. Proceed to the nurse on duty for the vital sign and physician for physical examination	10.1 The nurse will get the vital sign of the client.  10.2 Assess for other medical health conditions of the client and inform the physician.	None	15 minutes	<i>Nutritionist / Nurse</i> PHO – LPRRC  <i>Chief of Hospital</i> PHO – LPRRC
11. Proceed to Security Guard	11. Endorse client to the Security Guard and will	None	5 minutes	<i>Nutritionist / Nurse</i> PHO – LPRRC



	facilitate for the placement to the infirmary for observation, monitoring and reflection.			
<b>TOTAL:</b>		<p><b>Base on Provincial Tax Ordinance</b>  <b>Monthly fees:</b></p> <p><b>(PHP 8,000 for Davao del Norte Clients)</b></p> <p><b>(PHP 12,000 Category A and PHP 15,000 Category B for outside Davao del Norte Clients)</b></p> <p><b>PHP 3, 480 (<i>admission kit</i>)</b></p>	<b>1 hour and 15 minutes</b>	



## **Provincial Social Welfare and Development Office (PSWDO)**

1. Limited Financial Assistance (FA)
2. Medical Assistance (MA)
3. Pauper's Burial Assistance (PBA)
4. Educational Assistance
5. Assistance to Distressed Overseas Filipino Workers (OFW)
6. Emergency Shelter Assistance (ESA)
7. Physical Restoration Assistance (PRA)
8. Burial Assistance for WW II Veterans
9. Transportation Assistance to Stranded Clients and Trafficked Persons/VAWC
10. Support to Senior Citizen's Project: Senior Citizens Assistance for Assistive Devices
11. Senior Citizens Assistance - Financial Assistance/Honorarium
12. Support to Person with Disability: Provision of Assistive Devices for Persons with Disability



13. Davao del Norte Kapinsanan ng may mga Kapansanan Officers – Financial Assistance/Honorarium
14. Pag-Asa Youth Federation Officers Financial Assistance/Honorarium
15. Residential Care Facility: Client Admission to Reintegration at Women Development Center
16. Residential Care Facility: Balay Panaghiusa (Halfway House of Former Rebels) Davao del Norte Admission of Former Rebels (FR's)
17. Admission of Children-In-Conflict with the Law (CICL)



## 1. Limited Financial Assistance (FA)

This service provides Financial Assistance to disadvantage clientele of Davao del Norte needing help for their hospitalization expenses such as: purchase of regulated medicines; laboratory requests/examinations; CT scan; MRI; 2D echo; haemodialysis; chemotherapy; radiotherapy; psychiatric assessment/evaluation and treatment fee and payment for the hospital bill. Eligible clients may avail the cash assistance through GUARANTEED LETTER ranging One Thousand Pesos (1,000.00) to a maximum of Twenty Thousand Pesos (20,000.00) or depending on the assessment of social worker and approval of the LCE. Client may avail once every 3 months or 90 days from date of the last assistance.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Crisis Intervention Unit (PSWDO-CIU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All residents of Davao del Norte	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>- General Intake Form (1original and 1photocopy)</li> <li>-Medical Certificate Certificate/Abstract/Confinement (1original and or certified through copy from the hospital of origin and 1photocopy)</li> <li>-Laboratory Request/Doctor's Prescription with complete name, signature and license number (1original and 1photocopy)</li> <li>-Hospital Bill (1photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>- PSWDO CIU</li> <li>-Any National Government and District Hospitals of Davao del Norte such as: DRMC, SPMC, 3 District Hospital (Kapalong Zone, Samal Zone and Carmen Zone), CHO, MHO, PHO AND PGH.</li> <li>- Any National Government and District Hospitals of Davao del Norte such as: DRMC, SPMC, 3 District Hospital (Kapalong Zone, Samal Zone and Carmen Zone), CHO, MHO, PHO AND PGH.</li> <li>- Any National Government and District Hospitals of Davao del Norte such as: DRMC, SPMC, 3 District Hospital (Kapalong Zone, Samal Zone and Carmen Zone), CHO, MHO, PHO AND PGH.</li> <li>-Psychiatrist/ attending Physician in any government and district Hospitals</li> <li>-Patients admitted in private hospitals can avail Limited Financial Assistance if found eligible based on the assessment.</li> </ul>	



- Valid ID of claimant with address at Davao del Norte (1 original and 1 photocopy) and/or Barangay Certification in absence of Valid ID (1 original copy)		- Client himself/herself and/or Barangay where the client resides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. client will proceed to window 6 for PSWDO online registration.	1. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
	1.1 Conduct online registration interview efficiently for seamless process. (Online registration: One-time conduct.)		6 minutes	<i>Social Welfare Officer II</i> PSWDO
2. Get priority number at front desk provided in the entrance of PSWDO  2.1 waiting time	2. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
	2.1 Assign seat in the waiting area.		10 minutes	
3. Please proceed to Window 2 for your interview and document submission.	3. Conduct interview and thoroughly review all client-presented documents/requirements.	None	5 minutes	<i>Social Welfare Officer II</i> PSWDO
4. Proceed to Section Head	4. Review the documents and affix signature.	None	1 minute	<i>Social Welfare Officer II</i> PSWDO



5. Proceed to P.G Department Head for recommending approval	5. Review documents and recommend. Affix signature	None	1 minute	<i>P.G Department Head PSWDO</i>
6. Proceed to Provincial Governor's Office for approval	6. Approved and affix signature	None	1 minute	<i>Provincial Governor's Office</i>
7. Proceed to PSWDO Cashier at Window 6	7. Release amount granted or Guaranteed Letter	None	1 minute	<i>Administrative Officer I PSWDO</i>
<b>TOTAL:</b>		<b>None</b>	<b>27 minutes</b>	



## 2. Medical Assistance (MA)

This service provides Medical Assistance to walk-in disadvantaged patient/s who are diagnosed and need medical treatment either an out-patient or confined in any government or districts hospitals in Davao del Norte and National Government Hospitals. The amount to be availed is based on the assessment of the assessing staff with maximum amount of One Thousand Five Hundred (P1,500.00) worth of medicines. Medical supplies and supplement/s vitamins are not included/ allowed in the assistance. Client may avail once every month or 30 days from date of the last assistance.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Crisis Intervention Unit (PSWDO-CIU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All residents of Davao del Norte	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>- General Intake Form (1 original and 1 photocopy)</li> <li>- Valid ID of claimant with address at Davao del Norte (1 original and 1 photocopy) and/or Barangay Certification in absence of Valid ID (1 original copy)</li> <li>- Doctor's Prescription with complete name, signature and license number (1 original and 1 photocopy)</li> <li>-(Virtual Consultation is valid)</li> </ul>	<ul style="list-style-type: none"> <li>- PSWDO CIU</li> <li>- Client himself/herself and/or Barangay where the client resides</li> <li>- Any National Government and District Hospitals of Davao del Norte such as: DRMC, SPMC, 3 District Hospital (Kapalong Zone, Samal Zone and Carmen Zone), CHO, MHO, PHO AND PGH.</li> </ul>





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. client will proceed to window 6 for PSWDO online registration.	1. Assign priority number to client and guide them where to proceed promptly.  1.1 Conduct online registration interview efficiently for seamless process. (Online registration: One-time conduct.)	None	1 minute  6 minutes	<i>Guard on Duty</i> PSWDO  <i>Social Welfare Officer II</i> PSWDO
2. Get priority number at front desk provided in the entrance of PSWDO  2.1 waiting time	2. Assign priority number to client and guide them where to proceed promptly.  2.1 Assign seat in the waiting area.	None	1 minute  6 minutes	<i>Guard on Duty</i> PSWDO
3. Please proceed to Window 1 for your interview and document submission.	3. Conduct interview and thoroughly review all client-presented documents/requirements.	None	5 minutes	<i>Nurse III</i> PSWDO
4. Proceed to P.G Department Head for approval	4. Approved and affix signature	None	1 minute	<i>P.G Department Head</i> PSWDO
5. Wait for the Medicine releasing time schedule	5. Place order to accredited <i>pharmacy</i> and procured medicines to accredited pharmacy and have it	None	4 hours	<i>Social Welfare Assistant</i> PSWDO



5.1 Morning: Cut-off- 9:30 am Releasing 12:30 pm	inspected by the designated inspectors			
5.2 Afternoon: Cut-off- 2:00 pm Releasing 4:30 pm	5.1 Release medicines to client / patient based on the prescription			
5.3 To claim please present Valid ID of the Patient & Claimant				
<b>TOTAL:</b>		<b>None</b>	<b>4 hours and 20 minutes</b>	



### 3. Pauper's Burial Assistance (PBA)

This assistance shall cover the funeral billing/expenses shouldered by the bereaved family. Eligible claimant must be an immediate family member. In the absence of any member of the immediate family, claimant must be certified by the Punong Barangay showing his/her affinity to the deceased. The bereaved family can avail of the Funeral bill support extends up to a maximum amount of P 20,000.00, subject to the Provincial Governor/Provincial Administrator's recommendation and approval upon the assessment of the Social Worker through guaranteed letter and must be paid by the PSWD Office staff assigned.

Those families without funeral balance shall receive one sack of rice and a fixed amount of one thousand pesos only (P1,000.00). Validity of said assistance is 15 days after death.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Crisis Intervention Unit (PSWDO-CIU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All residents of Davao del Norte	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Registered Death Certificate 2 photocopies (Bring original for verification) 1 photocopy 1 original		Local Registrar Office
Any valid ID of client with address in Davao del Norte; or Barangay Certificate if no valid ID presented 1 original and 1 photocopy		Any Government Agency  Barangay Hall where the patient resides



<p><i>Depending on the purpose of the financial assistance, the client shall submit needed document, in addition to the basic requirements above:</i> Final Funeral Contract or statement of account</p>		Any Funeral Parlor with in Davao del Norte		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. client will proceed to window 6 for PSWDO online registration.	1. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
	1.1 Conduct online registration interview efficiently for seamless process. (Online registration: One-time conduct.)		6 minutes	<i>Social Welfare Officer II</i> PSWDO
2. Get priority number at front desk provided in the entrance of PSWDO	2. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
2.1 waiting time	2.1 Assign seat in the waiting area.		10 minutes	
3. Please proceed to Window 5 for your interview and document submission.	3. Conduct interview and thoroughly review all client-presented documents /requirements.	None	6 minutes	<i>Social Welfare Officer III</i> PSWDO



4. Proceed to P.G Department Head for approval	4. Review documents and recommend. Affix signature	None	1 minute	<i>P.G Department Head PSWDO</i>
5. Proceed to PSWDO Cashier at Window 6	5. Release amount granted or Guaranteed Letter	None	1 minute	<i>Administrative Officer I PSWDO</i>
6. Proceed to office warehouse for the rice assistance and fill-up in the form.	6. Release Rice assistance	None	2 minutes	<i>Social Welfare Assistant PSWDO</i>
<b>TOTAL:</b>		<b>None</b>	<b>28 minutes</b>	



#### 4. Educational Assistance

A form of cash assistance given to students-in-crisis, who are enrolled in universities, colleges, technical and vocational courses, to help defray the school expenses such as tuition fees. Students-in-crisis – are those breadwinners, working students, children of solo parents, children of distressed OFWs, PWD students, children of rebel returnees, children of persons deprived of liberty.

If the students have already availed of the Educational Assistance from DSWD, they are no longer qualified for the assistance from the provincial government.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Crisis Intervention Unit (PSWDO-CIU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All residents of Davao del Norte	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>- General Intake Form (1 original and 1 photocopy)</li> <li>- Barangay Certified Indigency (1 original and 1 photocopy)</li> <li>- Valid ID with Davao del Norte address (1 original and 1 photocopy)</li> <li>- School billing/statement of account (1 original and 1 photocopy)</li> <li>- LSWDO Certificate with certificate of tax exemption of the parents</li> </ul>	<ul style="list-style-type: none"> <li>- PSWDO CIU</li> <li>- Barangay where client resides</li> <li>- School ID, at the school where you enrolled</li> <li>- At the school</li> <li>- LSWDO</li> <li>- Assessor's Office / BIR</li> </ul>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. client will proceed to window 6 for PSWDO online registration.	1. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
	1.1 Conduct online registration interview efficiently for seamless process. (Online registration: One-time conduct.)		6 minutes	<i>Social Welfare Officer II</i> PSWDO
2. Get priority number at front desk provided in the entrance of PSWDO  2.1 waiting time	2. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
	2.1 Assign seat in the waiting area.		10 minutes	
3. Please proceed to Window 2 for your interview and document submission.	3. Conduct interview and thoroughly review all client-presented documents/requirements.	None	5 minutes	<i>Social Welfare Officer II</i> PSWDO
4. Proceed to Section Head	4. Review the documents and affix signature.	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
5. Proceed to P.G Department Head for recommending approval	5. Review documents and recommend. Affix signature	None	1 minute	<i>P.G Department Head</i> PSWDO



6. Proceed to Provincial Governor's Office for approval	6. Approved and affix signature	None	1 minute	<i>Provincial Governor's Office</i>
7. Proceed to PSWDO Cashier at Window 6	7. Release amount granted / Guaranteed Letter	None	1 minute	<i>Administrative Officer I PSWDO</i>
<b>TOTAL:</b>		<b>None</b>	<b>27 minutes</b>	





## 5. Assistance to Distressed Overseas Filipino Workers (OFW)

This service provides assistance to distressed Overseas Filipino Workers (OFW). Reintegration is a way of mainstreaming returning displaced OFW into their families through provision of financial assistance in the amount of Five Thousand pesos (P5,000.00) shall be provided to the OFWs, active or non-active who are displaced from their jobs due to war/political conflicts in host countries or policy reforms controls and changes by the host government or victims of abused and illegal recruitment, human trafficking and other distressful situations while at work.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Crisis Intervention Unit (PSWDO-CIU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All residents of Davao del Norte	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>- General Intake Form (1original and 1photocopy)</li> <li>- Barangay Certified Indigency (1 original and 1 photocopy)</li> <li>-Valid ID with Davao del Norte address (1 original and 1 photocopy)</li> <li>-Any Travel Documents (1 original and 1 photocopy)</li> <li>-Overseas Workers Welfare Administration (OWWA) Certification (1 original and 1 photocopy) or other concerned government agencies certifying that OFW is victim of trafficking/distressed.</li> </ul>	<ul style="list-style-type: none"> <li>- PSWDO CIU</li> <li>-Barangay where client resides</li> <li>-Any Government Agency</li> <li>-Available Valid ID of the Client himself/herself</li> <li>-Overseas Workers Welfare Administration (OWWA)</li> </ul>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. client will proceed to window 6 for PSWDO online registration.	1. Assign priority number to client and guide them where to proceed promptly.  1.1 Conduct online registration interview efficiently for seamless process. (Online registration: One-time conduct.)	None	1 minute  6 minutes	<i>Guard on Duty</i> PSWDO  <i>Social Welfare Officer II</i> PSWDO
2. Get priority number at front desk provided in the entrance of PSWDO  2.1 waiting time	2. Assign priority number to client and guide them where to proceed promptly.  2.1 Assign seat in the waiting area.	None	1 minute  10 minutes	<i>Guard on Duty</i> PSWDO
3. Please proceed to Window 3 for your interview and document submission.	3. Conduct interview and thoroughly review all client-presented documents / requirements.	None	6 minutes	<i>Social Welfare Officer II</i> PSWDO
4. Proceed to Section Head	4. Review documents and affix signature.	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
5. Proceed to P.G. Department Head for recommending approval.	5. Review documents and recommend.	None	1 minute	<i>P.G. Department Head</i> PSWDO



	5.1 Advise client submit the documents to the Budget Office for processing.			
	<b>TOTAL:</b>	<b>None</b>	<b>26 minutes</b>	



## 6. Emergency Shelter Assistance (ESA)

This service provides Emergency Shelter Assistance to those who are victim of any forms of calamities (i.e. fire, flood and strong wind, etc.) The Social Worker or assigned staff shall assess the extent of damaged and its desired amount for assistance whether totally and partially damaged to owner, enters and sharers.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Crisis Intervention Unit (PSWDO-CIU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- General Intake Form (1original and 1photocopy)</li> <li>-Barangay Certificate of Indigency (1original and 1photocopy)</li> <li>-Bureau of Fire Protection Certificate, C/MDRRMO Certificate (1original and 1photocopy)</li> <li>-Picture of damaged house (1original and 1photocopy)</li> <li>-Valid ID</li> </ul>		<ul style="list-style-type: none"> <li>- PSWDO CIU</li> <li>-Barangay where client resides</li> <li>-Bureau of Fire Protection, City/Municipality Disaster Risk Reduction and Management Office (C/MDRRMO)</li> <li>-Client himself/herself</li> <li>-Client himself/herself</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. client will proceed to window 6 for PSWDO online registration.	1. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO



	1.1 Conduct online registration interview efficiently for seamless process. (Online registration: One-time conduct.)		6 minutes	<i>Social Welfare Officer II</i> PSWDO
2. Get priority number at front desk provided in the entrance of PSWDO	2. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
2.1 waiting time	2.1 Assign seat in the waiting area.		10 minutes	
3. Please proceed to Window 3 for your interview and document submission.	3. Conduct interview and thoroughly review all client-presented documents / requirements.	None	6 minutes	<i>Social Welfare Officer II</i> PSWDO
4. Proceed to Section head	4. Review the documents and affix signature.	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
5. Proceed to P.G. Department Head for recommending approval.	5. Review documents and recommend.  5.1 Advise client submit the documents to the Budget Office for processing.	None	1 minute	<i>P.G. Department Head</i> PSWDO
<b>TOTAL:</b>		<b>None</b>	<b>26 minutes</b>	



## 7. Physical Restoration Assistance (PRA)

This service offers Physical Restoration Assistance to indigent individuals with disabilities, providing assistive devices such as wheelchairs, crutches, hearing aids, canes, or artificial legs, aiming to restore their normal functioning. The maximum amount available is Five Thousand pesos (P5,000.00), determined by assessment from a social worker or assigned staff.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Crisis Intervention Unit (PSWDO-CIU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-- General Intake Form (1original and 1photocopy) -Barangay Certificate of Indigency (1original and 1photocopy) -Medical certificate (1original and 1photocopy) -Price Quotation (1original and 1photocopy) -Whole body picture of client (1original and 1photocopy) -Valid ID of claimant with Davao del Norte address (1original and 1photocopy)		- PSWDO CIU -Barangay where client resides  -Any Public hospitals -Pharmacy or any medical suppliers -Client himself/herself  -Client himself/herself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. client will proceed to window 6 for PSWDO online registration.	1. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO



	1.1 Conduct online registration interview efficiently for seamless process. (Online registration: One-time conduct.)		6 minutes	<i>Social Welfare Officer II</i> PSWDO
2. Get priority number at front desk provided in the entrance of PSWDO	2. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
2.1 waiting time	2.1 Assign seat in the waiting area.		10 minutes	
3. Please proceed to Window 3 for your interview and document submission.	3. Conduct interview and thoroughly review all client-presented documents / requirements.	None	6 minutes	<i>Social Welfare Officer II</i> PSWDO
4. Proceed to Section head	4. Review the documents and affix signature.	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
5. Proceed to P.G. Department Head for recommending approval.	5. Review documents and recommend.  5.1 Advise client submit the documents to the Budget Office for processing.	None	1 minute	<i>P.G. Department Head</i> PSWDO
<b>TOTAL:</b>		<b>None</b>	<b>26 minutes</b>	



## 8. Burial Assistance for WW II Veterans

This service provides burial benefit claims to bereaved family of the World War II Veterans, who manifested their patriotism and valour to fight and protect the Filipino people during World War II for the cause of freedom and democracy and for the maintenance of peace and order in keeping with the goals of the government and the aspirations of the people. They will receive burial assistance in the amount Ten Thousand Pesos (P10,000.00) in the form of check.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Crisis Intervention Unit (PSWDO-CIU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All residents of Davao del Norte	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>- General Intake Form (1original and 1photocopy)</li> <li>-Barangay Certificate of Indigency (1original and 1photocopy)</li> <li>-Death certificate (1original and 1photocopy)</li> <li>-Certification from the Veterans Post Commander – indicating membership of PVAO (1original and 1photocopy)</li> <li>-Application of Old Pension issued by the Phil. Veterans Affairs (1original and 1photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>- PSWDO- CIU</li> <li>-Barangay where client resides</li> <li>-Local Civil Registrar (LCR)</li> <li>-Veterans Post Commander</li> <li>-Philippines Veterans Affairs</li> </ul>





-Marriage Contract of deceased and partner (1original and 1photocopy) -Birth Certificate of authorized claimant (1original and 1photocopy) -Special Power of Attorney (1original and 1photocopy) -Valid ID of claimant with Davao del Norte address (1original and 1photocopy)		- Local Civil Registrar (LCR) -Public Attorneys' Office/ Department of Justice (PAO/DOJ) -Client himself/herself and or Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. client will proceed to window 6 for PSWDO online registration.	1. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
	1.1 Conduct online registration interview efficiently for seamless process. (Online registration: One-time conduct.)		6 minutes	<i>Social Welfare Officer II</i> PSWDO
2. Get priority number at front desk provided in the entrance of PSWDO  2.1 waiting time	2. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
	2.1 Assign seat in the waiting area.		10 minutes	



3. Please proceed to Window 3 for your interview and document submission.	3. Conduct interview and thoroughly review all client-presented documents / requirements.	None	6 minutes	<i>Social Welfare Officer II</i> PSWDO
4. Proceed to Section head	4. Review the documents and affix signature.	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
5. Proceed to P.G. Department Head for recommending approval.	5. Review documents and recommend.  5.1 Advise client submit the documents to the Budget Office for processing.	None	1 minute	<i>P.G. Department Head</i> PSWDO
<b>TOTAL:</b>		<b>None</b>	<b>26 minutes</b>	



## 9. Transportation Assistance to Stranded Clients and Trafficked Persons/VAWC

This service provides Transportation Assistance to individuals/family in need of transportation/fare assistance to pick up/locate family members lost during calamities, person suffering of illnesses, relocation, stranded and other circumstances can avail outright cash assistance for a minimum of Fifty pesos (P50.00) up to a maximum of One Thousand Five hundred pesos (P1, 500.00) only depending upon the assessment of Social Worker.

Trafficked persons and VAWC Victims who are filing legal actions against their perpetrators can avail a minimum of Php500.00 fare assistance once every quarter or depending upon schedule of court hearings/appearances. The Local SWD Office shall provide case summary or referral notes that the victim is currently taking legal actions.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Crisis Intervention Unit (PSWDO-CIU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All residents of Davao del Norte	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>- General Intake Form (1original and 1photocopy)</li> <li>-Valid ID and or any valid documents (1original and 1photocopy)</li> <li>- Police Blotter</li> <li>-Other related documents for VAWC cases</li> </ul>	<ul style="list-style-type: none"> <li>- PSWDO CIU</li> <li>-Client himself/herself</li> <li>- PNP Station / Office</li> <li>-Court Certificate/ schedule/ Assigned</li> </ul>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. client will proceed to window 6 for PSWDO online registration.	1. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
	1.1 Conduct online registration interview efficiently for seamless process. (Online registration: One-time conduct.)		6 minutes	<i>Social Welfare Officer II</i> PSWDO
2. Get priority number at front desk provided in the entrance of PSWDO  2.1 waiting time	2. Assign priority number to client and guide them where to proceed promptly.	None	1 minute	<i>Guard on Duty</i> PSWDO
	2.1 Assign seat in the waiting area.		10 minutes	
3. Please proceed to Window 3 for your interview and document submission.	3. Conduct interview and thoroughly review all client-presented documents / requirements.	None	6 minutes	<i>Social Welfare Officer II</i> PSWDO
4. Proceed to Section head	4. Review the documents and affix signature.	None	1 minute	<i>Social Welfare Officer III</i> PSWDO



5. Proceed to P.G. Department Head for approval	5. Review documents and approved	None	1 minute	<i>P.G. Department Head PSWDO</i>
6. Proceed to PSWDO Cashier at window 6	6. Release amount granted to the client.	None	1 minute	<i>Administrative Officer I PSWDO</i>
<b>TOTAL:</b>		<b>None</b>	<b>27 minutes</b>	



### 10. Support to Senior Citizen's Project: Senior Citizens Assistance for Assistive Devices

This service provide assistance to the senior citizens, as mandated by RA 9994 known as the Expanded Senior Citizens Act, thereby granting additional benefits and privileges to the senior citizens in the Philippines, particularly in Davao del Norte.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Public Service and Development Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Senior Citizens (Elderly) who are residents of Davao del Norte	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>FOR ASSISTIVE DEVICE:</p> <p>Letter request from the client (original copy)</p> <p>Whole body picture (1 original copy)</p> <p>Medical Certificate from Physician or Case Summary (original copy) from the MS/CSWDO</p> <p>Barangay Certification of indigency where he/she belongs</p> <p>Valid I.D. of claimant (photocopy)</p>	<p>Client himself/herself or Local Government Unit</p> <p>Client himself/herself</p> <p>Any National Government and District Hospitals of Davao del Norte or from the Rural Health Unit of the respective LGU</p> <p>Client himself/herself or the claimant in behalf of the patient to the barangay where they reside</p> <p>Claimant (if the patient is unable to transact already)</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the in-charge at the front desk in the entrance.	1. Refer to the Focal Person for interview and validation of requirements	None	1 minute	<i>Guard on Duty</i> PSWDO
2. Client submit documents to the Senior Citizen Focal: Window 4	2. Validation and processing of requirements presented by the client	None	5 minutes	<i>Senior Citizen Focal Person</i> PSWDO
3. Fill-out the Acknowledgment Form	3. Received the acknowledgment form recommended for approval to the Department Head	None	2 minutes	<i>Senior Citizen Focal Person</i> PSWDO
4. Proceed to the Department Head for approval	4. Review and approved documents presented	None	2 minutes	<i>P.G. Department Head</i> PSWDO
5. Wait for the releasing of the assistive device	5. Release requested Assistive device	None	5 minutes	<i>Senior Citizen Focal Person</i> PSWDO
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	



## 11. Senior Citizens Assistance - Financial Assistance/Honorarium

This Service provides Financial Assistance to the senior citizens who are federation presidents of the Davao del Norte Federation of Senior Citizens Association (DNFESCA) in their respective LGU's. The Financial Assistance / honorarium were given in monthly basis but release to them quarterly provided that they will submit their monthly reports consolidated quarterly regarding the activities they conducted within their area of responsibility.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Public Service and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Senior Citizens (Elderly) who are residents of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FOR ASSISTIVE DEVICES: Approved Activity/Project Design (Original Copy)		PSWDO – Public Services and Development Division		
Accomplishment Report (1 original copy)		Davao del Norte Federation of Senior Citizens Association (DNFESCA) Officers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend Joint and Quarterly Meetings at the venue provided	1. Prepare and send notice of meeting	none	1 hour	Senior Citizen Focal Person PSWDO
2. Submit Quarterly Reports during the meeting	2. Consolidate reports, and prepare for the approval of PSWDO Head	none	1 day	Senior Citizen Focal Person PSWDO





3. Proceed to P.G. Department Head for recommending approval.	3.1 Review documents and recommend.	none	1 hour	<i>P.G. Department Head</i> PSWDO
	3.2 Submit a request for payroll printing to HRMO.	None		<i>Payroll In-charge</i> PHRMO
	3.3 Submit the documents to the Budget Office, Accounting office for processing.	None		PBO and PACCO
4. Senior Citizen Officers wait for the payout of the honorarium / financial assistance.	4. facilitated the payout with PTO cashier	None	1 hour	<i>Senior Citizen Focal Person</i> PSWDO
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 3 hours</b>	



## 12. Support to Person with Disability: Provision of Assistive Devices for Persons with Disability

This service provides assistance to persons with disability as mandated in the Magna Carta for Disabled Persons or Republic Act 7277 signed into law in 1992, amended by Republic Act 9442 known as Magna Carta for Persons with Disabilities in 2007, and RA 10754 in 2016 respectively. Provision of assistive devices is a response of the provincial government of Davao del Norte to BP 3444 otherwise known as Accessibility Law is an act to enhance the mobility of PWDs enacted in 1983.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Protective Services, Crisis Intervention, and Disability Affairs Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Persons with Disability ages 0-59 years old, and are residents of Davao del Norte province	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	One (1) Original Copy of Letter Request signed or thumbmark from the Client of the LGU.	-Submit the letter along with the other requirements to the PSWDO-Disability Affairs Division
	One (1) Original Whole-Body Picture of the client depicting his/her condition	-Submit whole body picture along with other requirements to the PSWDO-Disability Affairs Division
	One Original Medical Certificate	-Any Medical Certificate from any of the following hospital or medical health office: City/Municipal Health Officer/Doctor; District Hospitals (KZ, CZ, IGACOSZ); Provincial Health Officer/Doctor Davao Regional Medical Center (DRMC)
	One Valid Identification Card of the claimant with address in Davao del Norte, and a corresponding	Valid I.D. includes primary I.D. like driver's license, Voter's I.D., Passport, Professional License, National I.D.



photocopy of the I.D. In the absence of any I.D., one original copy of Barangay Certification will merit.		In cases, when the client is minor, valid I.D. of the parent/caregiver or requesting party will merit Secure Barangay Certification at the office of the barangay where the client resides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the in-charge at the front desk in the entrance.	1. Refer to the Focal Person for interview and validation of requirements	None	1 minute	<i>Guard on Duty</i> PSWDO
2. Client submit documents to the PWD Focal person	2. Validation and processing of requirements presented by the client	None	5 minutes	<i>PWD Focal Person</i> PSWDO
3. Fill-out the Acknowledgment Form	3. Received the acknowledgment form recommended for approval to the Department Head	None	2 minutes	<i>PWD Focal Person</i> PSWDO
4. Proceed to the Department Head for approval	4. Review and approved documents presented	None	2 minutes	<i>P.G. Department Head</i> PSWDO
5. Wait for the releasing of the assistive device	5. Release requested Assistive device	None	5 minutes	<i>PWD Focal Person</i> PSWDO
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	



### 13. Davao del Norte Kapinsanan ng may mga Kapansanan Officers – Financial Assistance/Honorarium

This service provides assistance to persons with disability as mandated in the Magna Carta for Disabled Persons or Republic Act 7277 signed into law in 1992, amended by Republic Act 9442 known as Magna Carta for Persons with Disabilities in 2007, and RA 10754 in 2016 respectively.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Protective Services, Crisis Intervention, and Disability Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Persons with Disability ages 0-59 years old, and are residents of Davao del Norte province			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Activity/Project Design (Original Copy)		PSWDO – Public Services and Development Division		
Accomplishment Report (1 original copy)		Davao del Norte Federation of Senior Citizens Association (DNFESCA) Officers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend Joint and Quarterly Meetings	1. Prepare and send notice of meeting	None	1 day	<i>PWD Focal Person</i> PSWDO
2. Submit Quarterly Reports during the meeting	2. Consolidate reports, and prepare for the approval of PSWDO Head	None	1 day	<i>PWD Focal Person</i> PSWDO
3. Proceed to P.G. Department Head for recommending approval.	3.1 Review documents and recommend.	None	1 hour	<i>P.G. Department Head</i> PSWDO



	3.2. Submit a request for payroll printing to HRMO.			<i>Payroll In-charge</i> PHRMO
	3.3 Submit the documents to the Budget Office, Accounting office for processing.			PBO and PACCO
4. Senior Citizen Officers wait for the payout of the honorarium / financial assistance.	4. facilitated the payout with PTO cashier	None	1 hour	<i>PWD Focal Person</i> PSWDO
<b>TOTAL:</b>		<b>None</b>	<b>2 days 2 hours</b>	



#### 14. Pag-Asa Youth Federation Officers Financial Assistance/Honorarium

This service provides financial assistance to the Pag-Asa Youth who are federation presidents of the Davao del Norte Pag-Asa Youth of the Philippines Davao del Norte Chapter in their respective LGUs. The financial assistance was given in monthly basis but release to them quarterly provided that they will submit their monthly reports consolidated quarterly regarding the activities they conducted within their area of responsibility.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Public Services Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PYAP Officers who are residents of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Activity/Project Design (Original Copy) Accomplishment Report (1 original copy)		PSWDO – Public Services and Development Division Signed by the C/MSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend Quarterly Meetings	1. Prepare and send notice of meeting	None	1 day	<i>Public Services Officer I PSWDO</i>
2. Submit monthly Reports during the meeting	2. Consolidate reports, and prepare for the approval of PSWDO Head	None	1 day	<i>Public Services Officer I PSWDO</i>
3. Proceed to P.G. Department Head for recommending approval.	3.1 Review documents and recommend.	None	1 hour	<i>P.G. Department Head PSWDO</i>



	3.2 Submit a request for payroll printing to HRMO.			<i>Payroll In-charge PHRMO</i>
	3.3 Submit the documents to the Budget Office, Accounting office for processing.			PBO and PACCO
4. Senior Citizen Officers wait for the payout of the honorarium / financial assistance.	4. facilitated the payout with PTO cashier	None	1 hour	<i>Public Services Officer I PSWDO</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days 2 hours</b>	



### 15. Residential Care Facility: Client Admission to Reintegration at Women Development Center

This service provides 24-hour temporary shelter and accommodation to disadvantaged women and girl children all along with individual Case Management as a helping process designed to improve the psychosocial functioning of a client survivor of different circumstances with multiple needs and problems.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Women Development Center (WDC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	Disadvantaged Women and girl Children who are 9 years old to 59 years old from Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Letter/Court Order (1 original copy and or second copy) Social Case Study Report (1 original copy) Medical Certificate (1 original copy) Psychological Assessment (1 original copy) Affidavit of Complaints/Police Report (1 original copy or photocopy) Barangay Certification (1 original copy)		Respective Local Social Welfare & Development Office  Respective Local Social Welfare & Development Office Davao Regional Medical Center or any government facilities Davao Regional Medical Center or any government facilities Philippine National Police Office  Respective Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Referral letter and ensure	1. Assist LGU Social Worker to proceed to the office.	None	1 minute	<i>Lady Guards</i> PSWDO





compliance of pre admission at the center				
2. Client and other guest submit oneself for inspection	2. Lady guard conduct inspection and body check of the new client	None	3minutes	Lady Guards PSWDO
3. Attend Admission Conference /signing of Admission Documents and contract, orientation on center policies, rules of the center, LGU and family.	3. Center Social Worker facilitate admission conference	None	40 minutes	Social Welfare Officer III WDC- Center Head PSWDO
4. Client Proceed to Homelife office.	4. Social Worker endorse client to Supervising House Parent  4.1 Inspection of personal belongings 4.2 House Rules Orientation 4.3 Introduction to center, the staff & other residents 4.4 Bedroom assignment	None	30 minutes	Social Welfare Officer I PSWDO
<b>TOTAL:</b>		None	1 hour & 14 mins	



## 16. Residential Care Facility: Balay Panaghiusa (Halfway House of Former Rebels) Davao del Norte Admission of Former Rebels (FR's)

Balay Panaghiusa (*Halfway House for Former Rebels*) aims to provide temporary shelter to those members of New People's Army who have expressed the desire to return into the folds of the law and disengaged in armed violence and exhibiting negative social functioning and no significant person/s that can provide necessary protection and emotional support. It also includes those women and children and those with family members whose welfare are shown to be imminent risk. Upon admission, Former rebels and their families while their enrolment to Enhanced Comprehensive Local Integration Program (ECLIP) is being processed. The halfway house also serves as a venue for livelihood training and psycho-socio debriefing of the former rebels prior to their reintegration into mainstream society and must meet the required criterion and requirements.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Balay Panaghiusa (Halfway House for Former Rebels)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government; G2C – Government to Citizen
<b>Who may avail:</b>	Regular member of NPA who have expressed the desire to abandon armed violence and become productive members of society, including their spouses, partners, children (whether legitimate or illegitimate)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Referral Letter (1 original copy per FR) Joint AFP-PNP Intelligence Committee (JAPIC) Certification (1 original copy per FR) Custodian Debriefing Report (CDR) (1 original copy per FR) Police Blotter (1 original copy per FR) Medical Certificate (1 original copy per FR) Affidavit (1 original copy per FR)	Armed Forces of the Philippines (AFP) Philippine National Police (PNP);  Receiving Unit  Police Station Local Health Centers DOJ



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. submit documents for pre-admission procedure in the Center	1. Pre-admission conference between the referring party and BALAY PANAGHIUSA staff to discuss client's status.	None	45 minutes	<i>Project Development Officer II</i> PSWDO
2. for admission: fill-up admission form.	2. Social Worker or staff in-charge shall accomplish the Admission Slip and General Intake Sheet.	None	10 minutes	<i>Social Welfare Office IV</i> PSWDO
3. Client turn over their personal belongings for Inventory	3. All personal stuffs and belongings of the client should be checked by the receiving staff and an inventory of the same shall be documented.	None	30 minutes	<i>Project Development Officer II</i> PSWDO
4. Undergo Balay Panaghiusa Orientation.	4. The client and accompanying party should be oriented of the rules and regulations of the center. After the orientation, let the client sign the admission slip and General Intake Sheet.	None	35 minutes	<i>Social Welfare Office IV</i> PSWDO



	4.1. Introduce the client to all center staff and other clients to make him feel at home, comfortable and at ease.			
<b>TOTAL:</b>		<b>None</b>	<b>2 hours</b>	



### 17. Admission of Children-In-Conflict with the Law (CICL)

The center is a 24/7 facility committed to protect and nurture the lives of male disadvantage minors who are children in conflict with the Law and must meet the required criterion and requirements.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office - Residential Care Facility: Bahay Pag-asa Davao del Norte	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government; G2C – Government to Citizen	
<b>Who may avail:</b>	Children in conflict with the Law deemed committed by the court for rehabilitation and intervention program aged 15-year-old plus 1 day to below 18 years old.	
	Children with infraction of the Philippine law with provincial prosecutors' resolution for possible intervention program, 12 years old to 15 years old.	
	All from Davao del Norte	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Court Order/Inquest Resolution for CICL 15 years plus 1 day old to below 18 years old (1 original copy or second copy)		Regional Trial Court Branch 2 for District 1 Branch 32 and or 34 for District 2
Resolution for CICL 12 years old to 15 years old (1 original copy)		Prosecutors Office
Barangay Certificate of Indigency (1 original copy)		Barangay of Residency
Social Case Study Report (1 original copy)		City/Municipal Social Welfare and Development Office



PSA/ Birth Certificate of any documents proving minority of the client (1 photocopy)		Philippine Statistic Authority/ Civil Registrar		
Medical Certificate (1 original copy)		Municipal Health Officers or Any Hospital or Medical Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will present court order or Resolution to the center guard on duty.	1. Check if the court order is for Bahay Pag-asa Davao del Norte 1.1. If found that the order is for Bahay Pag-asa Call the Social Worker to inform of the new admission 1.2 Instruct LGU Social Worker to proceed to the Office	None	2 minutes	<i>Security Guard</i> PSWDO
2. LGU Social Worker presents all documents to BPA Social Worker or the Officer in charge for validation	2. BPA Social Worker Check and Validate completeness of the documents presented If found complete, call security guard to proceed the admission protocol for the client	None	5 minutes	<i>Social Welfare Officer I</i> PSWDO
3. Minor Client submit himself for inspection	3. Security Guard conduct body check to new minor client	None	5 minutes	<i>Security Guard</i> PSWDO



<p>4. Hand in all belongings to the security guard for proper recording and inspection</p>	<p>4. Inspect and record belongings of the client for admission          4.1 Turn over minor client and family to Social Worker          4.2 Turn over belongings to houseparent on duty</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Security Guard</i> PSWDO</p>
<p>5. Minor, Parents/guardian of family, LGU Social Worker, PNP and Barangay Functionaries (if present) all proceed to conference room for admission conference</p>	<p>5. Discuss and orient the minor and family on the rules and policies of the center          5.1 Discuss to the family, minor and to LGU Representative the visitation policies, pledge of commitment, admission contract, house rules confidentiality agreement and privacy policy consent</p>	<p>None</p>	<p>1 hour</p>	<p><i>Social Welfare Officer IV</i> PSWDO</p>
<p>6. LGU, Parents/Guardian of minor and the minor client &amp; LGU representative affix their signature on the following documents:  <b>6.1 For LGU-</b>          Admission Slip,          Admission Contract,          Pledge of</p>	<p>6. Social Worker give the necessary documents for signing of the persons involved</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Social Welfare Officer I</i> PSWDO</p>



Commitment, Visitation Policy & Minutes of Conference <b>6.2 For Family of the minor</b> - Pledge of Commitment, Visitation Policy, Admission Contract & Minutes of Conference <b>6.3 For Minor client</b> - Center Rules and Policies, Confidentiality Agreement and Privacy Policy Consent & Minutes of Conference				
7. Minor client proceed to homelife office	7. Supervising Houseparent assigned "point person" & dorm assignment	None	1 minute	<i>Social Welfare Officer I</i> PSWDO
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 33 minutes</b>	





## Provincial Agriculturist's Office (PAGRO)

1. Availment of Mushroom Products
2. Availment of *Trichoderma harzianum* / *Trichogramma sp*
3. Availment of Biopesticides
4. Availment of Banana Tissue Culture seedlings
5. Availment of Banana Tissue Culture products (meristem and seedlings) *Placing Order*
6. Availment of Banana Tissue Culture products (meristem and seedlings) *Claiming Order*
7. Provision of Information Education Campaign (IEC) Materials
8. Provision of Plant Pest and Disease Diagnostic Services
9. Issuance of Certification for Science Investigatory Project (SIP)



## 1. Availment of Mushroom Products

Mushrooms products, such as pure culture, mother spawn, fruiting bag and spawn are readily available at a reasonable price to all interested individuals who wish to start on backyard mushroom farming and augment income.

<b>Office or Division:</b>	Provincial Agriculturist's Office (PAGRO) – Research and Agricultural Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original)		Laboratory Technician for the desired commodity.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	1. Refers the client to the Laboratory Technician / In charge	None	2 minutes	<i>Administrative Aide II</i> PAGRO - ATSD
2. Approach Laboratory Technician / In charge	2.1. Interview and gather client's information and inquiry  2.2. If the requested product is unavailable, inform the client about its expected availability schedule.	None	5 minutes	<i>Laboratory Aide I/ In Charge</i> PAGRO - RASSD



3.Fill up logbook	3. If the requested product is available, issue an order slip for payment	None	2 minutes	Laboratory Aide I/ In Charge PAGRO - RASSD
4. Submit the Order slip for payment	4. Direct the client to proceed to PTO for the payment and issuance of OR.	None	10 minutes	Laboratory Aide I/ In Charge PAGRO - RASSD
5. Pay at PTO	5. Process payment and issue OR	The fees depend on the purchase of mushroom products: Pure Culture (PhP200.00/ bot), Mother Spawn (PhP50.00/bag), Fruiting bag (PhP20.00/bag) Spawn (P8.00/bag)	20 minutes	Administrative Aide II PAGRO – ATSD  Local Revenue Collection Officer Provincial Treasurer’s Office
6. Show OR to Lab In charge	6. Release the product	None	25minutes	Laboratory Aide I/ In Charge PAGRO - RASSD
<b>TOTAL:</b>		<b>Pure Culture (PhP200.00/ bot), Mother Spawn (PhP50.00/bag), Fruiting bag (PhP20.00/bag) Spawn (P8.00/bag)</b>	<b>1 hour and 4 minutes</b>	

\* Prices based on PTO No. 2023-002 (Revenue Code)



## 2. Availment of *Trichoderma harzianum* / *Trichogramma sp*

In order to provide a more sustainable means to recondition soils and fight pests and diseases, the Provincial Agriculturist's Office provides an affordable biocontrol agent that is both effective and eco-friendly at a minimum price.

<b>Office or Division:</b>	Provincial Agriculturist's Office (PAGRO) – Research and Agricultural Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original)		Laboratory Technician for the desired commodity.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	1. Refers the client to the Laboratory Technician / In charge	None	2 minutes	<i>Administrative Aide II</i> PAGRO - ATSD
2. Approach Laboratory Technician / In charge	2.1. Interview and gather client's information and inquiry  2.2. If the requested product is unavailable, inform the client about its expected availability schedule.	None	5 minutes	<i>Agriculturist I/ In Charge</i> PAGRO - RASSD



3.Fill up logbook	3. If the requested product is available, issue an order slip for payment	None	2 minutes	<i>Agriculturist I/ In Charge</i> PAGRO - RASSD
4. Submit the Order slip for payment	4. Direct the client to proceed to PTO for the payment and issuance of OR.	None	10 minutes	<i>Administrative Aide VI</i> PAGRO – ATSD <i>Agriculturist I/ In Charge</i> PAGRO - RASSD
5. Pay at PTO	5. Process payment and issue OR	<i>Trichoderma</i> PhP 20.00 / pack  <i>Trichogramma</i> PhP 2.00 / card	20 minutes	<i>Administrative Aide II</i> PAGRO – ATSD  <i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
6. Show OR to Lab In charge	6. Release the product	None	25minutes	<i>Agriculturist I/ In Charge</i> PAGRO - RASSD
<b>TOTAL:</b>		<i>Trichoderma</i> PhP 20.00 / pack  <i>Trichogramma</i> PhP 2.00 / card	<b>1 hour and 4 minutes</b>	

\* Prices based on PTO No. 2023-002 (Revenue Code)



### 3. Availment of Biopesticides

To promote Organic Agriculture, the Provincial Agriculturist's Office provides a full range of concoctions that can be used as an alternative to synthetic fertilizers and pesticides.

<b>Office or Division:</b>	Provincial Agriculturist's Office (PAGRO) – Research and Agricultural Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original)		Laboratory Technician for the desired commodity.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	1. Refers the client to the Laboratory Technician / In charge	None	2 minutes	<i>Administrative Aide II</i> PAGRO - ATSD
2. Approach Laboratory Technician / In charge	2.1. Interview and gather client's information and inquiry  2.2. If the requested product is unavailable, inform the client about its expected availability schedule.	None	5 minutes	<i>Agriculturist Technologist/ In Charge</i> PAGRO - RASSD



3.Fill up logbook	3. If the requested product is available, issue an order slip for payment	None	2 minutes	<i>Agriculturist Technologist/ In Charge</i> PAGRO - RASSD
4. Submit the Order slip for payment	4. Direct the client to proceed to PTO for the payment and issuance of OR.	None	10 minutes	<i>Administrative Officer V</i> PAGRO – ATSD <i>Agriculturist Technologist/ In Charge</i> PAGRO - RASSD
5. Pay at PTO	5. Process payment and issue OR	Per Liter OHN- PhP120.00 FFJ- PhP 75.00 FPJ- PhP75.00 Vermitea- PhP 20.00 Liquid Trichoderma Solution- PhP100.00	20 minutes	<i>Administrative Aide II</i> PAGRO – ATSD  <i>Local Revenue Collection Officer</i> Provincial Treasurer’s Office
6. Show OR to Lab In charge	6. Release the product	None	25minutes	<i>Agriculturist Technologist/ In Charge</i> PAGRO - RASSD
<b>TOTAL:</b>		Per Liter OHN- PhP120.00 FFJ- PhP 75.00 FPJ- PhP75.00 Vermitea- PhP 20.00 Liquid Trichoderma Solution-PhP100.00	<b>1 hour and 4 minutes</b>	

*\* Prices based on PTO No. 2023-002 (Revenue Code)*



#### 4. Availment of Banana Tissue Culture seedlings

Availment of banana culture seedlings to walk-in clients is limited to 1,000 pieces only per day. For larger quantities, orders must be made beforehand.

<b>Office or Division:</b>	Provincial Agriculturist's Office (PAGRO) – Research and Agricultural Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original)		Laboratory Technician for the desired commodity.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	1. Refers the client to the Laboratory Technician / In charge	None	2 minutes	<i>Administrative Aide II</i> PAGRO - ATSD
2. Approach Laboratory Technician / In charge	2.1. Interview and gather client's information and inquiry  2.2. If the requested product is unavailable, inform the client about its expected availability schedule.	None	5 minutes	<i>Senior Agriculturist/ In Charge</i> PAGRO - RASSD





3. Fill up logbook	3. If the requested product is available, issue an order slip for payment	None	2 minutes	Senior Agriculturist/ In Charge PAGRO - RASSD
4. Submit the Order slip for payment	4. Direct the client to proceed to PTO for the payment and issuance of OR.	None	10 minutes	Senior Agriculturist/ In Charge PAGRO - RASSD
5. Pay at PTO	5. Process payment and issue OR	Seedlings- PHP 18.00/piece	20 minutes	Administrative Aide II PAGRO – ATSD  Local Revenue Collection Officer Provincial Treasurer's Office
6. Show OR to Lab In charge	6. Release the product	None	1 hour	Senior Agriculturist/ In Charge PAGRO - RASSD
<b>TOTAL:</b>		<b>Seedlings- PHP 18.00/piece</b>	<b>1 hour and 39 minutes</b>	

\* Prices based on PTO No. 2023-002 (Revenue Code)



### 5. Availment of Banana Tissue Culture products (meristem and seedlings) *Placing Order*

Availment of banana tissue culture with a quantity of > 1000 will be by reservation; 50% of the total amount of the order shall be paid as a down payment.

<b>Office or Division:</b>	Provincial Agriculturist's Office (PAGRO) – Research and Agricultural Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen and G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original) 2. Official Receipt (50% downpayment)		Laboratory Technician for desired commodity Admin Officer V (ATSD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	1. Refers the client to the Laboratory Technician / In charge	None	2 minutes	<i>Administrative Aide II</i> PAGRO - ATSD
2. Approach Laboratory Technician/ In charge	2. Interview client and issue withdrawal or order slip.	None	5 minutes	<i>Senior Agriculturist/ In Charge</i> PAGRO - RASSD
3. Submit the Order slip	3. Direct client to proceed to PTO for the 50% payment and issuance of OR.	None	10 minutes	<i>Senior Agriculturist/ In Charge</i> PAGRO - RASSD



4. Pay at PTO	4. Process payment and issue OR	50% of the total amount of placed order Meristem = PhP10.00/piece Seedlings = PhP18.00/ piece	20 minutes	<i>Administrative Aide II</i> PAGRO – ATSD  <i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
5. Show OR to Lab In charge	5. Fill up logbook to record the order. Instruct client the date and time for pick up (after 3 months).	None	2 minutes	<i>Senior Agriculturist/ In Charge</i> PAGRO - RASSD
<b>TOTAL:</b>		<b>50% of the total amount of placed order</b> <b>Meristem =</b> <b>PhP10.00/piece</b> <b>Seedlings =</b> <b>PhP18.00/ piece</b>	<b>39 minutes</b>	

\* Prices based on PTO No. 2023-002 (Revenue Code)



## 6. Availment of Banana Tissue Culture products (meristem and seedlings) *Claiming Order*

Availment of banana tissue culture with a quantity of > 1000 will be by reservation; the remaining 50% of the total amount of the order shall be paid upon claiming the order.

<b>Office or Division:</b>	Provincial Agriculturist's Office (PAGRO) – Research and Agricultural Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen and G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt (50% downpayment) 2. Affidavit of Loss (in case OR is lost) 3. Government Issued ID 4. Official Receipt (50% remaining balance)		- Hall of Justice - Admin Officer V (ATSD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	1. Refers the client to the Laboratory Technician / In charge	None	2 minutes	<i>Administrative Aide II</i> PAGRO - ATSD
2. Approach Laboratory Technician / in charge and present OR for downpayment	2. Check logbook and OR for verification. Issue Order slip for payment for the remaining balance	None	5 minutes	<i>Senior Agriculturist/ In Charge</i> PAGRO - RASSD



3. In case of lost OR for downpayment, client must secure an Affidavit of Loss and 1 government-issued ID	3. Direct the client to proceed to the Hall of Justice to obtain an Affidavit of Loss; and upon obtaining it, return to PAGRO to resume processing the order.	None	30 minutes	Administrative Officer Hall of Justice
4. Submit Order Slip for the full payment	4. Direct the client to proceed to PTO for the payment and issuance of OR.	50% of the total amount of placed order	10 minutes	Senior Agriculturist/ In Charge PAGRO - RASSD
5. Pay at PTO	5. Process payment and issue OR	50% of the total amount of placed order Meristem = PhP10.00/piece Seedlings = PhP18.00/ piece	20 minutes	Administrative Aide II PAGRO – ATSD  Local Revenue Collection Officer Provincial Treasurer's Office
6. Show Official Receipt to Laboratory Technician / In charge	6. Release the product	None	1 hour	Senior Agriculturist/ In Charge PAGRO - RASSD
<b>TOTAL:</b>		<b>50% of the total amount of placed order Meristem = PhP10.00/piece Seedlings = PhP18.00/ piece</b>	<b>2 Hours and 7 minutes</b>	

\* Prices based on PTO No. 2023-002 (Revenue Code)



## 7. Provision of Information Education Campaign (IEC) Materials

The Farmers Information Technology Service provides information materials on agricultural and technologies that aims to increase production and promote sustainability. Some of the materials are written in a local dialect to be more understandable and relatable.

<b>Office or Division:</b>	Provincial Agriculturist's Office (PAGRO) – Research and Agricultural Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Government Issued ID		Any Government Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	1. Refer client to FITS Manager	None	2 minutes	<i>Administrative Aide II</i> PAGRO - ATSD
2. Sign in Logbook	2. Interview client for basic information and data or technology needed	None	5 minutes	<i>FITS Manager</i> PAGRO - RASSD
3. Research topics of interest through leaflets, brochures, manuals and other IEC materials	3. Assist client with references of interest	None	60 minutes	<i>FITS Manager</i> PAGRO - RASSD



4. If there is a need for references to be photocopied, request for photocopying	4. Issue borrowers slip and ask for valid ID	None	5 minutes	<i>FITS Manager</i> PAGRO - RASSD
5. Photocopy IEC /references	5. Keep borrowers slip and ID for return of references	None	2 minutes	<i>FITS Manager</i> PAGRO - RASSD
6. Return IEC / references	6. Return borrower slip and ID	None	2 minutes	<i>FITS Manager</i> PAGRO - RASSD
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour and 16 minutes</b>	



## 8. Provision of Plant Pest and Disease Diagnostic Services

Proper diagnosis is important in preventing problems with plant pests and diseases. The Provincial Agriculturist's Office – Diagnostic Laboratory offers services on proper identification of the disease and the disease-causing agent, as well as disease control measures.

<b>Office or Division:</b>	Provincial Agriculturist's Office (PAGRO) – Research and Agricultural Support Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	1. Refer the client to concerned personnel	None	2 minutes	<i>Administrative Aide IV</i> PAGRO - ATSD
2. Submit plant specimen (diseased part / part of plant damaged by insect pest)	2. Interview client for basic information.	None	20 minutes	<i>Agriculturist I/In Charge</i> PAGRO - RASSD







## 9. Issuance of Certification for Science Investigatory Project (SIP)

The Provincial Agriculturist's Office – Diagnostic Laboratory assists in the conduct of studies under SIP. Individuals, including students, can request certification from the office as official confirmation of the completion of their study.

<b>Office or Division:</b>	Provincial Agriculturist's Office (PAGRO) – Research and Agricultural Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	1. Refer the client to concerned personnel	None	2 minutes	<i>Administrative Aide IV</i> PAGRO - ATSD
2. Complete the form with basic information details.	2. Interview the client for basic information.	None	10 minutes	<i>Agriculturist I/In Charge</i> PAGRO - RASSD
3. Submit Order slip for payment	3. Direct client to proceed to PTO for the payment and issuance of OR.	None	10 minutes	<i>Administrative Officer V</i> PAGRO - ATSD <i>Agriculturist I/In Charge</i> PAGRO - RASSD



4. Pay at PTO	4. Process payment and issue OR	Issuance of Certification - PHP100/ certificate	20 minutes	<i>Administrative Aide II</i> PAGRO – ATSD  <i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
5. Wait for the preparation of the certification.	5. Prepare a certification.	None	20 minutes	<i>Agriculturist I/In Charge</i> PAGRO - RASSD
6. Sign in logbook	6. Provide the certification.	None	2 minutes	<i>Agriculturist I/In Charge</i> PAGRO - RASSD
<b>TOTAL:</b>		<b>Issuance of Certification - PHP100/ certificate</b>	<b>44 minutes</b>	



## **Provincial Veterinarian's Office (PVO)**

1. Vaccination of Pets
2. Consultation and Animal Health Services
3. Issuance/Concurring of Veterinary Health Certificate (VHC)
4. Artificial Breeding Services
5. Provision of Quarantine Checkpoint Operation
6. Provision of Livestock and Poultry Dispersal Program



## 1. Vaccination of Pets

This is an animal health service offered for pets to produce immunity against animal diseases such as but not limited to: Rabies, Distemper, Hepatitis, Leptospirosis Parvo Virus and Para-influenzas.

<b>Office or Division:</b>	Provincial Veterinarian's Office (PVO) - Animal Health, Genetics, and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Age of Pet: - at least 3 months old and above for rabies vaccination: at least 45 days old for parvo vaccinations		Pet owners and/or Vet Doctor		
2. Health Record (If there is any)				
3. Vaccination Record (If there is any)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Vaccination Record Book at the Receiving Desk.	1. Check the pet(s) according to the requirements and vaccinate the pet(s).	None	10 minutes	<i>Agriculturist I/Veterinarian III</i> PVO - Animal Health, Genetics, and Laboratory Division



2. Present the Vaccination Record to the Veterinarian in-charge at the Receiving Desk.	2. Sign the Vaccination Record	None	10 minutes	<i>Veterinarian III</i> PVO - Animal Health, Genetics, and Laboratory Division
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	



## 2. Consultation and Animal Health Services

This is an animal health service intended for unhealthy livestock and poultry, especially if there are physical and clinical issues found by the Veterinarians/Technical Personnel. Prescribed medicines and immediate treatment will be administered (subject on the availability of medicine supply).

<b>Office or Division:</b>	Provincial Veterinarian's Office (PVO) - Animal Health, Genetics, and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Livestock and Poultry Raisers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Presence of sick herds for check-up, or 2. Health Record (if unable to bring the animal)		Livestock and Poultry Raisers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Log Book and provide history of the case at the Receiving Desk.	1. Conduct history taking and case investigation	NONE	10 minutes	<i>Agriculturist I/Veterinarian III</i> PVO - Animal Health, Genetics, and Laboratory Division
2. Assist the Vet/Technical Personnel	2.1 Administer what is necessary to the animal/s.	NONE	10 minutes	<i>Agriculturist I/Veterinarian III</i> PVO - Animal Health, Genetics, and Laboratory Division



	2.2 Issue prescription for home medication and management.			
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	





### 3. Issuance/Concurring of Veterinary Health Certificate (VHC)

This service is intended to Poultry and Livestock Owners as one of the requirements of the Quarantine Personnel to ensure that poultry and livestock moved with in and out of the Provincial Jurisdiction is healthy and free from any epidemiological diseases. The Veterinarian will conduct ocular inspection to any livestock and poultry bound for travel, and once found healthy, the said certificate shall be issued.

<b>Office or Division:</b>	Provincial Veterinarian's Office (PVO) - Animal Health, Genetics, and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Livestock and Poultry Raisers and Livestock and Poultry Dealers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. For Ducks: Avian Influenza Laboratory Result</li> <li>2. For Goats: Caprine Arthritis</li> <li>3. Encephalitis Laboratory Result</li> <li>4. For Large Animals: Certificate of Ownership for Large Cattle (COLC) or Certificate of Transfer of Ownership of Large Cattle (CTLC)</li> <li>5. Ownership of Large Cattle (CTLC)</li> <li>6. For all Commodity: Vaccination Record</li> <li>7. VHC Payment</li> </ol>		<ol style="list-style-type: none"> <li>1. Regional Animal Disease Diagnostic Laboratory (RADDL) DA, Bago Oshiro, Mintal, Tugbok District Davao City</li> <li>2. City/Municipal Treasurer's Office</li> <li>3. Private Clinics or Gov't. Veterinary Office performing previous vaccination of pet/s.</li> <li>4. Personal Record</li> <li>5. Provincial Treasurer's Office</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Log Book and provide supporting documents/provide	1. Inspect veracity of the documents, prepare order of payment, and issue/concur Veterinary Health Certificate		10 minutes	<i>Agriculturist I/Veterinarian III</i> PVO - Animal Health, Genetics, and Laboratory Division



information on health management of the animals.				
2. Pay VHC at Provincial Treasurer's office	2.1. Process payment and issue Official Receipts	<p>Revised Fees and Charges effective April 2024:</p> <ul style="list-style-type: none"> <li>• Veterinary Health Certificate (VHC) for Carabao, Cattle and Horses – PPH110.00/head</li> <li>• VHC for Goats - PHP33.00/head</li> <li>• VHC for Pigs 50 kg above – PHP33.00/head</li> <li>• VHC for Pigs 10-49 kg – PHP22.00/head</li> <li>• VHC for Dogs/Cats – PHP55.00/head</li> <li>• VHC for Poultry (native chickens, turkeys) – PHP6.00/head <ul style="list-style-type: none"> <li>• VHC for Broiler/Layer/Ducks – PHP0.50/head</li> </ul> </li> <li>• VHC for Fighting Cocks/Exotic Birds – PHP22.00/head</li> </ul>	10 Minutes	<i>Agriculturist I/Veterinarian III</i> PVO - Animal Health, Genetics, and Laboratory Division



		<ul style="list-style-type: none"> <li>• VHC for Foodstuff (processed meat and fresh cuts) – PHP1.25/kg             <ul style="list-style-type: none"> <li>• Hides of carabaos/cows/horses – PHP11.00</li> </ul> </li> <li>• Animal waste and by-products – PHP11.00</li> <li>• Eggs (Table/balut) – PHP0.15</li> </ul>		
	<b>TOTAL:</b>	<b>Revised Fees and Charges effective April 2024:</b> <ul style="list-style-type: none"> <li>• <b>Veterinary Health Certificate (VHC) for Carabao, Cattle and Horses – PPH110.00/head</b></li> <li>• <b>VHC for Goats - PHP33.00/head</b></li> <li>• <b>VHC for Pigs 50 kg above – PHP33.00/head</b></li> <li>• <b>VHC for Pigs 10-49 kg – PHP22.00/head</b></li> <li>• <b>VHC for Dogs/Cats – PHP55.00/head</b></li> </ul>	<b>10 Minutes</b>	



	<ul style="list-style-type: none"><li>• VHC for Poultry (native chickens, turkeys) – PHP6.00/head<ul style="list-style-type: none"><li>• VHC for Broiler/Layer/Ducks – PHP0.50/head</li></ul></li><li>• VHC for Fighting Cocks/Exotic Birds – PHP22.00/head</li><li>• VHC for Foodstuff (processed meat and fresh cuts) – PHP1.25/kg<ul style="list-style-type: none"><li>• Hides of carabaos/cows/horses – PHP11.00</li></ul></li><li>• Animal waste and by-products – PHP11.00</li><li>• Eggs (Table/balut) – PHP0.15</li></ul>		
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#### 4. Artificial Breeding Services

This is an animal production service to impregnate sexually matured livestock using Artificial Insemination technology.

<b>Office or Division:</b>	Provincial Veterinarian's Office (PVO) - Animal Health, Genetics, and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Large Cattle and Small Ruminant Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Healthy livestock in productive age Cattle – 2.5 Years and up Carabao – 3 Years and up Goat – 1 Year and up		Animal Owners (Animal Credential for cattle and carabao)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Log Book, including the date of first sign of heat at the Receiving Desk	1. Conduct history taking, and health evaluation.  1.1 Inseminate the animals after careful evaluation and examination.	None	30 Minutes	<i>Agriculturist I/Veterinarian III</i> PVO - Animal Health, Genetics, and Laboratory Division
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	



## 5. Provision of Quarantine Checkpoint Operation

To establish Animal Quarantine Checkpoints (AQC) at strategic Davao del Norte entry points to ensure that all live animals and animal by-products entering and/or passing through the Province of Davao del Norte are in possession of all necessary legal documentation.

<b>Office or Division:</b>	Provincial Veterinarian's Office (PVO) - Animal Health, Genetics, and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Veterinary Health Certificate LGU/ Veterinary Office of origin 2. Shipping Permit 3. African Swine Fever (ASF)/ Avian Influenza Negative Certificate 4. Meat Inspection Certificate (MIC) – For Locally Produced Meat 5. Certificate of Meat Inspection (COMI) – For Imported Meat 6. Other Documents		LGU/ Veterinary Office of origin		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present all required animal travel documents to the quarantine Checkpoint	1. Check the completeness of all the travel documents before conducting actual animal inspection for	None	10 Minutes	<i>Trained Senior Agriculturist &amp; Veterinary Quarantine Checkpoint Personnel</i> PVO



personnel in Davao del Norte	possible symptoms of any infectious animal diseases.			
2. Declare the accuracy/completeness of the presented documents as presented by the byajeros/shippers upon entering Davao del Norte	2. Validate the commodity before allowing to enter Davao del Norte	None	15 minutes	<i>Trained Senior Agriculturist &amp; Veterinary Quarantine Checkpoint Personnel</i> PVO
3. Receive go-signal from the veterinary quarantine personnel to enter the Province of Davao del Norte for those byajeros/shippers with complete documents.	3. Allow byajeros/shippers with proper animal travel documents to enter Davao del Norte.  3.1 Advise "Back to Origin" to byajeros/shippers without or lacking of proper animal travel documents.	None	5 Minutes	<i>Trained Senior Agriculturist &amp; Veterinary Quarantine Checkpoint Personnel</i> PVO
<b>TOTAL:</b>		<b>None</b>	<b>30 Minutes</b>	



## 6. Provision of Livestock and Poultry Dispersal Program

It is a program to help farmers own livestock and poultry and consequently increase their income from the farm, to support local animal raisers providing improved breeding stocks to upgrade the present stocks and development of our livestock and poultry industry in the province of Davao del Norte.

<b>Office or Division:</b>	Provincial Veterinarian's Office (PVO) - Animal Health, Genetics, and Laboratory Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent to avail the animal dispersal - 1 Original copy;		Interested Farmer/Association/Cooperative		
2. Farmers must be a resident within Davao City;		Barangay Office of residency		
3. No record of previous dispersal program from local and national agencies		Barangay Office of residency		
FOR ASSOCIATIONS:  Affidavit of Undertaking, List of Recipients, Photocopies of Valid IDs, and Board Resolution		Farmer / recipient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of intent addressed to the Provincial	1. Receive the letter of intent and submit to the	None	3 Minutes	<i>Receiving Clerk</i> PVO





Veterinarian's Office, Government Center, Brgy Mankilam, Tagum City.	Secretary of the Provincial Veterinarian.			
	<p>2.1 Route letter of intent from Department Head to the Governor and wait for approval;</p> <p>2.2. Receive approved/disapproved letter of intent from the office of the Provincial Administrator;</p> <p>2.3. Route approved letter of intent to the Division Chief of the Animal Health, Genetics and Laboratory Division.</p>	None	3 days	<p><i>Secretary of the Provincial Veterinarian, Animal Health Division Head, PG Department Head, Provincial Administrator/Governor PVO</i></p>
	3.1 Livestock Technician or Supervisor concerned validates the farmer and endorsed to the Provincial Veterinarian the Validation and Assessment Report.	None	2 days	<p><i>Livestock Technician, Agriculturist I, and Division Head PVO - Animal Health, Genetics and Laboratory Division</i></p>
	3.2. If qualified and approved, client will be listed for the first come-first serve policy or advise them	None	10 minutes	<p><i>Livestock Technician, Agriculturist I, and Division Head PVO - Animal Health, Genetics and Laboratory Division</i></p>



	to wait for his turn as to the availability of livestock dispersal;  3.3. The client is informed to prepare the necessary documents or requirements.			
4. Qualified farmer will submit the requirements and sign documents:  1) Acknowledgement Receipt 2) Inventory Custodian Slip	4.1. Verify the completeness of the requirements and provide the documents for filling up and signature:  1) Acknowledgement Receipt 2) Inventory Custodian Slip	None	30 minutes	Livestock Technician, Agriculturist I, and Division Head of Animal Health, Genetics and Laboratory Division
	4.2. Facilitate accomplished Acknowledgement Receipt, and Inventory Custodian Slip facilitated for signature of the Department Head	None	3 Working Days	Livestock Technician, Agriculturist I, and Division Head of Animal Health, Genetics and Laboratory Division
	4.3. Department Head signed the AR and ICS.	None	1 Day	
5. Qualified farmer must undergo orientation on livestock raising and management	5. Division Head will conduct orientation few hours ahead before the release of animals.	None	1 Hour	Livestock Technician, Agriculturist I, and Division Head of Animal Health, Genetics and Laboratory Division



6. Farmer receives the dispersed animals	6.1. Multiplier Farm Officer-In Charge releases the dispersed animals to the recipient	None	15 Minutes	<i>Livestock Technician and Agriculturist I</i> PVO
	6.2. Monitoring of dispersal: Livestock Technician concerned monitors the dispersal on the 2nd or 3 <sup>rd</sup> day after the farmer received the dispersed and monthly monitoring is conducted for updates / health status of the animal. Until such time the recipient will pay his/her obligation	None	1 Day	<i>Livestock Technician and Agriculturist I</i> PVO
<b>TOTAL:</b>		<b>None</b>	<b>10 days, 1 hour and 58 minutes</b>	



## **Provincial Environment and Natural Resources Office (PENRO)**

1. Processing of New Applications for Commercial Sand and Gravel, Industrial Sand and Gravel, and Other Quarry Resources Extraction Permit
2. Processing of Renewal Applications for Commercial Sand and Gravel, Industrial Sand and Gravel, and Other Quarry Resources Extraction Permit
3. Processing of Government Gratuitous Permit
4. Certification of Corrected Quarry Volume Report



## 1. Processing of New Applications for Commercial Sand and Gravel, Industrial Sand and Gravel, and Other Quarry Resources Extraction Permit

The Commercial Sand and Gravel, Industrial Sand and Gravel, and Other Quarry Resources Extraction Permit are issued to individuals/corporations in need of this document to legalize the extraction, removal, and disposition of any quarry resources in Davao del Norte.

<b>Office or Division:</b>	Provincial Environment and Natural Resources Office (PENRO – LGU)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen and G2B – Government to Business
<b>Who may avail:</b>	An individual who is of legal age and a citizen of the Philippines.  A Corporation or Partnership that is organized under the laws of the Philippines duly registered with the Securities and Exchange Commission (SEC), at least 60% of the capital of which shall at all times be owned and controlled by the citizens of the Philippines.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Major Documenting Requirements:</b>	
Area Verification Report (1 original)	PENRO-LGU – Mines and Geosciences Mgt. Div. – Technical Staff
Sketch Plan of Permit Area (1 original map with scale of 1:50,000; 5 original blueprinted maps, 6 original bond-size maps)	MGB Deputized Geodetic Engineer
Area Clearances (5 originals)	PEO, DPWH, NIA, MGB-DENR XI, NCIP (If Application is within Ancestral Domain)
Certificate of Posting (6 originals)	PENRO-DENR XI, CENRO-DENR XI (New Corella and Panabo), PGO, M/CLGU, BLGU
Accomplished and Notarized Application Form (1 original MGB 08-3A; 08-4A)	PENRO-LGU – Mines and Geosciences Div. – Admin Staff



Work Program (1 original; attached with PDS of Mining Engineer/Geologist, Sworn Accountability Statement)	Licensed Mining Engineer/Geologist
Personal Data Sheet (1 original; with attached 2x2 ID picture)	Client
Community Tax Certificate (1 photocopy)	Barangay Hall
Tax Identification Number	Client
<b>Proof of Financial Capability:</b>	
Copy of Income Tax Return (preceding 3 years) and/or Certification of bank guarantee/ deposit/ or similar negotiable instruments (1 original or photocopy; for individual only)	BIR/Bank
Latest Audited Financial Statement and/or Certification of bank guarantee/ deposit/ or similar negotiable instruments (1 original or photocopy; for corporations only)	Client/Bank
<b>Documents for Compliance:</b>	
Environmental Compliance Certificate (1 original)	EMB XI
Resource Sustainability and Geohazard Assessment (RSGA) Report (1 original; attached with Oath of Undertaking)	Licensed Mining Engineer/Geologist
Certificate from PTO (1 original; with respect to extraction fee deposit)	Provincial Treasurer's Office (PTO)
<b>Other Requirements:</b>	
Official Receipt (Payable Fees - 1 photocopy)	Provincial Treasurer's Office - Cashier
Surety Bond (in the amount of Php 20,000.00)	Private Insurance Company
SB Resolution (1 original; for LGUs Kapalong and Sto. Tomas applicants only)	Sangguniang Bayan



Barangay Resolution (1 original; Interposing No Objection)		Barangay Hall		
Mayor's Clearance (1 original; Interposing No Objection)		Office of the Mayor		
Letter Consent from Land Owner (1 original; for Earthfill Application only)		Client		
Land Title (1 original; for Earthfill Application only)		Client/Land Owner		
Certification from DA (for Earthfill Application only – 1 original)		Department of Agriculture (DA)		
Official Receipt (1 photocopy) and Certificate of Registration of equipment or Lease of Contract (1 photocopy of OR and CR of equipment)		Lease of Contract (equipment) of Client		
Duly registered Articles of Partnership or Corporation and By Laws (1 original or photocopy; for corporation only)		Client		
Special Power of Attorney (1 original; representative should produce 1 photocopy of valid ID with 3 specimen signatures)		Individual or Client Being Represented		
Billboard layout for installation		PENRO-LGU – Mines and Geosciences Div. – Admin Aide		
Green Long Expanded Folders (5 pcs)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intention/Verbal Interest of the Client to apply for quarry in PENRO-LGU	1.1 Received the intent letter, advise the clients to log their personal information and affix their signature to visitor's record book	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.



	1.2 Inform the Mines and Geosciences Management Division (MGD) Concerned Staff regarding the quarry application to determine the next steps to do	None	2 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
	1.3 Review the intent letter and route it to Division Head for primary deliberation	None	5 minutes	<i>Environmental Management Specialist I // Technical Staff</i> PENRO - MGD DIV.
	1.4 Inform the client on the recent/previous status of the applied quarry area to avoid conflict and overlapping of boundaries and provide a checklist of requirements  Otherwise, the client will be notified in writing upon disapproval of application for quarry	None	20 minutes	<i>Division Head</i> PENRO - MGD DIV.
2. Process all necessary documentary requirements	2. Give a brief orientation on securing all the requirements indicated in the checklist	None	20 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
3. Coordinate with MGD for assessment of fees	3.1 Compute fees and charges for the application and prepare order of payment	None	10 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.





	3.2 Review order of payment. To be signed by an authorized signatory	None	15 minutes	<i>Division Head</i> PENRO - MGD DIV.  <i>PENR Officer</i>
	3.3 Provide client with the signed order of payment and instruct them to pay it at Provincial Treasurer's Office (PTO)	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
4. Pay all appropriate fees at PTO	4. The PTO Collector will accept the payable fees and issue an official receipt (OR) on said transaction	Application Fee – Php 1,200.00  Verification Fee - Php 2,800.00/ha  Advance Extraction Fee - PHP 27,500.00	10 minutes	<i>Local Collection Revenue Officer</i> PTO
5. Provide the MGD with proof of payment or photocopy of the OR	5. Receive the photocopy of OR	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
Processing time stops until the client pays all the payable fees				





	photos for documentation purposes			
	7.3 Prepare Area Verification Report	None	4 days	<i>Environmental Management Specialist I // Technical Staff PENRO - MGD DIV.</i>
	7.5 Finalize, print, and sign the Area Verification Report. Forward it to PENRO for signature	None	10 minutes	<i>Environmental Management Specialist I // Technical Staff PENRO - MGD DIV.</i>
	7.6 Evaluate Area Verification Report and sign it	None	30 minutes	<i>PENR Officer</i>
	7.7 Notify the Client that the Area Verification Report is available	None	5 minutes	<i>Environmental Management Specialist I // Technical Staff PENRO - MGD DIV.</i>
	7.5 Finalize, print, and sign the Area Verification Report. Forward it to PENRO for signature	None	10 minutes	<i>Environmental Management Specialist I // Technical Staff PENRO - MGD DIV.</i>
8. Receive the Area Verification Report and acknowledge receipt of the document	8.1 Release the Area Verification Report to the Client	None	5 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>



<p>9. Process a sketch plan* of applied quarry area</p> <p>*prepared by a Mines and Geosciences Bureau (MGB) Deputized Private Geodetic Engineer</p>	<p>9.1 MGB Deputized Geodetic Engineer will prepare a 1:50,000 scale sketch plan of the applied quarry area</p>	<p>PHP 25,000/hectare*</p> <p>*min. rate per hectare as of to date</p>	<p>21 days</p>	<p><i>Geodetic Engineer Private</i></p>
<p>10. Submit the sketch plan of the applied quarry area to PENRO-LGU</p>	<p>10.1 Land Management Division (LMD) will plot the submitted sketch plan via AutoCAD to control existing quarry boundaries</p>	<p>None</p>	<p>3 hours</p>	<p><i>Supervising Environmental Management Specialist/ Community Development Assistant / PENRO - LMD DIV.</i></p>
	<p>10.2 Admin will prepare an endorsement letter for area clearance to the MGB XI at Davao City attached with the sketch plan</p>	<p>None</p>	<p>1 day</p>	<p><i>Administrative Aide I/III PENRO - MGD DIV.</i></p>
<p>11. Receive endorsement letter with attached sketch plan for MGB area clearance</p>	<p>11.1 Release endorsement letter with attached sketch plan for MGB area clearance</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide I/III PENRO - MGD DIV.</i></p>
<p>Processing time stops until the client submits the sketch plan &amp; area clearance approved by MGB XI</p>				



<p>12. Submit Sketch Plan cleared by the MGB XI with additional blueprint and bond-size to PENRO-LGU</p>	<p>12.1 Prepare endorsement letter for Area Clearance &amp; Notice of Posting attached with approved blue printed and bond-size sketch plan addressed to concerned national and local government agencies (posting period - 15 days pursuant to Sec. 75, CDAO 2010-21)</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Administrative Aide I/III</i> PENRO - MGD DIV.</p>
	<p>12.2 Review and evaluate draft endorsement letters for Area Clearance &amp; Notice of Posting If comments are provided, letters will be returned to the assigned staff for revision. Once approved, final endorsement letters for Area Clearance &amp; Notice of Posting will be printed</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Division Head</i> PENRO - MGD DIV.</p>
	<p>12.3 Notify the Client that the endorsement letters for Area Clearance &amp; Notice of Posting are available</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Environmental Management Specialist I / /Technical Staff</i> PENRO - MGD DIV.</p>
<p>13. Receive the endorsement letters for Area Clearance &amp; Notice of Posting and</p>	<p>13.1 Release the endorsement letters for Area Clearance &amp; Notice of Posting to the Client</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide I/III</i> PENRO - MGD DIV.</p>



acknowledge receipt of the document				
Processing time stops until the client submits the completed documentary requirements				
14. Submit all the completed documentary requirements	14.1 Check, assess and evaluate the validity of the mandatory requirements based on the checklist and endorse it to Provincial Mining Regulatory Board (PMRB) Secretariat for their review	None	30 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
	14.2 Review the said application and certify if documents submitted by the client are correct and complete	None	30 minutes	<i>PMRB Secretariat</i> PMRB – Davao del Norte
	14.3 Endorse the application with complete documents to the Provincial Mining Regulatory Board (PMRB) for their review and deliberation	None	1 hour	<i>PMRB Secretariat</i> PMRB – Davao del Norte
	14.4 The PMRB reviews the permit application documents and determine if said application has no recent conflict and can be recommended to be approved as a permit	None	1 day* *will be held within 22 working days	<i>Chairman &amp; Members</i> PMRB – Davao del Norte



	If deferred, the PMRB Secretariat will notify the applicant about the comments and suggestions raised by the PMRB Members in writing		15 minutes	<i>PMRB Secretariat</i> PMRB – Davao del Norte
	14.5 If approved, the PMRB Secretariat will finalize a Resolution endorsing the applicant to the Governor for his approval, adopted by the PMRB Members	None	2 days	<i>PMRB Secretariat</i> PMRB – Davao del Norte
	14.6 Permit application will be endorsed to Provincial Legal Office (PLO) for legal opinion	None	25 days	<i>Legal Officer</i> PLO
	14.7 Permit application will be endorsed to the Office of the Governor for approval attached with recent legal opinion	None	30 days	<i>Secretary</i> PGO
	14.8 Governor will sign all permit documents	None	10 minutes	<i>Provincial Governor</i>



	14.9 The Secretary will notify the PMRB Secretariat that the permit documents are already signed	None	5 minutes	Secretary PGO
	14.10 Receives the permit documents and keeps them for filing. Inform the admin to draft a letter notifying the client that the permit has been approved	None	5 minutes	PMRB Secretariat PMRB – Davao del Norte
15. Receive a notification letter informing the client that the permit was approved, and have it notarized	15. Inform client through a letter that the permit, affixed with their signature, has been approved and must be notarized	None	5 minutes	Administrative Aide I/III PENRO - MGD DIV.
16. Submit the notarized permit and coordinate with MGD for assessment of fees	16.1 Receives notarized permit and compute fees and charges for the registration of permit & legal research and prepares order of payment	None	10 minutes	Administrative Aide I/III PENRO - MGD DIV.
	16.2 Review order of payment. To be signed by authorized signatory	None	15 minutes	Division Head PENRO - MGD DIV.  PENR Officer
	16.3 Provide client with the signed order of payment	None	5 minutes	Administrative Aide I/III PENRO - MGD DIV.





	and instruct them to pay it at PTO			
17. Pay all appropriate fees at PTO	17. The PTO Collector will accept the payable fees and issue an official receipt (OR) on said transaction	Registration of Approved Permit and Legal Research Fee - PHP 1,200.00	10 minutes	<i>Local Collection Revenue Officer PTO</i>
18. Provide the MGD with proof of payment or photocopy of the OR	18. Receive the photocopy of OR and keep it for filing	None	10 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>
19. Receives the permit	19. Releases the approved permit with notary	None	5 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>
<b>TOTAL:</b>		<b>PHP 29,900.00; PHP 2,800/ha; min. of PHP 25,000/ha for sketch plan</b>	<b>86 days, 12 hours, and 27 minutes</b>	

***\*Pursuant to PMRB Resolution No. 5, Series of 2012, applicants are given a time-frame of 5 months to process their new application for industrial sand and gravel, commercial sand and gravel, government gratuitous, and other quarry resources in the province.***

***\*\*Processing period for other mandatory requirements secured from national and local government agencies are not included in the Citizen's Charter***

***\*\*\*Maximum time prescribed can be extended only once for the same number of days as indicated in the Citizen's Charter***



## 2. Processing of Renewal Applications for Commercial Sand and Gravel, Industrial Sand and Gravel, and Other Quarry Resources Extraction Permit

The Commercial Sand and Gravel, Industrial Sand and Gravel, and Other Quarry Resources Extraction Permit are issued to individuals/corporations in need of this document to legalize the extraction, removal, and disposition of any quarry resources in Davao del Norte.

<b>Office or Division:</b>	Provincial Environment and Natural Resources Office (PENRO – LGU)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen and G2B – Government to Business
<b>Who may avail:</b>	An individual who is of legal age and a citizen of the Philippines. A Corporation or Partnership that is organized under the laws of the Philippines duly registered with the Securities and Exchange Commission (SEC), at least 60% of the capital of which shall at all times be owned and controlled by the citizens of the Philippines.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Major Documenting Requirements:</b>	
Area Verification Report and/or justification for renewal (1 original)	PENRO-LGU – Mines and Geosciences Mgt. Div. – Technical Staff
Accomplished and Notarized Application Form (1 original MGB 08-3A; 08-4A)	PENRO-LGU – Mines and Geosciences Div. – Admin Staff
Comprehensive Operation Report and Work Program (1 original each; attached with PDS of Mining Engineer/Geologist, Sworn Accountability Statement)	Licensed Mining Engineer/Geologist
Community Tax Certificate (1 photocopy)	Barangay Hall
Tax Identification Number	Client



<b>Proof of Financial Capability:</b>	
BIR Excise Tax Clearance (1 original/photocopy; for Quarry/Mineral Resources)	BIR
<b>Documents for Compliance:</b>	
Environmental Compliance Certificate (1 original)	EMB XI
Resource Sustainability and Geohazard Assessment (RSGA) Report (1 original, attached with Oath of Undertaking; if the allowed volume is already exhausted)	Licensed Mining Engineer/Geologist
Certificate from PTO (1 original; with respect to outstanding account and/or extraction fee deposit)	Provincial Treasurer's Office (PTO)
<b>Other Requirements:</b>	
Official Receipt (Payable Fees - 1 photocopy)	Provincial Treasurer's Office - Cashier
Surety Bond (in the amount of Php 20,000.00)	Private Insurance Company
Barangay Resolution (1 original; Interposing No Objection; for LGUs Panabo, Kapalong and Sto. Tomas applicants only)	Barangay Hall
Mayor's Clearance (1 original; Interposing No Objection; for LGUs Panabo, and Sto. Tomas applicants only)	Office of the Mayor
NCIP/CP and IP Tribal Clearance (1 original each; If Application is within Ancestral Domain)	NCIP and IP Tribal Council
SB Resolution (1 original; for LGUs Kapalong and Sto. Tomas applicants only)	Sangguniang Bayan
Letter Consent from Land Owner (1 original; for Earthfill Application only)	Client
Land Title (1 original; for Earthfill Application only)	Client/Land Owner



Official Receipt and Certificate of Registration of equipment or Lease of Contract (1 photocopy of OR and CR of equipment)		Lease of Contract (equipment) of Client		
Duly registered Articles of Partnership or Corporation and By Laws (1 original or photocopy; for corporation only)		Client		
Special Power of Attorney (1 original; representative should produce 1 photocopy of valid ID with 3 specimen signatures)		Individual or Client Being Represented		
SDMP Certification		NORDAPQUA		
Regreening Activity Documentation		Client		
Green Long Expanded Folders (5 pcs)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intention/Verbal Interest of the Client to apply for quarry in PENRO-LGU	1.1 Received the intent letter, advise the clients to log their personal information and affix their signature to visitor's record book	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
	1.2 Inform the Mines and Geosciences Management Division (MGD) Concerned Staff regarding the quarry application to determine the next steps to do	None	2 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.



	1.3 Review the intent letter and route it to Division Head for primary deliberation	None	5 minutes	<i>Environmental Management Specialist I / / Technical Staff</i> PENRO - MGD DIV.
	1.4 Inform the client on the recent/previous status of the applied quarry area to avoid conflict and overlapping of boundaries and provide a checklist of requirements  Otherwise, the client will be notified in writing upon disapproval of application for quarry	None	20 minutes	<i>Division Head</i> PENRO - MGD DIV.
2. Process all necessary documentary requirements	2.1 Give a brief orientation on securing all the requirements indicated in the checklist	None	20 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
3. Coordinate with MGD for assessment of fees	3.1 Compute fees and charges for the application and prepare order of payment	None	10 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
	3.2 Review order of payment. To be signed by an authorized signatory	None	15 minutes	<i>Division Head</i> PENRO - MGD DIV.  <i>PENR Officer</i>



	3.3 Provide client with the signed order of payment and instruct them to pay it at Provincial Treasurer's Office (PTO)	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
4. Pay all appropriate fees at PTO	4. The PTO Collector will accept the payable fees and issue an official receipt (OR) on said transaction	Application Fee – Php 1,200.00  Verification Fee - Php 2,800.00/ha  Advance Extraction Fee - PHP 27,500.00	10 minutes	<i>Local Collection Revenue Officer</i> PTO
5. Provide the MGD with proof of payment or photocopy of the OR	5. Receive the photocopy of OR	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
Processing time stops until the client pays all the payable fees				
6. Submit a Community Tax Certificate and provide TIN, fill-out and affix signature in Application Form and have it notarized by a Notary Public	6. If there is no conflict or overlapping, the admin will instruct the client to fill-out the Application Form for quarry and assign it with a control number	None	10 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.





	7.4 Review and evaluate draft Area Verification Report. If comments are provided, report will be returned to the assigned T/S for revision. Once approved, final Area Verification Report will be printed	None	1 day	<i>Division Head PENRO - MGD DIV.</i>
	7.5 Finalize, print, and sign the Area Verification Report. Forward it to PENRO for signature	None	10 minutes	<i>Environmental Management Specialist I // Technical Staff PENRO - MGD DIV.</i>
	7.6 Evaluate Area Verification Report and sign it	None	30 minutes	<i>PENR Officer</i>
	7.7 Notify the Client that the Area Verification Report is available	None	5 minutes	<i>Environmental Management Specialist I // Technical Staff PENRO - MGD DIV.</i>
8. Receive the Area Verification Report and acknowledge receipt of the document	8. Release the Area Verification Report to the Client	None	5 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>
Processing time stops until the client submits the completed documentary requirements				





9. Submit all the completed documentary requirements	9.1 Check, assess and evaluate the validity of the mandatory requirements based on the checklist and endorse it to Provincial Mining Regulatory Board (PMRB) Secretariat for their review	None	30 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
	9.2 Review the said application and certify if documents submitted by the client are correct and complete	None	30 minutes	<i>PMRB Secretariat</i> PMRB – Davao del Norte
	9.3 Endorse the application with complete documents to the Provincial Mining Regulatory Board (PMRB) for their review and deliberation	None	1 hour	<i>PMRB Secretariat</i> PMRB – Davao del Norte
	9.4 The PMRB reviews the permit application documents and determine if said application has no recent conflict and can be recommended to be approved as a permit	None	1 day* *will be held within 22 working days	<i>Chairman &amp; Members</i> PMRB – Davao del Norte
	If deferred, the PMRB Secretariat will notify the applicant about the	None	15 minutes	<i>PMRB Secretariat</i> PMRB – Davao del Norte



	comments and suggestions raised by the PMRB Members in writing			
	If deferred, the PMRB Secretariat will notify the applicant about the comments and suggestions raised by the PMRB Members in writing	None	15 minutes	<i>PMRB Secretariat</i> PMRB – Davao del Norte
	If deferred, the PMRB Secretariat will notify the applicant about the comments and suggestions raised by the PMRB Members in writing	None	15 minutes	<i>PMRB Secretariat</i> PMRB – Davao del Norte
	9.7 Permit application will be endorsed to the Office of the Governor for approval attached with recent legal opinion	None	30 days	<i>Secretary</i> PGO
	9.8 Governor will sign all permit documents	None	10 minutes	<i>Provincial Governor</i> PGO
	9.9 The Secretary will notify the PMRB Secretariat that the permit documents are already signed	None	5 minutes	<i>Secretary</i> PGO



	9.10 Receives the permit documents and keeps them for filing. Inform the admin to draft a letter notifying the client that the permit has been approved	None	5 minutes	<i>PMRB Secretariat</i> PMRB – Davao del Norte
10. Receive a notification letter informing the client that the permit was approved, and have it notarized	10. Inform client through a letter that the permit, affixed with their signature, has been approved and must be notarized	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
11. Submit the notarized permit and coordinate with MGD for assessment of fees	11.1 Receives notarized permit and compute fees and charges for the registration of permit & legal research and prepares order of payment	None	10 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
	11.2 Review order of payment. To be signed by authorized signatory	None	15 minutes	<i>Division Head</i> PENRO - MGD DIV.  <i>PENR Officer</i>
	11.3 Provide client with the signed order of payment and instruct them to pay it at PTO	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.



12. Pay all appropriate fees at PTO	12. The PTO Collector will accept the payable fees and issue an official receipt (OR) on said transaction	Registration of Approved Permit and Legal Research Fee - PHP 1,200.00	10 minutes	Local Collection Revenue Officer PTO
13. Provide the MGD with proof of payment or photocopy of the OR	13. Receive the photocopy of OR and keep it for filing	None	10 minutes	Administrative Aide I/III PENRO - MGD DIV.
14. Receives the permit	14. Releases the approved permit with notary	None	5 minutes	Administrative Aide I/III PENRO - MGD DIV.
<b>TOTAL:</b>		<b>PHP 29,900.00; PHP 2,800/ha; min. of PHP 25,000/ha for sketch plan</b>	<b>64 days, 7 hours, and 42 minutes</b>	

***\*Pursuant to PMRB Resolution No. 5, Series of 2012, applicants are given a time-frame of 5 months to process their new application for industrial sand and gravel, commercial sand and gravel, government gratuitous, and other quarry resources in the province.***

***\*\*Processing period for other mandatory requirements secured from national and local government agencies are not included in the Citizen's Charter***

***\*\*\*Maximum time prescribed can be extended only once for the same number of days as indicated in the Citizen's Charter***



### 3. Processing of Government Gratuitous Permit

The Government Gratuitous Permit is issued to government agency/office in need of this document to extract materials for any government infrastructure projects.

<b>Office or Division:</b>	Provincial Environment and Natural Resources Office (PENRO – LGU)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	A government agency/office that is duly recognized and existing and in need of materials for infrastructure projects as certified by the agency concerned.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Major Documenting Requirements:</b>		
Area Verification Report (1 original)	PENRO-LGU – Mines and Geosciences Mgt. Div. – Technical Staff	
Sketch Plan of Permit Area (1 original map with scale of 1:50,000; 5 original blueprinted maps, 6 original bond-size maps)	Government Geodetic Engineer	
Area Clearance (5 originals)	PEO, DPWH, NIA, MGB-DENR XI, NCIP (If Application is within Ancestral Domain)	
Certificate of Posting (6 originals)	PENRO-DENR XI, CENRO-DENR XI (New Corella and Panabo), PGO, M/CLGU, BLGU	
Accomplished and Notarized Application Form (1 original MGB 08-3A; 08-4A)	PENRO-LGU – Mines and Geosciences Div. – Admin Staff	
Work Program/Project Proposal (1 original; attached with Sworn Accountability Statement)	Project Engineer/Department Head of Office concerned	
Community Tax Certificate (1 photocopy; current municipal/city mayor)	Barangay Hall	
Tax Identification Number	Client	



<b>Documents for Compliance:</b>				
Environmental Compliance Certificate (1 original)		EMB XI		
Certificate from PTO (1 original; with respect to extraction fee deposit)		Provincial Treasurer's Office (PTO)		
<b>Other Requirements:</b>				
Official Receipt (Payable Fees - 1 photocopy)		Provincial Treasurer's Office		
Barangay Resolution (1 original; Interposing No Objection)		Barangay Hall		
Mayor's Clearance (1 original; Interposing No Objection)		Office of the Mayor		
Special Power of Attorney (1 original; representative should produce 1 photocopy of valid ID with 3 specimen signatures)		Individual or Client Being Represented		
Green Long Expanded Folders (5 pcs)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intention/Verbal Interest of the Client to apply for quarry in PENRO-LGU	1.1 Received the intent letter, advise the clients to log their personal information and affix their signature to visitor's record book	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
	1.2 Inform the Mines and Geosciences Management Division (MGD) Concerned Staff regarding the quarry application to determine the next steps to do	None	2 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.



	1.3 Review the intent letter and route to Division Head for primary deliberation	None	5 minutes	<i>Environmental Management Specialist I // Technical Staff PENRO - MGD DIV.</i>
	1.4 Received the intent letter, advise the clients to log their personal information and affix their signature to visitor's record book	None	5 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>
2. Process all necessary documentary requirements	2.1 Give a brief orientation on securing all the requirements indicated in the checklist	None	20 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>
3. Coordinate with MGD for assessment of fees	3.1 Compute fees and charges for the application and prepare order of payment	None	10 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>
	3.2 Review order of payment. To be signed by an authorized signatory	None	15 minutes	<i>Division Head PENRO - MGD DIV.  PENR Officer</i>
	3.3 Provide client with the signed order of payment and instruct them to pay it at Provincial Treasurer's Office (PTO)	None	5 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>



4. Pay all appropriate fees at PTO	4. The PTO Collector will accept the payable fees and issue an official receipt (OR) on said transaction	Application Fee – Php 1,200.00 Verification Fee - Php 2,800.00/ha	10 minutes	<i>Local Collection Revenue Officer</i> PTO
5. Pay all appropriate fees at PTO	5. The PTO Collector will accept the payable fees and issue an official receipt (OR) on said transaction	Application Fee – Php 1,200.00 Verification Fee - Php 2,800.00/ha	10 minutes	<i>Local Collection Revenue Officer</i> PTO
Processing time stops until the client pays all the payable fees				
6. Submit a Community Tax Certificate and provide TIN, fill-out and affix signature in Application Form and have it notarized by a Notary Public	6. If there is no conflict or overlapping, the admin will instruct the client to fill-out the Application Form for quarry and assign it with a control number	None	10 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
7. Coordinate with the MGD Technical Staff (T/S) for the schedule of the Area Verification Survey through preferred mode of	7. Coordinate with client on the scheduled date of the Area Verification Survey. Once the survey is scheduled, the MGD T/S prepares necessary	None	30 minutes	<i>Environmental Management Specialist I // Technical Staff</i> PENRO - MGD DIV.





communication (email/mobile phone/personal appearance)	documents (PTLOS and itinerary)		1 hour	Asst. P.G. Dept. Head PENRO-LGU
Processing time stops until the client confirms the schedule of the survey				
	7.2 The Division Head will designate a Technical Staff to conduct actual survey on the ground for evaluation and verify it  The team will identify the coordinates of the applied quarry area and will take photos for documentation purposes	None	1 day	Division Head PENRO - MGD DIV.  Environmental Management Specialist I // Technical Staff PENRO - MGD DIV.
	7.3 Prepare Area Verification Report	None	4 days	Environmental Management Specialist I // Technical Staff PENRO - MGD DIV.
	7.4 Review and evaluate draft Area Verification Report. If comments are provided, report will be returned to the assigned T/S for revision. Once approved, final Area Verification Report will be printed	None	1 day	Division Head PENRO - MGD DIV.



	7.5 Finalize, print, and sign the Area Verification Report. Forward it to PENRO for signature	None	10 minutes	<i>Environmental Management Specialist I // Technical Staff</i> PENRO - MGD DIV.
	7.6 Evaluate Area Verification Report and sign it	None	30 minutes	<i>PENR Officer</i>
	7.7 Notify the Client that the Area Verification Report is available	None	5 minutes	<i>Environmental Management Specialist I // Technical Staff</i> PENRO - MGD DIV.
8. Receive the Area Verification Report and acknowledge receipt of the document	8. Release the Area Verification Report to the Client	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
9. Process a sketch plan* of applied quarry area  *prepared by a Mines and Geosciences Bureau (MGB) Deputized Private Geodetic Engineer	9. Government Geodetic Engineer will prepare a 1:50,000 scale sketch plan of the applied quarry area	None	15 days	<i>Geodetic Engineer</i> LGU Concerned
10. Submit the sketch plan of the applied quarry area to PENRO-LGU	10.1 Land Management Division (LMD) will plot the submitted sketch plan via AutoCAD to control existing quarry boundaries	None	3 hours	<i>Supervising Environmental Management Specialist/</i> <i>Community Development Assistant</i> / PENRO - LMD DIV.



	10.2 Admin will prepare an endorsement letter for area clearance to the MGB XI at Davao City attached with the sketch plan	None	1 day	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
11. Receive endorsement letter with attached sketch plan for MGB area clearance	11. Release endorsement letter with attached sketch plan for MGB area clearance	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
Processing time stops until the client submits the sketch plan & area clearance approved by MGB XI				
12. Submit Sketch Plan cleared by the MGB XI with additional blue print and bond-size to PENRO-LGU	12.1 Prepare endorsement letter for Area Clearance & Notice of Posting attached with approved blue printed and bond-size sketch plan addressed to concerned national and local government agencies (posting period - 15 days pursuant to Sec. 75, CDAO 2010-21)	None	20 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
	12.2 Review and evaluate draft endorsement letters for Area Clearance & Notice of Posting If comments are provided, letters will be returned to the assigned staff for revision. Once	None	30 minutes	Division Head PENRO - MGD DIV.



	approved, final endorsement letters for Area Clearance & Notice of Posting will be printed			
	12.3 Notify the Client that the endorsement letters for Area Clearance & Notice of Posting are available	None	5 minutes	<i>Environmental Management Specialist I /Technical Staff</i> PENRO - MGD DIV.
13. Receive the endorsement letters for Area Clearance & Notice of Posting and acknowledge receipt of the document	13. Release the endorsement letters for Area Clearance & Notice of Posting to the Client	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
Processing time stops until the client submits the completed documentary requirements				
14. Submit all the completed documentary requirements	14.1 Check, assess and evaluate the validity of the mandatory requirements based on the checklist and endorse it to Provincial Mining Regulatory Board (PMRB) Secretariat for their review	None	30 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
	14.2 Review the said application and certify if documents submitted by the client are correct and complete	None	30 minutes	<i>PMRB Secretariat</i> PMRB – Davao del Norte



	14.3 Endorse the application with complete documents to the Provincial Mining Regulatory Board (PMRB) for their review and deliberation	None	1 hour	<i>PMRB Secretariat</i> PMRB – Davao del Norte
	14.4 The PMRB reviews the permit application documents and determine if said application has no recent conflict and can be recommended to be approved as a permit  If deferred, the PMRB Secretariat will notify the applicant about the comments and suggestions raised by the PMRB Members in writing	None	1 day*  *will be held within 22 working days  15 minutes	<i>Chairman &amp; Members</i> PMRB – Davao del Norte  <i>PMRB Secretariat</i> PMRB – Davao del Norte
	14.5 If approved, the PMRB Secretariat will finalize a Resolution endorsing the applicant to the Governor for his approval, adopted by the PMRB Members	None	2 days	<i>PMRB Secretariat</i> PMRB – Davao del Norte
	14.6 Permit application will be endorsed to Provincial Legal Office (PLO) for legal opinion	None	25 days	<i>Legal Officer</i> PLO



	14.7 Permit application will be endorsed to the Office of the Governor for approval attached with recent legal opinion	None	30 days	Secretary PGO
	14.8 Governor will sign all permit documents	None	10 minutes	Provincial Governor PGO
	14.9 The Secretary will notify the PMRB Secretariat that the permit documents are already signed	None	5 minutes	Secretary PGO
	14.10 Receives the permit documents and keeps them for filing. Inform the admin to draft a letter notifying the client that the permit has been approved	None	5 minutes	PMRB Secretariat PMRB – Davao del Norte
15. Receive a notification letter informing the client that the permit was approved, and have it notarized	15. Inform client through a letter that the permit, affixed with their signature, has been approved and must be notarized	None	5 minutes	Administrative Aide I/III PENRO - MGD DIV.
16. Submit the notarized permit and coordinate with MGD for assessment of fees	16.1 Receives notarized permit and compute fees and charges for the registration of permit & legal	None	10 minutes	Administrative Aide I/III PENRO - MGD DIV.



	research and prepares order of payment			
	16.2 Review order of payment. To be signed by authorized signatory	None	15 minutes	<i>Division Head PENRO - MGD DIV.  PENR Officer</i>
	16.3 Provide client with the signed order of payment and instruct them to pay it at PTO	None	5 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>
17. Pay all appropriate fees at PTO	17. The PTO Collector will accept the payable fees and issue an official receipt (OR) on said transaction	Registration of Approved Permit and Legal Research Fee - PHP 1,200.00	10 minutes	<i>Local Collection Revenue Officer PTO</i>
18. Provide the MGD with proof of payment or photocopy of the OR	18.1 Receive the photocopy of OR and keep it for filing	None	10 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>
19. Receives the permit	19.1 Releases the approved permit with notary	None	5 minutes	<i>Administrative Aide I/III PENRO - MGD DIV.</i>
<b>TOTAL:</b>		<b>PHP 2,400, PHP 2,800/ha</b>	<b>80 days, 11 hours, and 47 minutes</b>	

***\*Pursuant to PMRB Resolution No. 5, Series of 2012, applicants are given a time-frame of 5 months to process their new application for industrial sand and gravel, commercial sand and gravel, government gratuitous, and other quarry resources in the province.***

***\*\*Processing period for other mandatory requirements secured from national and local government agencies are not included in the Citizen's Charter***

***\*\*\*Maximum time prescribed can be extended only once for the same number of days as indicated in the Citizen's Charter***



#### 4. Certification of Corrected Quarry Volume Report

The Certification of Corrected Quarry Volume Report is issued to individuals or quarry applicants as an attachment to the PTO Certification, BIR Tax Clearance and for other purposes.

<b>Office or Division:</b>	Provincial Environment and Natural Resources Office (PENRO – LGU)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity			
<b>Who may avail:</b>	Old or current sand and gravel, earthfill, and quarry applicants/permit holders/individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Major Documenting Requirements:</b>				
Requisition Slip (1 original)		PENRO-LGU – Mines and Geosciences Mgt. Division		
Official Receipt for Payment of Certification Fee		Provincial Treasurer’s Office (PTO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the requisition slip legibly with the requestee’s Name, Quarry Location, Month and Year Duration of Volume Report, and contact number	1. Accommodate the client, check or validate the significant information stipulated in the requisition slip and prepare Order of Payment for Certification Fee	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.





2. Pay the corresponding fee to the Cashier's Division of PTO	2. The PTO Collector will accept the payable fees and issue an official receipt (OR) on said transaction	Certification Fee – PHP 120.00	5 minutes	<i>Local Collection Revenue Officer</i> PTO
3. Submit back to PENRO-MGD the payment's Official Receipt	3. Review/Draft the Certification and submit to MGD Division Head for review (check the actual reported volume for the past years). Advise the requesting party that it would take 2-3 days before finalizing such certification.	None	3 days	<i>Environmental Management Specialist II</i> PENRO - MGD DIV.
4. Wait while document is being prepared	4. Review correction/s (if there's any), finalize the certification and facilitate the signing of the same	None	5 minutes	<i>Environmental Management Specialist II</i> PENRO - MGD DIV.  <i>Division Head</i> PENRO - MGD DIV.
5. Receive the Certificate of Corrected Quarry Volume Report	5. Call/Contact the client for the release of the signed/approved certification	None	5 minutes	<i>Administrative Aide I/III</i> PENRO - MGD DIV.
<b>TOTAL:</b>		<b>PHP 120.00</b>	<b>3 days and 20 minutes</b>	

***\*Maximum time prescribed can be extended only once for the same number of days as indicated in the Citizen's Charter***



## Provincial Engineer's Office (PEO)

1. Issuance of Certification for Quarry Permit
2. Quality Control Tests of Samples
3. Issuance of Equipment Rental Request Order (ERRO)
4. Queries on Requests/Resolutions
5. Issuance of Certification Re: Provincial Road
6. Issuance of Certification for Site Inspection for Bidding
7. Issuance of Infrastructure Plan for Bidding
8. Issuance of Infrastructure Plan



## 1. Issuance of Certification for Quarry Permit

The Certification is issued as a requirement for the issuance of quarry permit, specifically certifying that the quarry site is outside of the one (1) kilometer radius of any government structures.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO) - Planning, Designing, Programming and Monitoring (PDPM) Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government-to-Business			
<b>Who may avail:</b>	Quarry permittees whose quarry is within Davao del Norte Province			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Provincial Environment and Natural Resources (PENRO)		
Sketch Plan of Quarry Site (1 original)		Provincial Environment and Natural Resources (PENRO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter Request from PENRO with the attached Sketch Plan of the Quarry Site.	1. Check all documents submitted, verify request and issue Order of Payment.	None	3 Minutes	<i>Administrative Assistant III</i> PEO - Planning, Designing, Programming and Monitoring (PEO-PDPM) Division
2. Present Order of Payment and pay to Provincial Treasurer's Office (PTO) - Cashier.	2. Process payment and issue Official Receipt (O.R.).	Inspection Fee per sand and gravel quarry - PHP 1,000.00 Certification Fee - PHP 200.00	10 Minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office



3. Return to PEO-PDPM Division and present O.R..	3. Schedule site inspection.	None	5 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division
4. Accompany the inspector to the site.	4.1. Conduct site inspection.	None	1 Day	<i>Engineering Assistant</i> PEO - PDPM Division
	4.2. Prepare Certification and have it signed by the Provincial Engineer.	None	5 Minutes	<i>Engineer II</i> PEO - PDPM Division
5. Receive Certification.	5.1. Release certification	None	10 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division
<b>TOTAL:</b>		<b>None</b>	<b>1 Day and 33 Minutes</b>	



## 2. Quality Control Tests of Samples

Testing for aggregates and other construction materials necessary to assure quality output of infrastructure projects.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO) - Quality Assurance and Control (QAC) Division	
<b>Classification:</b>	Complex to Highly Technical – See List Below (COLUMN 4)	
<b>Type of Transaction:</b>	G2B - Government-to-Business, G2C - Government-to-Client	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b><u>MATERIALS/SAMPLES TO BE TESTED</u></b></p> <p><b>1. Soil and Soil Aggregates</b></p> <p>a. Sieve Analysis - 3 kg.</p> <p>b. Liquid Limit - 1 kg.</p> <p>c. Plastic Limit - 1 kg.</p> <p>d. Compaction (Laboratory) - 10 kg.</p> <p>e. Field Density Test/Hole - Min. of 3 Holes</p> <p>f. Abrasion - 10 kg.</p> <p>g. California Bearing Ratio - 7 kg.</p> <p>h. Penetration (CBR), per molded specimen - 7 kg.</p> <p>i. Swell (CBR) per molded specimen - 7 kg.</p> <p>j. Specific Gravity - 2 kg.</p> <p>k. Moisture Content - 1 kg.</p> <p><b>2. Coarse Aggregates - 100kg</b></p>	
		Project site/warehouse of citizen or client



a. Sieve Analysis/Grading	- 5 kg.
b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh	- 5 kg.
c. Specific Gravity	- 5 kg.
d. Moisture Content	- 1 kg.
e. Soundness, % Loss	- 10 kg.
f. Unit Weight, Loss & Rodded	- 5 kg.
g. Clay Lumps	- 3 kg.
h. Abrasion Loss	- 10 kg.
<b>3. Fine Aggregates</b>	<b>-70Kg</b>
a. Sieve Analysis/Grading	- 3 kg.
b. Wash Loss on No.200 Sieve Materials Finer than	
d. Moisture Content	- 1 kg.
e. Soundness, % Loss	- 2 kg.
f. Unit Weight, Loss & Rodded	- 5 kg.
g. Mortar Strength, 7 days	- 3 kg.
h. Clay Lumps	- 1 kg.
i. Organic Impurities	- 1 kg.
<b>4. Molded Concrete Samples</b>	
a. Compressive Strength (Concrete Cylinder)	- 3 Cylinders
b. Flexural Strength (Concrete Beam)	- 3 Beams
<b>5. Miscellaneous Services</b>	
a. Concrete Core Drilling (per core drilled)	- Min. of 3 Holes
b. Cutting of Concrete Sample to Standard Size	



for Strength Determination - 1 sample c. Dimension Measurement - 1 sample <b>6. Concrete Hollow Block - 3 blocks</b> a. Compressive Strength b. Moisture Content c. Water Absorption and Moisture Content d. Water Absorption and Coefficient Saturation e. Dimension Measure <b>7. Steel Bars for Complete Reinforcement - 1 meter per sample</b> a. Tensile Properties b. Bending Properties c. Deformation Measurement d. Variation in Weight				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up sample card and submit materials/samples to be tested.	1. Check filled-up sample card, receive materials/samples, identify the test to be conducted and issue Order of Payment.	None	5 Minutes	<i>Engineer I</i> PEO - Quality Assurance and Control Division (QACD)
2. Present the Order of Payment and pay to Cashier.	2. Process payment and issue Official Receipt.	See list below (COLUMN 1)	10 Minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Present Official Receipt.	3.1. Present OR for photocopy	None	3 Minutes	<i>Engineer I</i> PEO - QACD



	3.2. Conduct the necessary procedures for testing of material/sample.	See list below (COLUMN 1)	See list below (COLUMN 2)	Engineer II PEO - QACD
	3.3. Encode & Prepare Test Result.	None	1 day	Engineer I PEO - QACD
	3.4. Approval of test result	None	3 days	Provincial Engineer PEO
4. Receive result.	4.1. Release result	None	10 minutes	Engineer I PEO – QACD
<b>TOTAL:</b>			<b>See list below (COLUMN 3)</b>	
PROCEDURES	COLUMN 1	COLUMN 2	COLUMN 3	COLUMN 4
	FEES AND CHARGES	TESTING TIME	TESTING TIME + PROCESSING TIME	CLASSIFICATION
<b>1.SOIL AND SOIL AGGREGATES</b>				
a. Sieve Analysis	PHP 240.00	3 Days	7 Days and 28 min.	Highly Technical Transaction
b. Liquid Limit	PHP 140.00	2 Days	6 Days and 28 min.	Complex Transaction
c. Plastic Limit	PHP 140.00	2Days	6 Days and 28 min.	Complex Transaction
d. Compaction (Laboratory)	PHP 680.00	3 Days	7 Days and 28 min.	Highly Technical Transaction
e. Field Density Test/Hole	PHP 400.00	30 mins. /Hole	4 Days and 58 min. / hole	Complex Transaction





f. Abrasion	PHP 500.00	2 Days	6 Days and 28 min.	Complex Transaction
g. California Bearing Ratio (CBR)	PHP 1,390.00	7 Days	11 Days and 28 min.	Highly Technical Transaction
h. Penetration (CBR), per molded specimen	PHP 110.00	7 Days	11 Days and 28 min.	Highly Technical Transaction
i. Swell (CBR) per molded specimen	PHP 110.00	7 Days	11 Days and 28 min.	Highly Technical Transaction
j. Specific Gravity	PHP 190.00	3 Days	7 Days and 28 min.	Highly Technical Transaction
k. Moisture Content	PHP 110.00	1 Day	5 Days and 28 min.	Complex Transaction
<b>2. COARSE AGGREGATES</b>				
a. Sieve Analysis/Grading	a. Sieve Analysis/Grading	a. Sieve Analysis/Grading	a. Sieve Analysis/Grading	a. Sieve Analysis/Grading
b. Wash Loss on No. 200 Sieve Materials Finer than No. 200 Mesh	b. Wash Loss on No. 200 Sieve Materials Finer than No. 200 Mesh	b. Wash Loss on No. 200 Sieve Materials Finer than No. 200 Mesh	b. Wash Loss on No. 200 Sieve Materials Finer than No. 200 Mesh	b. Wash Loss on No. 200 Sieve Materials Finer than No. 200 Mesh
c. Specific Gravity	c. Specific Gravity	c. Specific Gravity	c. Specific Gravity	c. Specific Gravity
d. Moisture Content	d. Moisture Content	d. Moisture Content	d. Moisture Content	d. Moisture Content
e. Soundness, % Loss	e. Soundness, % Loss	e. Soundness, % Loss	e. Soundness, % Loss	e. Soundness, % Loss
f. Unit Weight, Loss & Rodded	f. Unit Weight, Loss & Rodded	f. Unit Weight, Loss & Rodded	f. Unit Weight, Loss & Rodded	f. Unit Weight, Loss & Rodded
g. Clay Lumps	g. Clay Lumps	g. Clay Lumps	g. Clay Lumps	g. Clay Lumps
h. Abrasion Loss	h. Abrasion Loss	h. Abrasion Loss	h. Abrasion Loss	h. Abrasion Loss
<b>3. FINE AGGREGATES</b>				
a. Sieve Analysis/Grading	a. Sieve Analysis/Grading	a. Sieve Analysis/Grading	a. Sieve Analysis/Grading	a. Sieve Analysis/Grading



b. Wash Loss on No. 200 Sieve Materials Finer than No. 200 Mesh	b. Wash Loss on No. 200 Sieve Materials Finer than No. 200 Mesh	b. Wash Loss on No. 200 Sieve Materials Finer than No. 200 Mesh	b. Wash Loss on No. 200 Sieve Materials Finer than No. 200 Mesh	b. Wash Loss on No. 200 Sieve Materials Finer than No. 200 Mesh
c. Specific Gravity	c. Specific Gravity	c. Specific Gravity	c. Specific Gravity	c. Specific Gravity
d. Moisture Content	d. Moisture Content	d. Moisture Content	d. Moisture Content	d. Moisture Content
e. Soundness, % Loss	e. Soundness, % Loss	e. Soundness, % Loss	e. Soundness, % Loss	e. Soundness, % Loss
f. Unit Weight, Loss & Rodded	f. Unit Weight, Loss & Rodded	f. Unit Weight, Loss & Rodded	f. Unit Weight, Loss & Rodded	f. Unit Weight, Loss & Rodded
g. Mortar Strength. 7 Days	g. Mortar Strength. 7 Days	g. Mortar Strength. 7 Days	g. Mortar Strength. 7 Days	g. Mortar Strength. 7 Days
h. Clay Lumps	h. Clay Lumps	h. Clay Lumps	h. Clay Lumps	h. Clay Lumps
i. Organic Impurities	i. Organic Impurities	i. Organic Impurities	i. Organic Impurities	i. Organic Impurities
<b>5. MISCELLANEOUS SERVICES</b>				
a. Concrete Core Drilling (per core drilled)	a. Concrete Core Drilling (per core drilled)	a. Concrete Core Drilling (per core drilled)	a. Concrete Core Drilling (per core drilled)	a. Concrete Core Drilling (per core drilled)
b. Cutting of Concrete Sample to Standard Size for Strength Determination	b. Cutting of Concrete Sample to Standard Size for Strength Determination	b. Cutting of Concrete Sample to Standard Size for Strength Determination	b. Cutting of Concrete Sample to Standard Size for Strength Determination	b. Cutting of Concrete Sample to Standard Size for Strength Determination
c. Dimension Measurement	c. Dimension Measurement	c. Dimension Measurement	c. Dimension Measurement	c. Dimension Measurement
<b>6. CONCRETE HOLLOW BLOCK - 1 BLOCK</b>				
a. Compressive Strength	a. Compressive Strength	a. Compressive Strength	a. Compressive Strength	a. Compressive Strength
b. Moisture Content	b. Moisture Content	b. Moisture Content	b. Moisture Content	b. Moisture Content



c. Water Absorption and Moisture Content	c. Water Absorption and Moisture Content	c. Water Absorption and Moisture Content	c. Water Absorption and Moisture Content	c. Water Absorption and Moisture Content
d. Water Absorption and Coefficient Saturation	d. Water Absorption and Coefficient Saturation	d. Water Absorption and Coefficient Saturation	d. Water Absorption and Coefficient Saturation	d. Water Absorption and Coefficient Saturation
e. Dimension Measure	e. Dimension Measure	e. Dimension Measure	e. Dimension Measure	e. Dimension Measure
<b>7. STEEL BARS FOR COMPLETE REINFORCEMENT</b>				
a. Tensile Properties	a. Tensile Properties	a. Tensile Properties	a. Tensile Properties	a. Tensile Properties
b. Bending Properties	b. Bending Properties	b. Bending Properties	b. Bending Properties	b. Bending Properties
c. Deformation Measurement	c. Deformation Measurement	c. Deformation Measurement	c. Deformation Measurement	c. Deformation Measurement
d. Variation in Weight	d. Variation in Weight	d. Variation in Weight	d. Variation in Weight	d. Variation in Weight



### 3. Issuance of Equipment Rental Request Order (ERRO)

Equipment Rental Request Order (ERRO) is issued for rental of heavy equipment and other construction equipment and machineries.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO) - Equipment Pool Management (EPM) Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government-to-Business, G2C - Government-to-Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request for equipment duly approved by the Local Chief Executive (LCE) (1 original)		Client or citizen requesting		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter Request duly approved by Local Chief Executive (LCE).	1.1. Receive request letter and submit to Provincial Engineer (P.E.) for action.	None	5 Minutes	<i>Administrative Assistant III</i> PEO - Supply Management and Administrative Division (SMAD)
	1.2. Act on the Letter Request.	None	7 Minutes	<i>Provincial Engineer</i> PEO
2. Submit Letter Request with note from Provincial Engineer (P.E.).	2.1 Evaluate and investigate area.	None	1 Day	<i>Engineer III</i> PEO - Equipment Pool Management (EPM) Division



	2.2. Prepare ERRO.	None	5 Minutes	<i>Engineering Assistant</i> PEO - EPM Division
	2.3. Submit ERRO to Provincial Administrator's Office (PaDO) for approval of the Provincial Governor.	None	3 Days	<i>Administrative Aide IV</i> Provincial Administrator's Office (PaDO)
	2.4. Record in Release Logbook approved ERRO and return to PEO-EPM Division.	None	5 Minutes	<i>Administrative. Aide IV</i> Provincial Administrator's Office (PaDO)
	2.5. Notify requesting client of the approved of ERRO and release.	None	5 Minutes	<i>Engineering Assistant</i> PEO - EPM Division
3. Present Equipment Rental Request Order (ERRO) and pay to the Cashier.	3.1. Process payment and issue Official Receipt	<i>See list of Fees below</i>	10 Minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
4. Return to PEO-EPM Division, present Official Receipt and ERRO.	4.1. Schedule utilization of equipment.	None	5 Minutes	<i>Engineer III</i> PEO - EPM Division
5. Utilize Equipment	5.1. Deliver or release equipment to client for utilization	None	5 Minutes	<i>Engineer III</i> PEO - EPM Division
<b>TOTAL:</b>			<b>4 Days, 52 Minutes</b>	



<b>FEES TO BE PAID</b>	
<p><b><u>SALARY/DAY</u></b></p> <p>a. Driver - PHP 785.38            b. Operator - PHP 825.11            c. C&amp;TH - PHP 712.44</p>	<p><b><u>EQUIPMENT RENTAL/DAY</u></b></p> <p>a. Excavator PC100 - PHP 12,195.27            b. Excavator PC200 - PHP 13,478.40            c. Excavator PC400 - PHP 17,971.20            d. Excavator EX125 - PHP 13,478.40            e. Volvo Wheel Excavator - PHP 13,478.40            f. JCB Floating Excavator - PHP 15,130.32            g. D65 Dozer - PHP 11,059.20            h. D155/D8R Dozer - PHP 15,940.80            i. 10W Dump Truck - PHP 6,220.80            j. 6W Dump Truck - PHP 4,838.40            k. WA250 Loader - PHP 10,256.76            l. WA180 Loader - PHP 8,294.40            m. LX100 Loader - PHP 10,256.76            n. Compactor/Roller - PHP 7,603.20            o. Grader GD511R - PHP 11,750.40            p. Grader GD611A - PHP 11,923.20            q. Boom Truck - PHP 6,220.80            r. Prime Mover with Trailer - PHP 15,560.30            s. Fork Lift - PHP 6,220.80            t. Concrete Mixer - PHP 6,220.80            u. Stake Truck - PHP 6,220.80            v. Drill Rig - PHP 26,137.15</p>



#### 4. Queries on Requests/Resolutions

For verification of status of requests/resolutions addressed to the Provincial Engineer's Office (PEO).

<b>Office or Division:</b>	Provincial Engineer's Office (PEO) - Supply Management and Administrative (SMA) Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government-to-Business, G2C - Government-to-Client, G2G - Government-to-Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request/Resolution (1 original or duplicate)		Client, citizen or agency requesting		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Letter Request/Resolution for query.	1.1. Check status of query.	None	5 Minutes	<i>Administrative Assistant III</i> PEO - Supply Management and Administrative Division (SMAD)
	1.2. Guide the client to the PEO Personnel assigned for action.	None	3 Minutes	
	1.3. Explain to the client the status of request.	None	5 Minutes	<i>Administrative Officer III</i> PEO – SMAD <i>Administrative Officer V</i> <i>Acting Division Head</i> PEO - SMAD
<b>TOTAL:</b>		<b>None</b>	<b>13 minutes</b>	



## 5. Issuance of Certification Re: Provincial Road

Certification for properties affected by improvements along and within Provincial Roads.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO) - Supply Management and Administrative (SMA) Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government-to-Client			
<b>Who may avail:</b>	Citizens/companies whose property/ies is/are traversed by provincial road/s within Davao del Norte Province			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request for Issuance of Certification (1 original)		Client, citizen or agency requesting		
Sketch Plan of the Subject Road (1 original)		Client, citizen or agency requesting		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter Request for Issuance of Certification and Sketch Plan of Subject Road.	1.1. Receive documents submit to Provincial Engineer (P.E.) for action.	None	3 Minutes	<i>Administrative Assistant III</i> PEO - Supply Management and Administrative Division (SMAD)
	1.2. Act on the Letter Request.	None	7 Minutes	<i>Provincial Engineer</i> PEO
2. Submit Letter Request with note from P.E..	2. Evaluate and issue Order of Payment.	None	10 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division





3. Present Official Receipt and wait for the Certification.	3.1. Verify road section, and conduct site inspection/validation and GIS Mapping.	None	3 Days	<i>Engineer I</i> PEO - PDPM Division
	3.2. Prepare Certification and road plan.	None	2 Days	<i>Engineer II</i> PEO - PDPM Division
4. Claim Certification and sign duplicate copy.	4. Release certification	None	10 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division
<b>TOTAL:</b>		<b>None</b>	<b>5 Days and 30 Minutes</b>	



## 6. Issuance of Certification for Site Inspection for Bidding

Certification issued to would be bidders of provincial projects certifying that they have inspected the project site as per requirement in joining the bidding.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO) – Planning, Designing, Programming and Monitoring (PDPM) Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizen			
<b>Who may avail:</b>	Contractors, Bidders, Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Bid Documents (1 set original)		Bids and Awards Committee (BAC) Secretariat - Provincial General Services Office (PGSO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Show Bid Documents.	1.1. Verify documents and issue Order of Payment for Site Inspection.	None	3 Minutes	<i>Administrative Assistant III</i> PEO - Planning, Designing, Programming and Monitoring (PDPM) Division
2. Present Order of Payment and pay to the Cashier.	2.1. Process payment and issue Official Receipt (O.R.).	PHP 200.00 per Certification	10 Minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Present O.R.	3.1. Schedule site inspection.	None	5 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division



4. Accompany Site Inspector to project site.	4.1. Conduct site inspection and prepare Report with pictorials.	None	1 Day	Engineer II PEO - PDPM Division  Architect III PEO - PDPM Division
	4.2. Receive Report with pictorials, prepare Certification and have it signed by the Provincial Engineer.	None	5 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division
5. Claim Certification.	5.1. Release certification	None	10 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division
<b>TOTAL:</b>		<b>PHP 200.00 /copy</b>	<b>1 Day and 33 Minutes</b>	



## 7. Issuance of Infrastructure Plan for Bidding

Provision of copies of infrastructure plan to would be bidders of provincial infrastructure projects as basis for their preparation of cost estimate (quotation).

<b>Office or Division:</b>	Provincial Engineer's Office (PEO) – Planning, Designing, Programming and Monitoring (PDPM) Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government-to-Business			
<b>Who may avail:</b>	Contractors, Bidders, Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Bidding Documents (1 photocopy)		Bids and Awards Committee (BAC) Secretariat - Provincial General Services Office (PGSO)		
Official Receipt (O.R.) (1 original)		Provincial Treasurer's Office (PTO) - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Bidding Documents and Official Receipt (O.R.).	1.1. Verify documents and note approval for release of Infrastructure Plan.	None	3 Minutes	<i>Administrative Assistant III</i> PEO - Planning, Designing, Programming and Monitoring (PDPM) Division
2. Present note of approval for release of Infrastructure Plan.	2.1. Check note and identify the needed Infrastructure Plan.	None	5 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division
	2.2. Photocopy/print needed plan and pictorial	None	7 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division



	documentation of inspection.			
3. Receive requested plan.	3.1. Release plan	None	10 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division
<b>TOTAL:</b>		<b>None</b>	<b>25 Minutes</b>	



## 8. Issuance of Infrastructure Plan

Provision of infrastructure plan for other purposes as per request duly approved by the Provincial Engineer (PE).

<b>Office or Division:</b>		Provincial Engineer's Office (PEO) – Planning, Designing, Programming and Monitoring (PDPM) Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		Client requesting		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Letter Request.	1.1. Record Letter Request and submit to Provincial Engineer (P.E.) for action.	None	3 Minutes	<i>Administrative Assistant III</i> PEO - Supply Management and Administrative Division (SMAD)
	1.2. Act on the Letter Request.	None	7 Minutes	<i>Provincial Engineer</i> PEO
2. Present noted Letter Request.	2.1. Verify letter, identify the needed Infrastructure Plan and issue Order of Payment. * Request from other government agencies will not need Order of Payment.	None	5 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division



3. Present Order of Payment and pay to the Cashier.	3.1. Process payment and issue Official Receipt (O.R.). *Request from other government agencies will not require payment of fee.	Computer-generated Plans A3 size - PHP 850.00 A1 size - PHP 2000.00	10 Minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
4. Present O.R..	4.1. Photocopy/print needed plan.	None	5 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division
5. Receive requested plan.	5.1. Release plan	None	10 Minutes	<i>Administrative Assistant III</i> PEO - PDPM Division
<b>TOTAL:</b>		<b>Computer-generated Plans</b> <b>A3 size - PHP 850.00</b> <b>A1 size - PHP 2000.00</b>	<b>40 Minutes</b>	



## **Provincial Economic Enterprise Development Office (PEEDO)**

1. PhilHealth Sponsored Program
2. Voluntary Blood Sufficiency Program
3. Payment transaction of Reinforced Concrete Pipe Culvert (RCPC) and Concrete Hollow Blocks (CHB) Business and Citizens
4. Payment transaction of Reinforced Concrete Pipe Culvert (RCPC) and Concrete Hollow Blocks (CHB) Government





## 1. PhilHealth Sponsored Program

Processing of PhilHealth Insurance for identified indigent clients of the province through Point-of-care and inclusion to the Province's Sponsored Program list effective for 1 year. (Including, dialysis, cancer and HIV patients)

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office (PEEDO) Health Insurance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth certificate or Marriage contract (1 photo copy)		Local Civil Registrar (LGU)		
Birth certificate of dependents (1 photo copy) (21 yrs. Below)		Local Civil Registrar (LGU)		
Certificate of confinement (1 Original Copy)		Davao del Norte Hospital – Kapalong, Carmen, IGACOS Zone		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission requirements to PEEDO admin	1. Give Log book to client	None	5 minutes	<i>Administrative Officer V</i> PEEDO - Admin
	1.2 Interview clients for personal Information		1 minute	
	1.3 Issuance of certification			



	<p>1.4 Instruct clients to proceed to local PhilHealth Office.</p> <p>1.5 Instruct client to proceed to hospital SWO after acquiring MDR and CE1 form from PhilHealth Office</p>		<p>3 minutes</p> <p>3 minutes</p>	
2.Client Submits certification and other documents to PhilHealth Office		None	1 hour	<i>Administrative Officer V</i> PEEDO - Admin
3.Submit MDR and CE1 form to the DDN Hospital	<p>3.1 Receive the required documents and check for completeness</p> <p>3.2 Start processing clients PhilHealth for inclusion in the sponsored program</p>	None	<p>2 minutes</p> <p>3 minutes</p>	<i>Administrative Officer V</i> PEEDO - Admin
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 17 minutes</b>	



## 2. Voluntary Blood Sufficiency Program

Blood services for the clients that are in need of immediate blood products, clients served are within the province and its neighboring provinces. Blood products are from regular donors from the different LGU's of Davao del Norte.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office (PEEDO) - Davao del Norte Blood Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All - Clients needing Blood and other blood components			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Blood request form (1 Original Copy)		Attending Physician/ Hospital where patient is admitted		
Blood Stations		Request form from hospitals		
Blood Issuance slip (1 Original Copy)		LGU – Brgy. Blood Program Coordinator		
Referral Letter from LGU		Local Chief Executive		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Blood Services for Regular Clients</b>		<b>A.1. Clients needing blood without blood pool or blood deposit</b>		
1. Submit blood request form from the hospital to Medical Technologist on Duty	1.1 Checking of Blood Request presented by the client  1.2 Properly filled-up i.e. name, address, diagnosis,	Blood products: Fresh Whole Blood – P 1,800.00	10 minutes  5 minutes	<i>Medical Technologist on Duty (MTOD) and Laboratory Technician on Duty PEEDO – Blood Center</i>



	<p>bloodtype, blood/ component required.</p> <p>1.3 Issuance of Official Receipt by the MT on Duty</p> <p>1.4 MT pulls out blood needed from the ref, cross checks blood products with the issuance logbook and blood request.</p> <p>1.5 Completes Transmittal Form, both MedTech and client affix their signature in the Issuance Logbook and transmittal form.</p> <p>1.6 Medical Technologist on Duty places blood units inside the Blood Transport Carrier and gives to client.</p> <p>1.7 Stock inventory and Cash count performed by the Medical Technologist on Duty.</p>	<p>Platelet Concentrate, - P 1,000.00</p> <p>Packed Red Blood Cell, - P 1,500.00</p> <p>Fresh Frozen Plasma – P 1,000.00</p> <p><b>A.2 Clients needing blood with blood pool/deposit</b></p> <p>FWB- free PC-free PCRB-free FFP-free</p> <p>Non-Donors borrowing from blood pool:</p> <p>Private Hosp. FWB- 1,000.00 PC- 850.00 PCRB- 950.00 FFP- 700.00</p> <p>Government Hosp. FWB- 900.00 PC- 700.00 PCRB- 850.00 FFP- 600.00</p>	<p>3 minutes</p> <p>3 minutes</p> <p>3 minutes</p> <p>3 minutes</p> <p>3 minutes</p>	
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<p><b>B. Blood Services for Blood Donors Clients</b></p> <p>2. If Clients is a blood donor. Present referral letter from LGU and blood request form from hospital then submit to MedTech on duty to record charges from LGU Indigency Fund.</p>	<p>2.1 Accept Clients Referral letter from LGU</p> <p>2.2 Log book referral letter to corresponding LGU log book</p> <p>2.3 MedTech pulls out blood needed from the ref, cross checks blood products with the issuance logbook and blood request.</p> <p>2.4 Completes Transmittal Form, both MedTech and client affix their signature in the Issuance Logbook and transmittal form.</p> <p>2.5 Medical Technologist on Duty places blood units inside the Blood Transport Carrier and gives to client.</p> <p>2.6 Stock inventory and Cash count performed by the Medical Technologist on Duty.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Medical Technologist on Duty (MTOD)</i> PEEDO – Blood Center</p>
<b>TOTAL:</b>	<b>Refer to fees and charges</b>	<b>30 minutes</b>		



### 3. Payment transaction of Reinforced Concrete Pipe Culvert (RCPC) and Concrete Hollow Blocks (CHB) Business and Citizens

Casting division provide various products from hollow blocks to reinforced concrete pipe culvert to clients within and outside the province. Various clients are from the private sector, contractors, and companies.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office (PEEDO) - RCPC and CHB Making Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business and G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Order/s (1 Original Copy)		PEEDO – RCPC and CHB Making Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book.	1. Give the Log Book to the client.	None	1 Minute	<i>Supervising Administrative Officer</i> PEEDO
2. Inquire for orders and secure the Order of Payment that will be issued by the casting foreman	2.1 Interview clients for their orders.	None	2 Minutes	<i>Supervising Administrative Officer</i> PEEDO
	2.2. Show the price list and of the products.		2 Minutes	
	2.3. Show the Compressive and Flexural Strength Test of the products.		2 Minutes	



	2.4. Issuance of 3 copies of Order of Payment and instruct client to proceed to PTO for payment and instruct client to proceed to PTO for payment.		3 Minutes	
3. Present Order of Payment at the cashier	3.1 Cashier receives payment and issue Official Receipt		5 Minutes	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
	3.2 Take the Official Receipt and 2 copies of Order of Payment	RCPC 72" Ø = 8,750.00 60" Ø = 5,800.00 48" Ø = 3,300.00 36" Ø = 2,300.00 24" Ø = 1,250.00 18" Ø = 950.00	2 minutes	
	3.3 The staff in-charge will proceed to the PEEDO Admin for signatory of the Supervisor for gate pass and approval for hauling of products	CHB= PHP7.50 to PHP13 per item depending on the products availed by the client	2 minutes	<i>Supervising Administrative Officer PEEDO</i>
	3.4 Issue the Gate Pass to the client.		1 minute	
<b>TOTAL:</b>		<b>RCPC – PHP 950.00 to PHP 8,750.00 per item</b> <b>CHB – PHP 7.50 to PHP 13.00 per item</b> <b>depending on the products availed by the client</b>	<b>20 Minutes</b>	



#### 4. Payment transaction of Reinforced Concrete Pipe Culvert (RCPC) and Concrete Hollow Blocks (CHB) Government

Casting division provide various products from hollow blocks to reinforced concrete pipe culvert to Provincial Engineering Office as per Program of Work (POW) presented.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office (PEEDO) - RCPC and CHB Making Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Program of Work (POW) – 1 Photo copy		PEO – Project In-charge		
Request Order – 1 Original copy		Requesting Offices – Chief of Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book and forward a copy of the POW	1. Give the Log Book to the client.	None	1 Minute	<i>Supervising Administrative Officer</i> PEEDO
2. Inquire for orders and secure the Order of Payment that will be issued by the casting foreman.	2. Interview clients for their orders.  2.1. Show the price list and of the products.	RCPC	5 Minutes	<i>Supervising Administrative Officer</i> PEEDO
		72" Ø = 8,750.00	2 minutes	
		60" Ø = 5,800.00		
		48" Ø = 3,300.00		
36" Ø = 2,300.00	5 minutes			
24" Ø = 1,250.00				





	2.2. Show the Compressive and Flexural Strength Test of the products.	18" Ø = 950.00		
3. Present approved POW to Casting in-charge	3.1 Check and facilitate, Issuance of 3 copies of provide Order of Payment.  And proceed to the PEEDO Admin for signatory of the Supervisor for gate pass and approval for hauling of products	None	5 Minutes	<i>Supervising Administrative Officer</i> PEEDO
<b>TOTAL:</b>		<b>RCPC – P 950.00 to P 8,750.00 per item</b> <b>depending on the products needed in the POW</b>	<b>11 minutes</b>	



**Provincial Economic Enterprise Development Office (PEEDO)  
Davao del Norte Hospital (Kapalong Zone)**

1. Hospital Services - Out Patient Department (OPD)
2. Hospital Services - Emergency Department (ER)
3. Hospital Services - Admission
4. Hospital Services – Laboratory
5. Hospital Services – Radiology
6. Hospital Services – Dental Consultation and Oral Checkup
7. Hospital Services – Dental Tooth Extraction
8. Hospital Services – Dental Tooth Restoration
9. Hospital Services – Dental Oral Prophylaxis (Cleaning)
10. Hospital Services – Medicolegal
11. Hospital Services – Certificate of Confinement
12. Hospital Services – Medical Certificate
13. Hospital Services – Registration of Live Birth
14. Hospital Services – Cashiering



## 1. Hospital Services - Out Patient Department (OPD)

Outpatient services for clients that need medical attention/ intervention for check-up, Laboratory services and Radiology Services.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Out Patient Department (OPD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
E- referral (if there is any) (1 photo copy)		Health center/ previous hospital where patient was admitted		
Diagnostic results (if there are any) (1 original copy)		Health center/ previous hospital where patient was admitted		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Comes in for triage for interview in the hospital	1.1 Release priority number; 1.2 Release form to be filled-out by patient/watcher for personal information; 1.3 Observe proper triaging by referring patient to Department/Specialty Care Area concerned (if applicable) and gives OPD record to Medical Officer;	None	1 minute 1 minute  5 minutes	<i>Administrative Aide VI/OPD Clerk PEEDO – DDNH (KZ)</i>



<p>2. Receive new OPD Card issued for new patient while wait for the retrieval of OPD Records for patient with previous medical records.</p>	<p>2.1 Determines whether patient is “old” or “new” If patient is “new”, logs patient’s name in the OPD register; if patient with previous records, retrieve OPD records;</p> <p>2.2 Forwards OPD Record to HOMIS Encoder.</p>	<p>None</p>	<p>3 minutes</p> <p>2 minutes</p>	<p><i>Administrative Aide VI/OPD Clerk</i> PEEDO – DDNH (KZ)</p>
<p>3. Submit for vital signs taking</p>	<p>3. Calls patient’s priority number, name, gets vital signs, and records to OPD chart, including chief complaints and instruct patients to wait for names to be called</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide VI/OPD Clerk</i> PEEDO – DDNH (KZ)</p>
<p>4. Wait names to be called at the (Waiting Area) by the nurse</p>	<p>4. Advise patient to wait for his/her name to be called and record to OPD chart, its chief complaints and instruct patient to wait for names to be called</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Nurse I</i> PEEDO – DDNH (KZ)</p>
<p>5. Submit for medical consultation</p>	<p>5.1 Interviews patients, examines, evaluates and determines the medical care needed:</p> <p>5.1.1 If the patient is for medical care, gives</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Medical Officer IV</i> PEEDO – DDNH (KZ)</p>



	<p>prescriptions and instructions;</p> <p>5.1.2 If the patient is for diagnostic work-up, writes order, fills-out request form and gives to the patient.</p>			
6. If the doctor gives your prescription proceed to Pharmacy and present the prescriptions	6. Instruct to proceed to Pharmacy;	None	1 minute	<i>Nurse I</i> PEEDO – DDNH (KZ)
7. If the doctors require you further diagnostic examination proceed to (Laboratory or X-ray) and present the request	7. Instruct client with request for diagnostic examination those with diagnostic request;	None	1 minute	<i>Nurse I</i> PEEDO – DDNH (KZ)
8. Bring laboratory results and give it to the OPD Nurse	8.1 Receive result for the diagnostic procedures; 8.2 Endorse to the Medical Officer on duty;	None	1 minute	<i>Nurse I</i> PEEDO – DDNH (KZ)
9. Submit for Interpretation of Diagnostic Results	9.1 Interprets result and give necessary medications  9.1.1 If the patient needs to be confined, refer to admission process	None	10 minutes	<i>Medical Officer IV</i> PEEDO – DDNH (KZ)



	<p>9.1.2 If the patient needs referral to other health facilities/specialist</p> <p>9.1.3 If the patient is for observation, send to ER Section;</p> <p>9.1.4 If the patient can go home, give prescription and instruction when to come back for follow up check up</p>			
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	



## 2. Hospital Services - Emergency Department (ER)

Patients in need of immediate medical intervention in emergency cases such vehicular accidents, domestic violence, unforeseen incidents and various illness.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Emergency Department (ER)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled up health referral (if there is any) (1 photo copy)		Health center/ previous hospital where patient was assessed/ manage		
Diagnostic results (if there are any) (all original copies)		Health center/ previous hospital where patient was assessed/ manage		
E-Referral Form with Printout		Referring Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. ER trauma immediate response</b>				
1. Patient enters to ER and wait for medical intervention	1.1 Attends to patient immediately upon arrival and provide emergency nursing measures interventions;	None	10 minutes	<i>ER Nurse; Medical Officer on Duty PEEDO – DDNH (KZ)</i>
	1.2 Take vital signs;		10 minutes	



	1.3 Gives support measures and refers patient to the Medical Officer on duty.		10 minutes	
<b>B. ER - medical interventions</b>				
2. Patient who have undergone medical care and intervention wait for further instruction of the doctor; either for admission, referral or advices for home medication	<p>2.1 Prepares request for diagnostic examinations;</p> <p>2.2 If patient is for admission, writes and signs and accomplish patients charts and admitting orders and obtain consent for admission;</p> <p>2.3 Patient's Disposition:</p> <p>2.3.a If patient is for referral to other health facilities, prepares referral documents;</p> <p>2.3.b If patient is a special medico-legal cases, informs proper authorities</p> <p>2.3.c If patient is for discharge, give Prescription and instructions.</p>	None	4 hours standard ER Procedures before admission or discharge	<i>Medical Officer</i> PEEDO – DDNH (KZ)





	<p>2.3.d For patient under OBR for monitoring and reassessment.</p> <p>2.3.e If necessary, perform resuscitative procedures, if measures fail, pronounce patient as ER Death</p> <p>2.4 If patient is for discharge, instruct patients to proceed to cashier for payment</p>			
3. For post mortem care. Wait for further instruction of ER nurse	<p>3.1 Perform post mortem care and report.</p> <p>3.2 Coordinate with the utility worker on duty for transfer of cadaver to morgue.</p>	None	<p>10 minutes</p> <p>5 minutes</p>	<p><i>ER Nurse</i> PEEDO – DDNH (KZ)</p>
<b>TOTAL:</b>		Refer to fees and charges	<p><b>Trauma Immediate response - 15 minutes</b></p> <p><b>Medical Intervention - 4 hours</b></p>	



### 3. Hospital Services – Admission

Admission services to clients that needs immediate medical attention/ intervention. Clients avail admission service based on the doctor's recommendations. Patients that are frequently admitted are those from indigent or marginalized sector that avails hospital services without the pressure or hustle of hospital payments.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Admission to Ward			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Form (1 Original copy)		Referring Facility		
Doctor's order (1 Original copy)		ER Division		
Diagnostic results if there any (1 Original copy)		Health Center/ Hospital		
Patient Charts (1 Original copy)		Nurse on duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient/ Watcher shall submit for interview to know personal information	1.1 Obtains patient data, takes and records vital signs, 1.2 While doing, the other staff must notify the medical officer on duty.	None	5 minutes  1 minute	<i>Nursing Attendant</i> PEEDO – DDNH (KZ)



2. Wait for doctor's Evaluation	<p>2.1 Evaluate patient, Medical history and previous hospitalization, if any</p> <p>2.2 If for admission, refer patient to emergency room or OPD will refer to the respective ward</p> <p>2.3 Carry out doctor's orders and transcribe medications</p>	None	4 hours	<p><i>Doctor on duty</i> PEEDO – DDNH (KZ)</p> <p><i>Nurse on duty</i> PEEDO – DDNH (KZ)</p>
3. Proceed to the Admitting section for interview and encoding	<p>3.1 Receives and checks completeness of admission (cover sheet and CF4) from the NOD Interview patient/relative and signed necessary consent and document</p> <p>3.2 Instruct patient/relative to return to his/her respective point of admission (ER or DR for Newborn)</p> <p>3.3 Returns chart to Admitting Nurse</p>			
4. Wait for ward accommodation and further instructions	4.1 Prepares ward accommodation, individual patient's supplies and materials needed based on	None	15 minutes	<p><i>Nursing Attendant</i> PEEDO – DDNH (KZ)</p>



	the information from the admitting unit; 4.2 Prepares patient's unit (bed, tags, bedside table, etc.		5 minutes	
5. Proceed to the ward with the Nursing Attendant	5. usher patient to room/ward assigned;	None	10 minutes	<i>Nursing Attendant</i> PEEDO – DDNH (KZ)
<b>Ward Services</b>				
6. Wait for nurse's further instructions	6.1 Receive patient from ER; 6.2 Updates ward directory; 6.3 Prepared diet list and forwards it to the dietary service;	None	15 minutes 5 minutes 15 minutes	<i>Nurse on duty</i> PEEDO – DDNH (KZ)
<b>Conduct of Doctor's Round Daily</b>				
7. Wait for the rounds of the doctors on duty and receive continuous medication and instructions	7.1 Performs regular/daily ward rounds with the medical and nursing staff; 7.2 Interprets results of diagnostic procedures, provide further orders if necessary; 7.3 Refers patient to consultant, if necessary; Or recommend patient for discharge.	None	2 hours 15 minutes 10 minutes	<i>Medical Officer</i> PEEDO – DDNH (KZ)



<p>8. Wait for the Ward Nurse instructions after the rounds of the doctor</p>	<p>8.1 Carries out doctor's order for continuous medications, for further diagnostic examinations, referral or discharges.</p> <p>8.2 Assist the patient to laboratory or x-ray unit;</p> <p>8.3 Give further instructions</p>	<p>None</p>	<p>10 minutes</p> <p>30 minutes</p> <p>5 minutes</p>	<p><i>Ward Nurse</i> PEEDO – DDNH (KZ)</p> <p><i>Nursing attendant</i> PEEDO – DDNH (KZ)</p> <p><i>Nurse</i> PEEDO – DDNH (KZ)</p>
<p>9. If for referral to other hospitals, wait for instruction of the Doctor and prepare your belongings</p>	<p>9.1 accomplish referral form and endorse to nurse and call the receiving hospital;</p> <p>9.2 Coordinate ambulance driver for transport of patient;</p> <p>9.3 Give instruction to the patient and the ambulance driver</p>	<p>None</p>	<p>2 hours</p> <p>20 minutes</p> <p>10 minutes</p>	<p><i>Doctor</i> PEEDO – DDNH (KZ)</p> <p><i>Nurse</i> PEEDO – DDNH (KZ)</p>
<p>10. If the patient is for discharge wait for the billing statement and process payment and secure official Receipt to be presented to the Ward Nurse. Further if the patient is eligible, proceed to Social</p>	<p>10.1 Inform the Billing Unit;</p> <p>10.2 Facilitate the process of billing and secure discharge clearance;</p> <p>10.3 Guide and instruct patient/ watcher to the cashier for payment;</p>	<p>None</p>	<p>5 minutes</p> <p>1 hour</p> <p>5 minutes</p>	<p><i>Nurse</i> PEEDO – DDNH (KZ)</p> <p><i>Billing Clerk</i> PEEDO – DDNH (KZ)</p> <p><i>Nursing Attendant</i> PEEDO – DDNH (KZ)</p>



Worker for financial assistance	10.4 If in need of financial assistance, instruct watcher to proceed to MSW for funding assistance;		15 minutes	<i>MSWO</i> PEEDO – DDNH (KZ)
	10.5 Give further instructions (Home medications, follow-up checkups)		10 minutes	<i>Nurse</i> PEEDO – DDNH (KZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>Depending on patients' case</b>	



#### 4. Hospital Services – Laboratory

Laboratory services for OPD clients that need medical attention/ intervention for check-up and clients admitted to the hospital that are in need of further observation and testing for certain illnesses. Laboratory services are as follow: Complete Blood Count, Platelet Count, Hemoglobin, Clotting Time and Bleeding Time, Blood Typing, Troponin, Erythrocyte Sedimentation, Blood Smear for Malarial Parasite, Peripheral Blood Smear and Paps Smear.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Laboratory Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled out Laboratory request (1 original copy)		OPD section clerk		
Approved laboratory request (1 original copy)		OPD section clerk		
Official receipt for payment of service (1 original copy)		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient personal appearance to the laboratory and bring duly filled up laboratory request sign by the doctor	1.1 Receive laboratory examination request; 1.2 Verify request; 1.3 Refer patient/watcher to the Medical Social Worker for discount/Cashier (if applicable).	Complete Blood Count – PHP 165.00  Platelet Count – PHP 140.00  Hemoglobin – PHP 140.00 Clotting Time Bleeding Time – PHP 150.00	2 minutes	<i>Medical Technologist</i> PEEDO – DDNH (KZ)



		<p>Blood Typing – PHP 90.00</p> <p>Troponin T – PHP 1,300.00 Troponin I – PHP 1,500.00</p> <p>Newborn Care Package - PHP 2,750.00</p> <p>Newborn Screening PHP 2,000.00</p> <p>Newborn Hearing Test - PHP 200.00</p> <p>Lab Fee (Packages Refer to lab for inclusion) Package</p> <p>A. PHP 1,750.00 B. PHP 2,500.00 C. PHP 3,000.00 D. PHP 1,600.00 E. PHP 1,800.00</p>		
2. Wait for further instruction if for payment proceed to cashier and if indigent proceed to MSW or Malasakit	2.1 Verify the signature of the Medical Social Worker/Official Receipt; 2.2 Instruct client to collect specimen such as, urine and stool.	None	1 minutes	<i>Medical Technologist</i> PEEDO – DDNH (KZ)





Center and prepare to submit samples				
3. Submit samples collected, such as: stools, urine, blood samples and others as requested by the Medical Technologist	3.1 Interview/watcher for identification purposes; 3.2 Instruct patient/watcher on proper specimen collection; 3.3 Perform blood extraction; 3.4 Label blood samples tubes with full name; 3.5 Label specimen container receive;	None	1 minute  1 minute  3 minutes 1 minute  1 minute	<i>Medical Technologist</i> PEEDO – DDNH (KZ)
4. Wait for the result of the samples collected and examine and process.	4.1 Process and perform laboratory diagnostic procedures as requested; 4.2 Generate diagnostic results; 4.3 Record result in the worksheet and logbook;	None	23 minutes  5 minutes  2 minutes	<i>Medical Technologist</i> PEEDO – DDNH (KZ)
5. Present OR of payment and receive the laboratory result bring it to the OPD Nurse for further instructions	5.1 Recording at the releasing logbook; 5.2 Let the patient or watcher to affix their signature prior to releasing;	None	3 minutes  2 minutes	<i>Medical Technologist</i> PEEDO – DDNH (KZ)
<b>TOTAL:</b>		<b>on the service availed. Free if charged to Malasakit Center</b>	<b>45 minutes</b>	



## 5. Hospital Services – Radiology

Radiology services for Outpatient and Admitted that need medical attention/ intervention for check-up (X-ray, ECG)

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Radiology Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled out Radiologic examinations request form (1 original copy)		Requesting physician; emergency room/outpatient department; ob/gen/pedia ward		
Approved Radiologic/ECG request (1 original copy)		OPD section clerk		
Duly filled out health referral (if there is any) (1 original copy)		Health center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient personal appearance and bring duly filled up Radiological Services request sign by the doctor	1. Receive radiologic examination request;	None	3 minutes	<i>Radiologic Technologist</i> PEEDO – DDNH (KZ)
2.Wait for the instruction of the	2.1 Refer patient/watcher to the Medical Social Worker for		5 minutes	<i>Radiologic Technologist</i> PEEDO – DDNH (KZ)



<p>Radiologic Technologist</p>	<p>discount/Cashier (if applicable).</p> <p>2.2 Issuance of Official Receipt for the reading fee of the Radiologist</p>	<p>I. RADIOLOGIC SERVICES</p> <ul style="list-style-type: none"> <li>a. Chest Lordotic View/Apicolordotoc View - PHP 200.00</li> <li>b. Chest PA/AP – PHP 180.00</li> <li>c. Chest PA Lateral – PHP 200.00</li> <li>d. Chest Pedia – PHP 250.00</li> <li>e. Chest Lateral Decubitus PHP 200.00</li> <li>f. Abdomen Plain (Supine) PHP 200.00</li> <li>g. Abdomen Upright/Supine - PHP 275.00</li> <li>h. Abdomen APL - PHP 275.00</li> <li>i. Cervical APL - PHP 180.00</li> <li>j. Cervical APL w/ Oblique - PHP 250.00</li> <li>k. Hip APL - PHP 220.00</li> <li>l. Hip AP - PHP 200.00</li> <li>m. Pelvis AP - PHP 200.00</li> <li>n. Pelvis APL - PHP 220.00</li> <li>o. Thoracic Bony Cage - PHP 180.00</li> </ul>		<p><i>Medical Social Service Staff</i> PEEDO – DDNH (KZ)</p> <p><i>Radiologic Technologist</i> PEEDO – DDNH (KZ)</p>
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		<p>p. Thoracic APL - PHP 275.00</p> <p>q. Thoracolumbar Spine AP-L - PHP 275.00</p> <p>r. Lumbosacral AP-L - PHP 275.00</p> <p>s. Lumbar APL - PHP 200.00</p> <p>t. Lumbar AP - PHP 200.00</p> <p>u. Clavicle - PHP 200.00</p> <p>v. Shoulder AP - PHP 200.00</p> <p>Other Extremities</p> <p>a. Humerus APL – PHP 220.00</p> <p>b. Elbow APL – PHP 220.00</p> <p>c. Forearm APL – PHP 220.00</p> <p>d. Wrist APL – PHP 220.00</p> <p>e. Hand PAO – PHP 220.00</p> <p>f. Hand APD - PHP 120.00</p> <p>g. Femur - PHP 170.00</p> <p>h. Knee Ankle – PHP 170.00</p>		
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		<ul style="list-style-type: none"> <li>i. Skull APL – PHP 240.00</li> <li>j. Skull Series - PHP 240.00</li> <li>k. Facial Bone - PHP 240.00</li> <li>l. Mastoids - PHP 240.00</li> <li>m. Mandible - PHP 240.00</li> <li>n. Nasal Bone – o. PHP 240.00</li> <li>p. Paranasal Sinuses - PHP 240.00</li> <li>q. KUB - PHP 170.00</li> </ul> <p style="text-align: center;">Ultrasound</p> <ul style="list-style-type: none"> <li>a. KUB - PHP 1,000</li> <li>b. Prostate - PHP 1,000</li> <li>c. KUB &amp; Prostate - PHP 1,400</li> <li>d. Pelvis - PHP 1,400</li> <li>e. Breast - PHP 2,200</li> <li>f. Soft Tissue - PHP 2,200</li> <li>g. Thyroid - PHP 2,200</li> <li>h. Chest USD - PHP 2,200</li> <li>i. Whole Abdomen - PHP 1,100</li> <li>j. Whole Abdomen and Prostate - PHP 1,100</li> </ul>		
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		<p>k. Whole Abdomen and Pelvis - PHP 1,200</p> <p>l. HBT, Pancreas and Spleen - PHP 2,300</p> <p>m. HBT - PHP 1,100</p> <p>n. Liver - PHP 1,100</p> <p>o. Spleen - PHP 1,100</p> <p>p. Pancreas - PHP 1,100</p> <p>q. Transvaginal/transrectal - PHP 1,100</p> <p>r. Pelvic ultrasound - PHP 1,100</p> <p>s. Bio-Physical Scoring - PHP 1,500</p> <p>CT-Scan Head and Neck</p> <p>1. Cranium Plain- PHP 4,800</p> <p>2. Cranium with Contrast - PHP 6,600</p> <p>3. PNS Plain - PHP 6,925</p> <p>4. PNS with Contrast - PHP 8,400</p> <p>5. Cranio-Facial Plain - PHP 6,000</p> <p>6. Cranio-Facial with Contrast - PHP 8,000</p> <p>7. Neck/Cervical Plain - PHP 6,775</p>		
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		8. Neck/Cervical with Contrast - PHP 8,150 9. Sella Plain - PHP 5,350 10. Sella with Contrast - PHP 7,125 Thoracic 1. Chest Plain - PHP 6,100 2. Chest with Contrast - PHP 7,600 3. Upper/Lower Thoracic Plain - PHP 6,500 4. Upper/Lower Thoracic with Contrast - PHP 8,250 Abdomen 1. Upper Abdomen Plain - PHP 7,100 2. Upper Abdomen with Contrast - PHP 8,800 3. Lower Abdomen Plain - PHP 6,850 4. Lower Abdomen with Contrast - PHP 8,550 5. Whole Abdomen Plain - PHP 9,950 6. Whole Abdomen with Contrast - PHP 11,750 Others 1. Extremities Plain 5,850		
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		2. Extremities with Contrast - PHP 7,150 3. Lumbar Plain - PHP 6,250 4. Lumbar with Contrast - PHP 8,150 5. CT Guided Biopsy - PHP 7,900 6. CT Angiogram - PHP 16,900		
3. Submit for actual radiologic procedure at the x-ray room and receive instructions	3. Perform Radiologic procedures requested.	None	5 minutes (x-ray & ECG)  1 hour (ultrasound)  2D Echo (2 hours)  CT Scan (2 hours)	<i>Radiologic Technologist</i> PEEDO – DDNH (KZ)
4. Wait for the result of the procedures requested result	4.1 Generate radiologic results; 4.2 Record result in the computer; 4.3 Second copy is kept for documentation.	None	1 day	<i>Radiologic Technologist</i> PEEDO – DDNH (KZ)
5. Return after 1 day for results	5.1 Results are submitted to medical specialist for reading and interpretation	None	5 minutes	<i>Radiologic Technologist</i> PEEDO – DDNH (KZ)





	5.2 Present the official receipt issued by the Radiology department			
	5.3 Give further instructions			
	<b>TOTAL:</b>	<b>Refer to fees and charges</b>	<b>1 day</b>	



## 6. Hospital Services – Dental Consultation and Oral Checkup

Dental Services for clients that in need of dental consultation or oral checkup. Clients that avail's the dental services of the hospitals are both from the indigent and working sector.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Release priority number 1.2 Wait for number to be called	None	1 minutes	<i>Dental Aide</i> PEEDO – DDNH (KZ)
2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking	None	10 minutes	<i>Dental Aide</i> PEEDO – DDNH (KZ)



3. The patient will proceed to the Dentist's room for consultation	3.1 Forward patient's record to the Dentist on duty for consultation 3.2 Patient will have an oral examination. 3.3 Issue request for diagnostics if needed  3.4 Inform client to proceed Laboratory and Radiology division for diagnostics schedule if needed	Refer to fees and charges	20 minutes	<i>Dentist on duty</i> PEEDO – DDNH (KZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability	PHP 100.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (KZ)
5. Proceed to Laboratory for Extraction, X-ray and electrocardiogram procedure	5.1 Laboratory- extract and collect for examination  5.2 X-ray-perform X-ray/Electrocardiogram procedure 5.3 Giver diagnostic results to client	None	1 hour	<i>Laboratory-Medical Technologist/ X-ray &amp; Electrocardiogram – Radiologic Technologist</i> PEEDO – DDNH (KZ)



6. Proceed to the Dentist for interpretation of the result	6. The Dentist will give proper interpretation and prescription to the patient.		10 minutes	<i>Dentist on duty</i> PEEDO – DDNH (KZ)
<b>TOTAL:</b>		<b>PHP 100.00</b>	<b>1 hour and 42 minutes</b>	



## 7. Hospital Services – Dental Tooth Extraction

Dental Services for clients that in need of tooth extraction, tooth restoration, temporary and permanent filling. Clients that avail's the dental services of the hospitals are both from the indigent and working sector.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
Clearance from IM if with co-morbidities		Internal Medicine		
Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center		Cashier Medical Social Services Malasakit Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Release priority number 1.2 Wait for number to be called	None	2 minutes	<i>Dental Aide</i> PEEDO – DDNH (KZ)



2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking	None	10 minutes	<i>Dental Aide</i> PEEDO – DDNH (KZ)
3. The patient will proceed to the Dentist's room for consultation	3.1 Forward patient's record to the Dentist on duty for consultation 3.2 Patient will have an oral examination. 3.3 Issue request for diagnostics  3.4 Inform client to proceed Laboratory and Radiology division for diagnostics schedule	None	20 minutes	<i>Dentist on duty</i> PEEDO – DDNH (KZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability	PHP 500.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (KZ)
5. Proceed to the Dentist for	5. Upon interpretation of results, dentist will forward	None	10 minutes	<i>Dentist on duty</i> PEEDO – DDNH (KZ)



interpretation of the result	to medical specialist for medical clearance.			
6. Proceed to the Dentist after medical clearance from medical specialist	6.1 The Dentist will perform tooth extraction. Single tooth Extraction Multiple tooth extraction 6.2 The dentist will give post-extraction advise and prescription	None	Single tooth extraction 30 minutes Multiple tooth extraction -1 hour	<i>Dentist on duty</i> PEEDO – DDNH (KZ)
<b>TOTAL:</b>		<b>PHP 500.00</b>	<b>Single tooth extraction – 2 hours and 43 minutes</b> <b>Multiple Tooth extraction - 3 hour and 13 minutes</b>	



## 8. Hospital Services – Dental Tooth Restoration

It is a treatment to restore the function, integrity, and morphology of missing tooth structure resulting from caries or external trauma.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
For complex extraction; needs results from the laboratory, X-ray and Electrocardiogram		Laboratory section, X-ray Section		
Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center		Cashier Medical Social Services Malasakit Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Log book entry of client	None	1 minute	<i>Dental Aide</i> PEEDO – DDNH (KZ)
	1.2 Release priority number		1 minute	
	1.3 Instruct to wait for number to be called		3 minutes	





2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking 2.3 Forward patient's record to the Dentist on duty for consultation	None	2 minutes  7 minutes  1 minute	<i>Dental Aide</i> PEEDO – DDNH (KZ)
3. Proceed to the Dentist's room for consultation	3. Patient will have an oral examination.	None	10 minutes	<i>Dentist on duty</i> PEEDO – DDNH (KZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability.	Permanent Filling Retraction/ Surface PHP 800.00 Temporary Filling Retraction PHP 900.00 Permanent Filling Retraction PHP 400.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (KZ)
5. The patients will proceed to dentist's room for tooth restoration.	5. The Dentist will perform tooth restoration either permanent filling or temporary filling.	None	30 mins to 1 Hour 2 to 4 hours	<i>Dentist on duty</i> PEEDO – DDNH (KZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>Temporary filling – 1 hour and 48 minutes Permanent filling - 4 hour and 48 minutes</b>	



### 9. Hospital Services – Dental Oral Prophylaxis (Cleaning)

Dental Services for clients that in need of oral Prophylaxis (cleaning). Clients that avail's the dental services of the hospitals are both from the indigent and working sector.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
For complex extraction; needs results from the laboratory, X-ray and Electrocardiogram		Laboratory section, X-ray Section		
Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center		Cashier Medical Social Services Malasakit Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Log book entry of client 1.2 Release priority number Wait for number to be called	None	2 minutes	<i>Dental Aide</i> PEEDO – DDNH (KZ)



2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking 2.3 Forward patient's record to the Dentist on duty for consultation	None	2 minutes  8 minutes	<i>Dental Aide</i> PEEDO – DDNH (KZ)
3. The patient will proceed to the Dentist's room for consultation	3. Patient will have an oral examination.	None	20 minutes	<i>Dentist on duty</i> PEEDO – DDNH (KZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability	Oral Prophylaxis Mild PHP 700.00 Moderate PHP 800.00 Severe PHP 900.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (KZ)
5. Proceed to the Dentist after medical clearance from medical specialist	5. The Dentist will perform Oral Prophylaxis	None	1 hour	<i>Dentist on duty</i> PEEDO – DDNH (KZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>1 hour and 47 minutes</b>	



## 10. Hospital Services – Medicolegal

Medico-legal Certificate for clients that suffered from domestic violence in which the document is needed for Police recording purposes.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Hospital Information Management Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Health Record Card (OPD card) (1 original copy)		OPD clerk		
Duly filled out Certificate of Confinement Request Slip (1 original copy)		OPD clerk		
Police Report (1 photo copy)		Police Station/ clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 1Patient/Client attendance and submit duly filled out request slip and police report.  1.2 Proceed to cashier and return to Medical records upon payment	1.1 Receive medico-legal certificate request slip and police report; 1.2 Verify patient/client request and police report; 1.2 Instruct patient/watcher to proceed to cashier for payment 1.3 Transcribed data to the computer;	PHP 170.00	1 minutes  2 minutes  1 minute  1 minutes	<i>Medical Records Clerk</i> PEEDO – DDNH (KZ)



	1.4 Print to copies of official medico-legal certificate; 1.5 Show copy to patient/client for checking, if all data is correct; 1.6 Instruct patient/client to forward the Medico-legal certificate form to OPD/ER.		1 minute  1 minute  1 minute	
2. Wait for the instruction of nurse.	2. Instruct patient to send back the MC forms to records section for Official seal after signature of Physician.	None	Depends of the availability of the Physician	<i>Medical Records Clerk</i> PEEDO – DDNH (KZ)
3. Submit Medico-Legal certificate form to the records clerk.	3.1 Receive the duly signed Medico-legal form; 3.2 Verify the Physician's signature; 3.3 Log the patient/client for release; 3.4 Instruct patient to sign in the logbook for release; 3.5 Give one (1) copy of MC with official seal to patient /client.	None	2 minutes  1 minute  1 minute  1 minute  1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (KZ)
<b>TOTAL:</b>		<b>PHP 170.00</b>	<b>16 minutes</b>	



## 11. Hospital Services – Certificate of Confinement

Issuance of Certificate of Confinement and/or Medical Certificate for admitted clients. Certificate of confinement certifies that the person was admitted to the hospital in a specific time frame whether referred or discharged.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-up Request Form (1 original copy)		Medical Records or HIM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and Submit request slip to records clerk.	1.1 Verify patient/client or authorized representative duly filled-out request slip;	PHP 60.00	3 minutes	<i>Medical Records Clerk</i> PEEDO – DDNH (KZ)
	1.2 Instruct patient to proceed to cashier for payment		5 minutes	<i>Cashier</i> PEEDO – DDNH (KZ)
	1.3 Transcribe data to official form;		2 minutes	
	1.4 Print two (2) copies of official form and show to client/patient for errors;		1 minute	



	1.5.a For certificate of confinement Give forms to the medical records officer for signature; 1.5.b For Medical Certificate, instruct patient to proceed to ROD for signature and return to Records		1 minute  Depend on availability of ROD	<i>Medical Officer</i> PEEDO – DDNH (KZ)
2. Wait for the instruction of Records Clerk.	2.1 Seals the duly signed official form; 2.2 Give one (1) copy of certificate of confinement/Medical Certificate to patient/client;	None	2 minutes  1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (KZ)
<b>TOTAL:</b>		<b>PHP 60.00</b>	<b>15 minutes</b>	



## 12. Hospital Services – Medical Certificate

Issuance of Medical Certificate, Birth Certificate, Death Certificate, Physical fitness, and Infirmity Illness for clients that previously undergone medical checkup and admission in which the certification is intended only for specific reasons such as needed to claim other services or needed for work purposes.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Health Record Card (OPD card) (1 photo copy)		OPD Clerk		
Duly filled out Medical Certificate request slip (1 original copy)		OPD Clerk		
Discharge Summary (if admitted) (1 original copy)		OPD Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Patient/Client submit duly filled out request slip to records section	1.1 Receive medical certificate request slip;	Medical Certificate without Insurance Claim PHP 60.00	1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (KZ)
	1.2 Instruct patient/watcher to proceed to cashier for payment		1 minute	
	1.3 Verify patient/client request;	Medical Certificate with Insurance Claim PHP 110.00	3 minutes	
	1.4 Retrieve medical charts;	Physical Fitness PHP 80.00	3 minutes	





1.2 Proceed to cashier and return to Medical records upon payment	1.5 Transcribed data to the computer; 1.6 Print to copies of official medical certificate; 1.6 Show copy to patient/client for checking, if all data is correct; 1.6 (a) For out-patient: Instruct patient/client to give the forms at OPD for signature of Attending Physician (AP); (b) If admitted: Instruct patient/client to wait outside the office for signature of AP.	Infirmity Illness PHP 80.00 Certificate of Confinement PHP 60.00 Birth Certificate PHP 110.00 Death Certificate PHP 110.00 Issuance of Second Copy Results PHP 50.00	1 minute	
2. Submit Medical Certificate form to the records clerk.	2.1 Log the patient/client for release; 2.2 Give one (1) copy of MC with official seal to patient /client.	None	3 minutes.	<i>Medical Records Clerk</i> PEEDO – DDNH (KZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>12 minutes</b>	



### 13. Hospital Services – Registration of Live Birth

Registration of live birth for clients new born within the hospital.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Marriage Certificate (If Married) (1 photo copy)		Civil registrar's office		
Valid ID's of Parents (If not married) (1 photo copy)		Client		
Official Receipt (OR) of Certificate of live-birth from Municipal Civil Registrar (1 photo copy)		Civil Registrar		
Registration Sheets (3 original copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client's immediate family fills up the birth certification (BC) draft form/registration sheets.	1.1 Interview/verify and give RS to patient/client. 1.2 Instruct to pay at MCR for registration of birth.	None	5 minutes  1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (KZ)



<p>2. Show OR, RS and submit ID's or Marriage certificate to records clerk.</p>	<p>2.1 Checked the accuracy and completeness of data of RS signed by patient/client.          2.2 Transcribes data from the draft form/registration sheet into the official form.          2.3 Show the Official form to patient/client for checking and signature.          2.4 Instruct client to forward the official Birth Certification to MCR for registration approved by Medical Records Officer with waiver.</p>	<p>None</p>	<p>10 minutes.  6 minutes  1 minute  1 minute</p>	<p><i>Medical Records Clerk</i> PEEDO – DDNH (KZ)</p>
<p>3. Give the BC to MCR. Wait for the BC to be registered and get a copy of the form; or as instructed by the MCR.</p>	<p>3.1 Get an official copy of BC from MCR after BC is registered.          3.2 Log and file Birth Certificate in records.</p>	<p>None</p>	<p>10 minutes  1 minute</p>	<p><i>Medical Records Clerk</i> PEEDO – DDNH (KZ)</p>
<b>TOTAL:</b>		<p><b>None</b></p>	<p><b>35 minutes</b></p>	



#### 14. Hospital Services – Cashiering

Accepting of payments and issuance of Official Receipts to hospital clients that are capable of paying the services given. Service fees for specific services such as radiologic procedures and Outpatient services for non-indigent clients and working class.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Kapalong Zone) (PEEDO – DDNH (KZ)) – Administrative Division (Cashiering Unit)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Prescription (All original copies)		OPD/ER/Ward/OB/OR/DR		
Patient Statement of Account/Charge slip (1 Original copy)		Billing Section/Medical Records/Pharmacy/Laboratory/Radiology/OPD/ER/Ward/OB/OR/DR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the charge slip/patient's statement of account/doctor's prescription to the cashier	1. Receive the charge slip/patient's statement of account/doctor's prescription and inform the patient of the amount to be paid.	I. General Consultation fee - PHP 110.00 II. General Accommodation - A. Suite room PHP 2,000.00 B. Private room PHP 1,400.00 C. Semi-Private 2 beds PHP 1,100.00	1 minute	Cashier/Collecting Clerk PEEDO – DDNH (KZ)



		<p>D. Semi-Private 3-5 beds PHP 1,000.00</p> <p>E. Ward Aircon PHP 900.00</p> <p>F. Ward Non Aircon PHP 500.00</p> <p>G. Observation Fee PHP 200.00</p> <p>H. Intensive Care Unit (ICU) PHP 2,500.00</p> <p>I. Neonatal Intensive Care Unit (NICU) PHP2,500.00</p> <p><b>PROFESSIONAL FEES</b></p> <p>A. Suite room PHP1,000.00</p> <p>B. Private room PHP700.00</p> <p>C. Semi-Private 2 beds PHP600.00</p> <p>D. Semi-Private 3-5 beds PHP600.00</p> <p>E. Ward Aircon PHP500.00</p> <p>F. Ward Non Aircon PHP350.00</p> <p>G. Observation Fee PHP375.00</p> <p>H. Intensive Care Unit (ICU) PHP1,000.00</p>		
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		<p>I. Neonatal Intensive Care Unit (NICU) PHP1,000.00</p> <p>J. Ambulance Services Origin: DDNH - Kapalong Zone</p> <p>To Tagum PHP2,200.00</p> <p>A. To Davao PHP3,000.00</p> <p>IV. DELIVERY SERVICES</p> <p>a. Normal Delivery w/o Complication</p> <p>Private</p> <p>Primi &amp; Segundi PHP12,000.00</p> <p>Multipara PHP10,000.00</p> <p>Semi-Private</p> <p>Primi &amp; Segundi PHP11,000.00</p> <p>Multipara PHP9,000.00</p> <p>Ward</p> <p>Primi &amp; Segundi PHP9,700.00</p>		
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		<p>b. Breech Delivery (PF) Ward PHP 5,000.00 Private PHP 7,000.00</p> <p>c. Forceps Delivery (PF) Ward PHP 5,000.00 Private PHP 7,000.00</p> <p>d. Manual Removal of Placenta (Non PHIC, Non Compensable) Ward PHP 5,000.00 Private PHP 7,000.00</p> <p>e. Caesarian Section (Package w/o PF for Private Cases) Ward PHP 27,000.00 Private PHP 32,000.00</p> <p>f. CS with BTL Ward PHP 28,200.00</p> <p>g. Dilatation and Curettage Ward PHP 13,000.00 Private PHP 15,000.00</p> <p>h. Dilatation and Curettage PF for Private Case PHP 5,000.00</p>		
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		<p>i. CS Professional Fee (Private Case) PHP 26,400.00</p> <p>j. Normal Delivery PF (Private Case) PHP 5,000.00</p> <p>V. OR AND ER PROCEDURES</p> <p>a. Circumcision Package PHP 1,800.00</p> <p>VI. COMMON PROCEDURES</p> <p>a. Oxygen Consumption Ward PHP 3.00 Private PHP 3.00</p> <p>b. Nebulization (excluding medicines) Ward PHP 50.00 Private PHP 60.00</p> <p>c. Catherization Ward PHP 300.00 Private PHP 400.00</p> <p>d. Insertions</p> <p>d.1 IV Insertion</p>		
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		Ward PHP 70.00 Private PHP 100.00		
		d.2 NGT Insertion Ward PHP 400.00 Private PHP 500.00		
		d.3 IVTT Ward PHP 30.00 Private PHP 50.00		
		d.4 IM Ward PHP 30.00 Private PHP 50.00		
		d.5 Skin testing Ward PHP 30.00 Private PHP 50.00		
		d.6 SC Ward PHP 30.00 Private PHP 50.00		
		e. Enema		
		E.1 Cleansing Enema Ward PHP 300.00 Private PHP 500.00		
		E.2 NSS Enema Ward PHP 400.00 Private PHP 600.00		



		<p>f. Common OB-GYN Procedures</p> <p>f.1 IUD Insertion PHP 400.00</p> <p>f.2 IUD Removal PHP 700.00</p> <p>f.3 Internal Examination PHP 600.00</p> <p>f.4 Medicolegal Examination PHP 165.00</p> <p>f.5 Cord Dressing PHP 165.00</p> <p>g. Blood Transfusion (Per Bag)</p> <p>Ward PHP 300.00</p> <p>Private PHP 350.00</p> <p>h. Electrocardiogram (ECG) PHP 200.00</p> <p>i. Wound Dressing 150</p> <p>Small PHP 150.00</p> <p>Medium PHP 200.00</p> <p>Large PHP 300.00</p> <p>VI. ADULT 2-DIMENSIONAL ECHOCARDIOGRAPHY (2 D ECHO)</p> <p>a. Out Patient Department (OPD)</p> <p>Professional Fee PHP 1,100.00</p> <p>Hospital Fee PHP 2,300.00</p>		
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		b. In Patients Charity ward PHP 3,100.00 Private room PHP 3,800.00 ICU PHP 4,000.00		
2. Pay the required fees at the cashier.	2.1 Accept the payment and issue official receipt.  2.2 Check the official receipt and give to the client	None	5 minutes	<i>Cashier/Collecting Clerk</i> PEEDO – DDNH (KZ)
3. Accept the Official Receipt and go back to the respective unit	3. Instruct patient and present the Official Receipt to the respective unit in-charge	None	2 minutes	<i>Cashier/Collecting Clerk</i> PEEDO – DDNH (KZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>8 minutes</b>	



**Provincial Economic Enterprise Development Office (PEEDO)  
Davao del Norte Hospital (Carmen Zone)**

1. Hospital Services - Out Patient Department (OPD)
2. Hospital Services - Emergency Department (ER)
3. Hospital Services - Admission
4. Hospital Services – Laboratory
5. Hospital Services – Radiology
6. Hospital Services – Dental Consultation and Oral Checkup
7. Hospital Services – Dental Tooth Extraction
8. Hospital Services – Dental Tooth Restoration
9. Hospital Services – Dental Oral Prophylaxis (Cleaning)
10. Hospital Services – Medicolegal
11. Hospital Services – Certificate of Confinement
12. Hospital Services – Medical Certificate
13. Hospital Services – Registration of Live Birth
14. Hospital Services – Cashiering



## 1. Hospital Services - Out Patient Department (OPD)

Outpatient services for clients that need medical attention/ intervention for check-up, Laboratory services and Radiology Services.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Out Patient Department (OPD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
E- referral (if there is any) (1 photo copy)		Health center/ previous hospital where patient was admitted		
Diagnostic results (if there are any) (1 original copy)		Health center/ previous hospital where patient was admitted		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Comes in for triage for interview in the hospital	1.4 Release priority number; 1.5 Release form to be filled-out by patient/watcher for personal information; 1.6 Observe proper triaging by referring patient to Department/Specialty Care Area concerned (if applicable) and gives OPD record to Medical Officer;	None	1 minute 1 minute  5 minutes	<i>Administrative Aide VI/OPD Clerk</i> PEEDO – DDNH (CZ)



<p>2. Receive new OPD Card issued for new patient while wait for the retrieval of OPD Records for patient with previous medical records.</p>	<p>2.1 Determines whether patient is “old” or “new” If patient is “new”, logs patient’s name in the OPD register; if patient with previous records, retrieve OPD records;</p> <p>2.2 Forwards OPD Record to HOMIS Encoder.</p>	<p>None</p>	<p>3 minutes</p> <p>2 minutes</p>	<p><i>Administrative Aide VI/OPD Clerk</i> PEEDO – DDNH (CZ)</p>
<p>3. Submit for vital signs taking</p>	<p>3. Calls patient’s priority number, name, gets vital signs, and records to OPD chart, including chief complaints and instruct patients to wait for names to be called</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide VI/OPD Clerk</i> PEEDO – DDNH (CZ)</p>
<p>4. Wait names to be called at the (Waiting Area) by the nurse</p>	<p>4. Advise patient to wait for his/her name to be called and record to OPD chart, its chief complaints and instruct patient to wait for names to be called</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Nurse I</i> PEEDO – DDNH (CZ)</p>
<p>5. Submit for medical consultation</p>	<p>5.1 Interviews patients, examines, evaluates and determines the medical care needed:</p> <p>5.1.1 If the patient is for medical care, gives</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Medical Officer IV</i> PEEDO – DDNH (CZ)</p>



	<p>prescriptions and instructions;</p> <p>5.1.2 If the patient is for diagnostic work-up, writes order, fills-out request form and gives to the patient.</p>			
6. If the doctor gives your prescription proceed to Pharmacy and present the prescriptions	6. Instruct to proceed to Pharmacy;	None	1 minute	<i>Nurse I</i> PEEDO – DDNH (CZ)
7. If the doctors require you further diagnostic examination proceed to (Laboratory or X-ray) and present the request	7. Instruct client with request for diagnostic examination those with diagnostic request;	None	1 minute	<i>Nurse I</i> PEEDO – DDNH (CZ)
8. Bring laboratory results and give it to the OPD Nurse	8.1 Receive result for the diagnostic procedures; 8.2 Endorse to the Medical Officer on duty;	None	1 minute	<i>Nurse I</i> PEEDO – DDNH (CZ)
9. Submit for Interpretation of Diagnostic Results	9.1 Interprets result and give necessary medications  9.1.1 If the patient needs to be confined, refer to admission process	None	10 minutes	<i>Medical Officer IV</i> PEEDO – DDNH (CZ)



	<p>9.1.2 If the patient needs referral to other health facilities/specialist</p> <p>9.1.3 If the patient is for observation, send to ER Section;</p> <p>9.1.4 If the patient can go home, give prescription and instruction when to come back for follow up check up</p>			
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	





## 2. Hospital Services - Emergency Department (ER)

Patients in need of immediate medical intervention in emergency cases such vehicular accidents, domestic violence, unforeseen incidents and various illness.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Emergency Department (ER)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled up health referral (if there is any) (1 photo copy)		Health center/ previous hospital where patient was assessed/ manage		
Diagnostic results (if there are any) (all original copies)		Health center/ previous hospital where patient was assessed/ manage		
E-Referral Form with Printout		Referring Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. ER trauma immediate response</b>				
1. Patient enters to ER and wait for medical intervention	1.4 Attends to patient immediately upon arrival and provide emergency nursing measures interventions;	None	10 minutes	<i>ER Nurse; Medical Officer on Duty PEEDO – DDNH (CZ)</i>
	1.5 Take vital signs;		10 minutes	



	1.6 Gives support measures and refers patient to the Medical Officer on duty.		10 minutes	
<b>B. ER - medical interventions</b>				
2. Patient who have undergone medical care and intervention wait for further instruction of the doctor; either for admission, referral or advices for home medication	<p>2.1 Prepares request for diagnostic examinations;</p> <p>2.2 If patient is for admission, writes and signs and accomplish patients charts and admitting orders and obtain consent for admission;</p> <p>2.3 Patient's Disposition:</p> <p>2.3.a If patient is for referral to other health facilities, prepares referral documents;</p> <p>2.3.b If patient is a special medico-legal cases, informs proper authorities</p> <p>2.3.c If patient is for discharge, give Prescription and instructions.</p>	None	4 hours standard ER Procedures before admission or discharge	<i>Medical Officer</i> PEEDO – DDNH (CZ)



	<p>2.3.d For patient under OBR for monitoring and reassessment.</p> <p>2.3.e If necessary, perform resuscitative procedures, if measures fail, pronounce patient as ER Death</p> <p>2.4 If patient is for discharge, instruct patients to proceed to cashier for payment</p>			
3. For post mortem care. Wait for further instruction of ER nurse	<p>3.1 Perform post mortem care and report.</p> <p>3.2 Coordinate with the utility worker on duty for transfer of cadaver to morgue.</p>	None	<p>10 minutes</p> <p>5 minutes</p>	<p><i>ER Nurse</i> PEEDO – DDNH (CZ)</p>
<b>TOTAL:</b>		Refer to fees and charges	<p><b>Trauma Immediate response - 15 minutes</b></p> <p><b>Medical Intervention - 4 hours</b></p>	



### 3. Hospital Services – Admission

Admission services to clients that needs immediate medical attention/ intervention. Clients avail admission service based on the doctor's recommendations. Patients that are frequently admitted are those from indigent or marginalized sector that avails hospital services without the pressure or hustle of hospital payments.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Admission to Ward			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Form (1 Original copy)		Referring Facility		
Doctor's order (1 Original copy)		ER Division		
Diagnostic results if there any (1 Original copy)		Health Center/ Hospital		
Patient Charts (1 Original copy)		Nurse on duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient/ Watcher shall submit for interview to know personal information	1.1 Obtains patient data, takes and records vital signs, 1.2 While doing, the other staff must notify the medical officer on duty.	None	5 minutes  1 minute	<i>Nursing Attendant</i> PEEDO – DDNH (CZ)



<p>2. Wait for doctor's Evaluation</p>	<p>2.1 Evaluate patient, Medical history and previous hospitalization, if any</p> <p>2.2 If for admission, refer patient to emergency room or OPD will refer to the respective ward</p> <p>2.3 Carry out doctor's orders and transcribe medications</p>	<p>None</p>	<p>4 hours</p>	<p><i>Doctor on duty</i> PEEDO – DDNH (CZ)</p> <p><i>Nurse on duty</i> PEEDO – DDNH (CZ)</p>
<p>3. Proceed to the Admitting section for interview and encoding</p>	<p>3.1 Receives and checks completeness of admission (cover sheet and CF4) from the NOD Interview patient/relative and signed necessary consent and document</p> <p>3.2 Instruct patient/relative to return to his/her respective point of admission (ER or DR for Newborn)</p> <p>3.3 Returns chart to Admitting Nurse</p>			
<p>4. Wait for ward accommodation and further instructions</p>	<p>4.1 Prepares ward accommodation, individual patient's supplies and materials needed based on</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Nursing Attendant</i> PEEDO – DDNH (CZ)</p>



	the information from the admitting unit; 4.2 Prepares patient's unit (bed, tags, bedside table, etc.		5 minutes	
5. Proceed to the ward with the Nursing Attendant	5. usher patient to room/ward assigned;	None	10 minutes	<i>Nursing Attendant</i> PEEDO – DDNH (CZ)
<b>Ward Services</b>				
6. Wait for nurse's further instructions	6.1 Receive patient from ER; 6.2 Updates ward directory; 6.3 Prepared diet list and forwards it to the dietary service;	None	15 minutes 5 minutes 15 minutes	<i>Nurse on duty</i> PEEDO – DDNH (CZ)
<b>Conduct of Doctor's Round Daily</b>				
7. Wait for the rounds of the doctors on duty and receive continuous medication and instructions	7.1 Performs regular/daily ward rounds with the medical and nursing staff; 7.2 Interprets results of diagnostic procedures, provide further orders if necessary; 7.3 Refers patient to consultant, if necessary; Or recommend patient for discharge.	None	2 hours 15 minutes 10 minutes	<i>Medical Officer</i> PEEDO – DDNH (CZ)



<p>8. Wait for the Ward Nurse instructions after the rounds of the doctor</p>	<p>8.1 Carries out doctor's order for continuous medications, for further diagnostic examinations, referral or discharges.</p> <p>8.2 Assist the patient to laboratory or x-ray unit;</p> <p>8.3 Give further instructions</p>	<p>None</p>	<p>10 minutes</p> <p>30 minutes</p> <p>5 minutes</p>	<p><i>Ward Nurse</i> PEEDO – DDNH (CZ)</p> <p><i>Nursing attendant</i> PEEDO – DDNH (CZ)</p> <p><i>Nurse</i> PEEDO – DDNH (CZ)</p>
<p>9. If for referral to other hospitals, wait for instruction of the Doctor and prepare your belongings</p>	<p>9.1 accomplish referral form and endorse to nurse and call the receiving hospital;</p> <p>9.2 Coordinate ambulance driver for transport of patient;</p> <p>9.3 Give instruction to the patient and the ambulance driver</p>	<p>None</p>	<p>2 hours</p> <p>20 minutes</p> <p>10 minutes</p>	<p><i>Doctor</i> PEEDO – DDNH (CZ)</p> <p><i>Nurse</i> PEEDO – DDNH (CZ)</p>
<p>10. If the patient is for discharge wait for the billing statement and process payment and secure official Receipt to be presented to the Ward Nurse. Further if the patient is eligible, proceed to Social</p>	<p>10.1 Inform the Billing Unit;</p> <p>10.2 Facilitate the process of billing and secure discharge clearance;</p> <p>10.3 Guide and instruct patient/ watcher to the cashier for payment;</p>	<p>None</p>	<p>5 minutes</p> <p>1 hour</p> <p>5 minutes</p>	<p><i>Nurse</i> PEEDO – DDNH (CZ)</p> <p><i>Billing Clerk</i> PEEDO – DDNH (CZ)</p> <p><i>Nursing Attendant</i> PEEDO – DDNH (CZ)</p>







#### 4. Hospital Services – Laboratory

Laboratory services for OPD clients that need medical attention/ intervention for check-up and clients admitted to the hospital that are in need of further observation and testing for certain illnesses. Laboratory services are as follow: Complete Blood Count, Platelet Count, Hemoglobin, Clotting Time and Bleeding Time, Blood Typing, Troponin, Erythrocyte Sedimentation, Blood Smear for Malarial Parasite, Peripheral Blood Smear and Paps Smear.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Laboratory Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled out Laboratory request (1 original copy)		OPD section clerk		
Approved laboratory request (1 original copy)		OPD section clerk		
Official receipt for payment of service (1 original copy)		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient personal appearance to the laboratory and bring duly filled up laboratory request sign by the doctor	1.1 Receive laboratory examination request; 1.2 Verify request; 1.3 Refer patient/watcher to the Medical Social Worker for discount/Cashier (if applicable).	Complete Blood Count – PHP 165.00 Platelet Count – PHP 140.00 Hemoglobin – PHP 140.00 Clotting Time Bleeding Time – PHP 150.00  Blood Typing – PHP 90.00	2 minutes	<i>Medical Technologist</i> PEEDO – DDNH (CZ)



		<p>Troponin T – PHP 1,300.00 Troponin I – PHP 1,500.00</p> <p>Newborn Care Package - PHP 2,750.00</p> <p>Newborn Screening PHP 2,000.00</p> <p>Newborn Hearing Test - PHP 200.00</p> <p>Lab Fee (Packages Refer to lab for inclusion) Package</p> <p>A. PHP 1,750.00 B. PHP 2,500.00 C. PHP 3,000.00 D. PHP 1,600.00 E. PHP 1,800.00</p>		
2. Wait for further instruction if for payment proceed to cashier and if indigent proceed to MSW or Malasakit Center and prepare to submit samples	2.1 Verify the signature of the Medical Social Worker/Official Receipt; 2.2 Instruct client to collect specimen such as, urine and stool.	None	1 minutes	<i>Medical Technologist</i> PEEDO – DDNH (CZ)



<p>3. Submit samples collected, such as: stools, urine, blood samples and others as requested by the Medical Technologist</p>	<p>3.1 Interview/watcher for identification purposes;            3.2 Instruct patient/watcher on proper specimen collection;            3.3 Perform blood extraction;            3.4 Label blood samples tubes with full name;            3.5 Label specimen container receive;</p>	<p>None</p>	<p>1 minute  1 minute  3 minutes 1 minute  1 minute</p>	<p><i>Medical Technologist</i> PEEDO – DDNH (CZ)</p>
<p>4. Wait for the result of the samples collected and examine and process.</p>	<p>4.1 Process and perform laboratory diagnostic procedures as requested;            4.2 Generate diagnostic results;            4.3 Record result in the worksheet and logbook;</p>	<p>None</p>	<p>23 minutes  5 minutes  2 minutes</p>	<p><i>Medical Technologist</i> PEEDO – DDNH (CZ)</p>
<p>5. Present OR of payment and receive the laboratory result bring it to the OPD Nurse for further instructions</p>	<p>5.1 Recording at the releasing logbook;            5.2 Let the patient or watcher to affix their signature prior to releasing;</p>	<p>None</p>	<p>3 minutes  2 minutes</p>	<p><i>Medical Technologist</i> PEEDO – DDNH (CZ)</p>
<b>TOTAL:</b>		<p><b>on the service availed. Free if charged to Malasakit Center</b></p>	<p><b>45 minutes</b></p>	



## 5. Hospital Services – Radiology

Radiology services for Outpatient and Admitted that need medical attention/ intervention for check-up (X-ray, ECG)

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Radiology Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled out Radiologic examinations request form (1 original copy)		Requesting physician; emergency room/outpatient department; ob/gen/pedia ward		
Approved Radiologic/ECG request (1 original copy)		OPD section clerk		
Duly filled out health referral (if there is any) (1 original copy)		Health center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient personal appearance and bring duly filled up Radiological Services request sign by the doctor	1. Receive radiologic examination request;	None	3 minutes	<i>Radiologic Technologist</i> PEEDO – DDNH (CZ)
2.Wait for the instruction of the	2.1 Refer patient/watcher to the Medical Social Worker for		5 minutes	<i>Radiologic Technologist</i> PEEDO – DDNH (CZ)



<p>Radiologic Technologist</p>	<p>discount/Cashier (if applicable).</p> <p>2.2 Issuance of Official Receipt for the reading fee of the Radiologist</p>	<p>I. RADIOLOGIC SERVICES</p> <ul style="list-style-type: none"> <li>a. Chest Lordotic View/Apicolordotoc View - PHP 200.00</li> <li>b. Chest PA/AP – PHP 180.00</li> <li>c. Chest PA Lateral – PHP 200.00</li> <li>d. Chest Pedia – PHP 250.00</li> <li>e. Chest Lateral Decubitus PHP 200.00</li> <li>f. Abdomen Plain (Supine) PHP 200.00</li> <li>g. Abdomen Upright/Supine - PHP 275.00</li> <li>h. Abdomen APL - PHP 275.00</li> <li>i. Cervical APL - PHP 180.00</li> <li>j. Cervical APL w/ Oblique - PHP 250.00</li> <li>k. Hip APL - PHP 220.00</li> <li>l. Hip AP - PHP 200.00</li> <li>m. Pelvis AP - PHP 200.00</li> <li>n. Pelvis APL - PHP 220.00</li> <li>o. Thoracic Bony Cage - PHP 180.00</li> </ul>		<p><i>Medical Social Service Staff</i> PEEDO – DDNH (CZ)</p> <p><i>Radiologic Technologist</i> PEEDO – DDNH (CZ)</p>
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		<p>p. Thoracic APL - PHP 275.00</p> <p>q. Thoracolumbar Spine AP-L - PHP 275.00</p> <p>r. Lumbosacral AP-L - PHP 275.00</p> <p>s. Lumbar APL - PHP 200.00</p> <p>t. Lumbar AP - PHP 200.00</p> <p>u. Clavicle - PHP 200.00</p> <p>v. Shoulder AP - PHP 200.00</p> <p>Other Extremities</p> <p>a. Humerus APL – PHP 220.00</p> <p>b. Elbow APL – PHP 220.00</p> <p>c. Forearm APL – PHP 220.00</p> <p>d. Wrist APL – PHP 220.00</p> <p>e. Hand PAO – PHP 220.00</p> <p>f. Hand APD - PHP 120.00</p> <p>g. Femur - PHP 170.00</p> <p>h. Knee Ankle – PHP 170.00</p>		
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		<ul style="list-style-type: none"><li>i. Skull APL – PHP 240.00</li><li>j. Skull Series - PHP 240.00</li><li>k. Facial Bone - PHP 240.00</li><li>l. Mastoids - PHP 240.00</li><li>m. Mandible - PHP 240.00</li><li>n. Nasal Bone – o. PHP 240.00</li><li>p. Paranasal Sinuses - PHP 240.00</li><li>q. KUB - PHP 170.00</li></ul> <p>Ultrasound</p> <ul style="list-style-type: none"><li>a. KUB - PHP 1,000</li><li>b. Prostate - PHP 1,000</li><li>c. KUB &amp; Prostate - PHP 1,400</li><li>d. Pelvis - PHP 1,400</li><li>e. Breast - PHP 2,200</li><li>f. Soft Tissue - PHP 2,200</li><li>g. Thyroid - PHP 2,200</li><li>h. Chest USD - PHP 2,200</li><li>i. Whole Abdomen - PHP 1,100</li><li>j. Whole Abdomen and Prostate - PHP 1,100</li></ul>		
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		k. Whole Abdomen and Pelvis - PHP 1,200 l. HBT, Pancreas and Spleen - PHP 2,300 m. HBT - PHP 1,100 n. Liver - PHP 1,100 o. Spleen - PHP 1,100 p. Pancreas - PHP 1,100 q. Transvaginal/transrectal - PHP 1,100 r. Pelvic ultrasound - PHP 1,100 s. Bio-Physical Scoring - PHP 1,500		
3. Submit for actual radiologic procedure at the x-ray room and receive instructions	3. Perform Radiologic procedures requested.	None	5 minutes (x-ray & ECG)  1 hour (ultrasound)  2D Echo (2 hours)  CT Scan (2 hours)	<i>Radiologic Technologist</i> PEEDO – DDNH (CZ)
4. Wait for the result of the procedures requested result	4.1 Generate radiologic results; 4.2 Record result in the computer; 4.3 Second copy is kept for documentation.	None	1 day	<i>Radiologic Technologist</i> PEEDO – DDNH (CZ)





5. Return after 1 day for results	5.1 Results are submitted to medical specialist for reading and interpretation 5.2 Present the official receipt issued by the Radiology department 5.3 Give further instructions	None	5 minutes	<i>Radiologic Technologist</i> PEEDO – DDNH (CZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>1 day</b>	



## 6. Hospital Services – Dental Consultation and Oral Checkup

Dental Services for clients that in need of dental consultation or oral checkup. Clients that avail's the dental services of the hospitals are both from the indigent and working sector.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Release priority number 1.2 Wait for number to be called	None	1 minutes	<i>Dental Aide</i> PEEDO – DDNH (CZ)
2. Present the priority number for vital signs taking	2.3 Retrieve patient's record and fill up pertinent data and vital signs 2.4 Vital signs taking	None	10 minutes	<i>Dental Aide</i> PEEDO – DDNH (CZ)



3. The patient will proceed to the Dentist's room for consultation	<p>3.1 Forward patient's record to the Dentist on duty for consultation</p> <p>3.2 Patient will have an oral examination.</p> <p>3.3 Issue request for diagnostics if needed</p> <p>3.4 Inform client to proceed Laboratory and Radiology division for diagnostics schedule if needed</p>	Refer to fees and charges	20 minutes	<i>Dentist on duty</i> PEEDO – DDNH (CZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability	PHP 100.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (CZ)
5. Proceed to Laboratory for Extraction, X-ray and electrocardiogram procedure	<p>5.1 Laboratory- extract and collect for examination</p> <p>5.2 X-ray-perform X-ray/Electrocardiogram procedure</p> <p>5.3 Giver diagnostic results to client</p>	None	1 hour	<i>Laboratory-Medical Technologist/ X-ray &amp; Electrocardiogram – Radiologic Technologist</i> PEEDO – DDNH (CZ)



6. Proceed to the Dentist for interpretation of the result	6. The Dentist will give proper interpretation and prescription to the patient.		10 minutes	<i>Dentist on duty</i> PEEDO – DDNH (CZ)
<b>TOTAL:</b>		<b>PHP 100.00</b>	<b>1 hour and 42 minutes</b>	



## 7. Hospital Services – Dental Tooth Extraction

Dental Services for clients that in need of tooth extraction, tooth restoration, temporary and permanent filling. Clients that avail's the dental services of the hospitals are both from the indigent and working sector.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
Clearance from IM if with co-morbidities		Internal Medicine		
Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center		Cashier Medical Social Services Malasakit Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Release priority number 1.2 Wait for number to be called	None	2 minutes	<i>Dental Aide</i> PEEDO – DDNH (CZ)



2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking	None	10 minutes	<i>Dental Aide</i> PEEDO – DDNH (CZ)
3. The patient will proceed to the Dentist's room for consultation	3.1 Forward patient's record to the Dentist on duty for consultation 3.2 Patient will have an oral examination. 3.3 Issue request for diagnostics  3.4 Inform client to proceed Laboratory and Radiology division for diagnostics schedule	None	20 minutes	<i>Dentist on duty</i> PEEDO – DDNH (CZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability	PHP 500.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (CZ)
5. Proceed to the Dentist for	5. Upon interpretation of results, dentist will forward	None	10 minutes	<i>Dentist on duty</i> PEEDO – DDNH (CZ)



interpretation of the result	to medical specialist for medical clearance.			
6. Proceed to the Dentist after medical clearance from medical specialist	6.1 The Dentist will perform tooth extraction. Single tooth Extraction Multiple tooth extraction 6.2 The dentist will give post-extraction advise and prescription	None	Single tooth extraction 30 minutes Multiple tooth extraction -1 hour	<i>Dentist on duty</i> PEEDO – DDNH (CZ)
<b>TOTAL:</b>		<b>PHP 500.00</b>	<b>Single tooth extraction – 2 hours and 43 minutes</b> <b>Multiple Tooth extraction - 3 hour and 13 minutes</b>	



## 8. Hospital Services – Dental Tooth Restoration

It is a treatment to restore the function, integrity, and morphology of missing tooth structure resulting from caries or external trauma.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
For complex extraction; needs results from the laboratory, X-ray and Electrocardiogram		Laboratory section, X-ray Section		
Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center		Cashier Medical Social Services Malasakit Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Log book entry of client	None	1 minute	<i>Dental Aide</i> PEEDO – DDNH (CZ)
	1.2 Release priority number		1 minute	
	1.3 Instruct to wait for number to be called		3 minutes	





2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking 2.3 Forward patient's record to the Dentist on duty for consultation	None	2 minutes  7 minutes  1 minute	<i>Dental Aide</i> PEEDO – DDNH (CZ)
3. Proceed to the Dentist's room for consultation	3. Patient will have an oral examination.	None	10 minutes	<i>Dentist on duty</i> PEEDO – DDNH (CZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability.	Permanent Filling Retraction/ Surface PHP 800.00 Temporary Filling Retraction PHP 900.00 Permanent Filling Retraction PHP 400.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (CZ)
5. The patients will proceed to dentist's room for tooth restoration.	5. The Dentist will perform tooth restoration either permanent filling or temporary filling.	None	30 mins to 1 Hour 2 to 4 hours	<i>Dentist on duty</i> PEEDO – DDNH (CZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>Temporary filling – 1 hour and 48 minutes Permanent filling - 4 hour and 48 minutes</b>	



### 9. Hospital Services – Dental Oral Prophylaxis (Cleaning)

Dental Services for clients that in need of oral Prophylaxis (cleaning). Clients that avail's the dental services of the hospitals are both from the indigent and working sector.

<b>Office or Division:</b>		Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Dental Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
For complex extraction; needs results from the laboratory, X-ray and Electrocardiogram		Laboratory section, X-ray Section		
Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center		Cashier Medical Social Services Malasakit Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Log book entry of client 1.2 Release priority number Wait for number to be called	None	2 minutes	<i>Dental Aide</i> PEEDO – DDNH (CZ)



2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking 2.3 Forward patient's record to the Dentist on duty for consultation	None	2 minutes  8 minutes	<i>Dental Aide</i> PEEDO – DDNH (CZ)
3. The patient will proceed to the Dentist's room for consultation	3. Patient will have an oral examination.	None	20 minutes	<i>Dentist on duty</i> PEEDO – DDNH (CZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability	Oral Prophylaxis Mild PHP 700.00 Moderate PHP 800.00 Severe PHP 900.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (CZ)
5. Proceed to the Dentist after medical clearance from medical specialist	5. The Dentist will perform Oral Prophylaxis	None	1 hour	<i>Dentist on duty</i> PEEDO – DDNH (CZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>1 hour and 47 minutes</b>	



## 10. Hospital Services – Medicolegal

Medico-legal Certificate for clients that suffered from domestic violence in which the document is needed for Police recording purposes.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Hospital Information Management Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Health Record Card (OPD card) (1 original copy)		OPD clerk		
Duly filled out Certificate of Confinement Request Slip (1 original copy)		OPD clerk		
Police Report (1 photo copy)		Police Station/ clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 1Patient/Client attendance and submit duly filled out request slip and police report.  1.2 Proceed to cashier and return to Medical records upon payment	1.1 Receive medico-legal certificate request slip and police report; 1.2 Verify patient/client request and police report; 1.2 Instruct patient/watcher to proceed to cashier for payment 1.3 Transcribed data to the computer;	PHP 170.00	1 minutes  2 minutes  1 minute  3 minutes	<i>Medical Records Clerk</i> PEEDO – DDNH (CZ)



	1.4 Print to copies of official medico-legal certificate; 1.5 Show copy to patient/client for checking, if all data is correct; 1.6 Instruct patient/client to forward the Medico-legal certificate form to OPD/ER.		1 minute  1 minute  1 minute	
2. Wait for the instruction of nurse.	2. Instruct patient to send back the MC forms to records section for Official seal after signature of Physician.	None	Depends of the availability of the Physician	<i>Medical Records Clerk</i> PEEDO – DDNH (CZ)
3. Submit Medico-Legal certificate form to the records clerk.	3.1 Receive the duly signed Medico-legal form; 3.2 Verify the Physician's signature; 3.3 Log the patient/client for release; 3.4 Instruct patient to sign in the logbook for release; 3.5 Give one (1) copy of MC with official seal to patient /client.	None	4 minutes  1 minute  1 minute  1 minute  1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (CZ)
<b>TOTAL:</b>		<b>PHP 170.00</b>	<b>16 minutes</b>	



## 11. Hospital Services – Certificate of Confinement

Issuance of Certificate of Confinement and/or Medical Certificate for admitted clients. Certificate of confinement certifies that the person was admitted to the hospital in a specific time frame whether referred or discharged.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-up Request Form (1 original copy)		Medical Records or HIM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and Submit request slip to records clerk.	1.1 Verify patient/client or authorized representative duly filled-out request slip;	PHP 60.00	3 minutes	<i>Medical Records Clerk</i> PEEDO – DDNH (CZ)
	1.2 Instruct patient to proceed to cashier for payment		5 minutes	<i>Cashier</i> PEEDO – DDNH (CZ)
	1.3 Transcribe data to official form;		2 minutes	
	1.4 Print two (2) copies of official form and show to client/patient for errors;		1 minute	



	1.5.a For certificate of confinement Give forms to the medical records officer for signature; 1.5.b For Medical Certificate, instruct patient to proceed to ROD for signature and return to Records		1 minute  Depend on availability of ROD	<i>Medical Officer</i> PEEDO – DDNH (CZ)
2. Wait for the instruction of Records Clerk.	2.1 Seals the duly signed official form; 2.2 Give one (1) copy of certificate of confinement/Medical Certificate to patient/client;	None	2 minutes  1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (CZ)
<b>TOTAL:</b>		<b>PHP 60.00</b>	<b>15 minutes</b>	



## 12. Hospital Services – Medical Certificate

Issuance of Medical Certificate, Birth Certificate, Death Certificate, Physical fitness, and Infirmity Illness for clients that previously undergone medical checkup and admission in which the certification is intended only for specific reasons such as needed to claim other services or needed for work purposes.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Health Record Card (OPD card) (1 photo copy)		OPD Clerk		
Duly filled out Medical Certificate request slip (1 original copy)		OPD Clerk		
Discharge Summary (if admitted) (1 original copy)		OPD Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.2 Patient/Client submit duly filled out request slip to records section	1.1 Receive medical certificate request slip;	Medical Certificate without Insurance Claim PHP 60.00	1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (CZ)
	1.2 Instruct patient/watcher to proceed to cashier for payment		1 minute	
	1.3 Verify patient/client request;	Medical Certificate with Insurance Claim PHP 110.00	3 minutes	
	1.4 Retrieve medical charts;	Physical Fitness PHP 80.00	3 minutes	





1.2 Proceed to cashier and return to Medical records upon payment	1.5 Transcribed data to the computer; 1.6 Print to copies of official medical certificate; 1.6 Show copy to patient/client for checking, if all data is correct; 1.6 (a) For out-patient: Instruct patient/client to give the forms at OPD for signature of Attending Physician (AP); (b) If admitted: Instruct patient/client to wait outside the office for signature of AP.	Infirmity Illness PHP 80.00 Certificate of Confinement PHP 60.00 Birth Certificate PHP 110.00 Death Certificate PHP 110.00 Issuance of Second Copy Results PHP 50.00	1 minute	
2. Submit Medical Certificate form to the records clerk.	2.1 Log the patient/client for release; 2.2 Give one (1) copy of MC with official seal to patient /client.	None	3 minutes.	<i>Medical Records Clerk</i> PEEDO – DDNH (CZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>12 minutes</b>	



### 13. Hospital Services – Registration of Live Birth

Registration of live birth for clients new born within the hospital.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Marriage Certificate (If Married) (1 photo copy)		Civil registrar's office		
Valid ID's of Parents (If not married) (1 photo copy)		Client		
Official Receipt (OR) of Certificate of live-birth from Municipal Civil Registrar (1 photo copy)		Civil Registrar		
Registration Sheets (3 original copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client's immediate family fills up the birth certification (BC) draft form/registration sheets.	1.1 Interview/verify and give RS to patient/client. 1.2 Instruct to pay at MCR for registration of birth.	None	5 minutes  1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (CZ)



<p>2. Show OR, RS and submit ID's or Marriage certificate to records clerk.</p>	<p>2.1 Checked the accuracy and completeness of data of RS signed by patient/client.            2.2 Transcribes data from the draft form/registration sheet into the official form.            2.3 Show the Official form to patient/client for checking and signature.            2.4 Instruct client to forward the official Birth Certification to MCR for registration approved by Medical Records Officer with waiver.</p>	<p>None</p>	<p>10 minutes.  6 minutes  1 minute  1 minute</p>	<p><i>Medical Records Clerk</i> PEEDO – DDNH (CZ)</p>
<p>3. Give the BC to MCR. Wait for the BC to be registered and get a copy of the form; or as instructed by the MCR.</p>	<p>3.1 Get an official copy of BC from MCR after BC is registered.            3.2 Log and file Birth Certificate in records.</p>	<p>None</p>	<p>10 minutes  1 minute</p>	<p><i>Medical Records Clerk</i> PEEDO – DDNH (CZ)</p>
<b>TOTAL:</b>		<p><b>None</b></p>	<p><b>35 minutes</b></p>	



#### 14. Hospital Services – Cashiering

Accepting of payments and issuance of Official Receipts to hospital clients that are capable of paying the services given. Service fees for specific services such as radiologic procedures and Outpatient services for non-indigent clients and working class.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (Carmen Zone) (PEEDO – DDNH (CZ)) – Administrative Division (Cashiering Unit)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor’s Prescription (All original copies)		OPD/ER/Ward/OB/OR/DR		
Patient Statement of Account/Charge slip (1 Original copy)		Billing Section/Medical Records/Pharmacy/Laboratory/Radiology/OPD/ER/Ward/OB/OR/DR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the charge slip/patient’s statement of account/doctor’s prescription to the cashier	1. Receive the charge slip/patient’s statement of account/doctor’s prescription and inform the patient of the amount to be paid.	I. General Consultation fee - PHP 110.00 II. General Accommodation - A. Suite room PHP 2,000.00 B. Private room PHP 1,400.00 C. Semi-Private 2 beds PHP 1,100.00	1 minute	<i>Cashier/Collecting Clerk</i> PEEDO – DDNH (CZ)



		<p>D. Semi-Private 3-5 beds PHP 1,000.00</p> <p>E. Ward Aircon PHP 900.00</p> <p>F. Ward Non Aircon PHP 500.00</p> <p>G. Observation Fee PHP 200.00</p> <p>H. Intensive Care Unit (ICU) PHP 2,500.00</p> <p>I. Neonatal Intensive Care Unit (NICU) PHP2,500.00</p> <p><b>PROFESSIONAL FEES</b></p> <p>A. Suite room PHP1,000.00</p> <p>B. Private room PHP700.00</p> <p>C. Semi-Private 2 beds PHP600.00</p> <p>D. Semi-Private 3-5 beds PHP600.00</p> <p>E. Ward Aircon PHP500.00</p> <p>F. Ward Non Aircon PHP350.00</p> <p>G. Observation Fee PHP375.00</p> <p>H. Intensive Care Unit (ICU) PHP1,000.00</p>		
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		<p>I. Neonatal Intensive Care Unit (NICU) PHP1,000.00</p> <p>J. Ambulance Services Origin: DDNH - Kapalong Zone</p> <p>To Tagum PHP2,200.00</p> <p>B. To Davao PHP3,000.00</p> <p>IV. DELIVERY SERVICES</p> <p>a. Normal Delivery w/o Complication</p> <p>Private</p> <p>Primi &amp; Segundi PHP12,000.00</p> <p>Multipara PHP10,000.00</p> <p>Semi-Private</p> <p>Primi &amp; Segundi PHP11,000.00</p> <p>Multipara PHP9,000.00</p> <p>Ward</p> <p>Primi &amp; Segundi PHP9,700.00</p>		
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		<p>b. Breech Delivery (PF) Ward PHP 5,000.00 Private PHP 7,000.00</p> <p>c. Forceps Delivery (PF) Ward PHP 5,000.00 Private PHP 7,000.00</p> <p>d. Manual Removal of Placenta (Non PHIC, Non Compensable) Ward PHP 5,000.00 Private PHP 7,000.00</p> <p>e. Caesarian Section (Package w/o PF for Private Cases) Ward PHP 27,000.00 Private PHP 32,000.00</p> <p>f. CS with BTL Ward PHP 28,200.00</p> <p>g. Dilatation and Curettage Ward PHP 13,000.00 Private PHP 15,000.00</p> <p>h. Dilatation and Curettage PF for Private Case PHP 5,000.00</p>		
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		<p>i. CS Professional Fee (Private Case)          PHP 26,400.00</p> <p>j. Normal Delivery PF (Private Case)          PHP 5,000.00</p> <p>V. OR AND ER PROCEDURES</p> <p>b. Circumcision Package          PHP 1,800.00</p> <p>VI. COMMON PROCEDURES</p> <p>a. Oxygen Consumption          Ward PHP 3.00          Private PHP 3.00</p> <p>b. Nebulization (excluding medicines)          Ward PHP 50.00          Private PHP 60.00</p> <p>c. Catherization          Ward PHP 300.00          Private PHP 400.00</p> <p>d. Insertions</p> <p>d.1 IV Insertion</p>		
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		Ward PHP 70.00 Private PHP 100.00		
		d.2 NGT Insertion Ward PHP 400.00 Private PHP 500.00		
		d.3 IVTT Ward PHP 30.00 Private PHP 50.00		
		d.4 IM Ward PHP 30.00 Private PHP 50.00		
		d.5 Skin testing Ward PHP 30.00 Private PHP 50.00		
		d.6 SC Ward PHP 30.00 Private PHP 50.00		
		e. Enema		
		E.1 Cleansing Enema Ward PHP 300.00 Private PHP 500.00		
		E.2 NSS Enema Ward PHP 400.00 Private PHP 600.00		



		<p>f. Common OB-GYN Procedures</p> <p>f.1 IUD Insertion PHP 400.00</p> <p>f.2 IUD Removal PHP 700.00</p> <p>f.3 Internal Examination PHP 600.00</p> <p>f.4 Medicolegal Examination PHP 165.00</p> <p>f.5 Cord Dressing PHP 165.00</p> <p>g. Blood Transfusion (Per Bag)</p> <p>Ward PHP 300.00</p> <p>Private PHP 350.00</p> <p>h. Electrocardiogram (ECG) PHP 200.00</p> <p>i. Wound Dressing 150</p> <p>Small PHP 150.00</p> <p>Medium PHP 200.00</p> <p>Large PHP 300.00</p> <p>VI. ADULT 2-DIMENSIONAL ECHOCARDIOGRAPHY (2 D ECHO)</p> <p>a. Out Patient Department (OPD)</p> <p>Professional Fee PHP 1,100.00</p> <p>Hospital Fee PHP 2,300.00</p>		
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		b. In Patients Charity ward PHP 3,100.00 Private room PHP 3,800.00 ICU PHP 4,000.00		
2. Pay the required fees at the cashier.	2.1 Accept the payment and issue official receipt.  2.2 Check the official receipt and give to the client	None	5 minutes	<i>Cashier/Collecting Clerk</i> PEEDO – DDNH (CZ)
3. Accept the Official Receipt and go back to the respective unit	3. Instruct patient and present the Official Receipt to the respective unit in-charge	None	2 minutes	<i>Cashier/Collecting Clerk</i> PEEDO – DDNH (CZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>8 minutes</b>	



**Provincial Economic Enterprise Development Office (PEEDO)  
Davao del Norte Hospital (IGACOS Zone)**

1. Hospital Services - Out Patient Department (OPD)
2. Hospital Services - Emergency Department (ER)
3. Hospital Services - Admission
4. Hospital Services – Laboratory
5. Hospital Services – Radiology
6. Hospital Services – Dental Consultation and Oral Checkup
7. Hospital Services – Dental Tooth Extraction
8. Hospital Services – Dental Tooth Restoration
9. Hospital Services – Dental Oral Prophylaxis (Cleaning)
10. Hospital Services – Medicolegal
11. Hospital Services – Certificate of Confinement
12. Hospital Services – Medical Certificate
13. Hospital Services – Registration of Live Birth
14. Hospital Services – Cashiering



## 1. Hospital Services - Out Patient Department (OPD)

Outpatient services for clients that need medical attention/ intervention for check-up, Laboratory services and Radiology Services.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Out Patient Department (OPD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
E- referral (if there is any) (1 photo copy)		Health center/ previous hospital where patient was admitted		
Diagnostic results (if there are any) (1 original copy)		Health center/ previous hospital where patient was admitted		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Comes in for triage for interview in the hospital	1.1 Release priority number; 1.2 Release form to be filled-out by patient/watcher for personal information; 1.3 Observe proper triaging by referring patient to Department/Specialty Care Area concerned (if applicable) and gives OPD record to Medical Officer;	None	1 minute 1 minute  5 minutes	<i>Administrative Aide VI/OPD Clerk</i> PEEDO – DDNH (IZ)



<p>2. Receive new OPD Card issued for new patient while wait for the retrieval of OPD Records for patient with previous medical records.</p>	<p>2.1 Determines whether patient is “old” or “new” If patient is “new”, logs patient’s name in the OPD register; if patient with previous records, retrieve OPD records;</p> <p>2.2 Forwards OPD Record to HOMIS Encoder.</p>	<p>None</p>	<p>3 minutes</p> <p>2 minutes</p>	<p><i>Administrative Aide VI/OPD Clerk</i> PEEDO – DDNH (IZ)</p>
<p>3. Submit for vital signs taking</p>	<p>3. Calls patient’s priority number, name, gets vital signs, and records to OPD chart, including chief complaints and instruct patients to wait for names to be called</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide VI/OPD Clerk</i> PEEDO – DDNH (IZ)</p>
<p>4. Wait names to be called at the (Waiting Area) by the nurse</p>	<p>4. Advise patient to wait for his/her name to be called and record to OPD chart, its chief complaints and instruct patient to wait for names to be called</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Nurse I</i> PEEDO – DDNH (IZ)</p>
<p>5. Submit for medical consultation</p>	<p>5.1 Interviews patients, examines, evaluates and determines the medical care needed:</p> <p>5.1.1 If the patient is for medical care, gives</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Medical Officer IV</i> PEEDO – DDNH (IZ)</p>



	<p>prescriptions and instructions;</p> <p>5.1.2 If the patient is for diagnostic work-up, writes order, fills-out request form and gives to the patient.</p>			
6. If the doctor gives your prescription proceed to Pharmacy and present the prescriptions	6. Instruct to proceed to Pharmacy;	None	1 minute	<i>Nurse I</i> PEEDO – DDNH (IZ)
7. If the doctors require you further diagnostic examination proceed to (Laboratory or X-ray) and present the request	7. Instruct client with request for diagnostic examination those with diagnostic request;	None	1 minute	<i>Nurse I</i> PEEDO – DDNH (IZ)
8. Bring laboratory results and give it to the OPD Nurse	8.1 Receive result for the diagnostic procedures; 8.2 Endorse to the Medical Officer on duty;	None	1 minute	<i>Nurse I</i> PEEDO – DDNH (IZ)
9. Submit for Interpretation of Diagnostic Results	9.1 Interprets result and give necessary medications  9.1.1 If the patient needs to be confined, refer to admission process	None	10 minutes	<i>Medical Officer IV</i> PEEDO – DDNH (IZ)



	<p>9.1.2 If the patient needs referral to other health facilities/specialist</p> <p>9.1.3 If the patient is for observation, send to ER Section;</p> <p>9.1.4 If the patient can go home, give prescription and instruction when to come back for follow up check up</p>			
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	





## 2. Hospital Services - Emergency Department (ER)

Patients in need of immediate medical intervention in emergency cases such vehicular accidents, domestic violence, unforeseen incidents and various illness.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Emergency Department (ER)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled up health referral (if there is any) (1 photo copy)		Health center/ previous hospital where patient was assessed/ manage		
Diagnostic results (if there are any) (all original copies)		Health center/ previous hospital where patient was assessed/ manage		
E-Referral Form with Printout		Referring Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. ER trauma immediate response</b>				
1. Patient enters to ER and wait for medical intervention	1.1 Attends to patient immediately upon arrival and provide emergency nursing measures interventions;	None	10 minutes	<i>ER Nurse; Medical Officer on Duty PEEDO – DDNH (IZ)</i>
	1.2 Take vital signs;		10 minutes	



	1.3 Gives support measures and refers patient to the Medical Officer on duty.		10 minutes	
<b>B. ER - medical interventions</b>				
2. Patient who have undergone medical care and intervention wait for further instruction of the doctor; either for admission, referral or advices for home medication	<p>2.1 Prepares request for diagnostic examinations;</p> <p>2.2 If patient is for admission, writes and signs and accomplish patients charts and admitting orders and obtain consent for admission;</p> <p>2.3 Patient's Disposition:</p> <p>2.3.a If patient is for referral to other health facilities, prepares referral documents;</p> <p>2.3.b If patient is a special medico-legal cases, informs proper authorities</p> <p>2.3.c If patient is for discharge, give Prescription and instructions.</p>	None	4 hours standard ER Procedures before admission or discharge	<i>Medical Officer</i> PEEDO – DDNH (IZ)



	<p>2.3.d For patient under OBR for monitoring and reassessment.</p> <p>2.3.e If necessary, perform resuscitative procedures, if measures fail, pronounce patient as ER Death</p> <p>2.4 If patient is for discharge, instruct patients to proceed to cashier for payment</p>			
3. For post mortem care. Wait for further instruction of ER nurse	<p>3.1 Perform post mortem care and report.</p> <p>3.2 Coordinate with the utility worker on duty for transfer of cadaver to morgue.</p>	None	<p>10 minutes</p> <p>5 minutes</p>	<p><i>ER Nurse</i> PEEDO – DDNH (IZ)</p>
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<p><b>Trauma Immediate response - 15 minutes</b></p> <p><b>Medical Intervention - 4 hours</b></p>	



### 3. Hospital Services – Admission

Admission services to clients that needs immediate medical attention/ intervention. Clients avail admission service based on the doctor's recommendations. Patients that are frequently admitted are those from indigent or marginalized sector that avails hospital services without the pressure or hustle of hospital payments.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Admission to Ward			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Form (1 Original copy)		Referring Facility		
Doctor's order (1 Original copy)		ER Division		
Diagnostic results if there any (1 Original copy)		Health Center/ Hospital		
Patient Charts (1 Original copy)		Nurse on duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient/ Watcher shall submit for interview to know personal information	1.1 Obtains patient data, takes and records vital signs, 1.2 While doing, the other staff must notify the medical officer on duty.	None	5 minutes  1 minute	<i>Nursing Attendant</i> PEEDO – DDNH (IZ)



<p>2. Wait for doctor's Evaluation</p>	<p>2.1 Evaluate patient, Medical history and previous hospitalization, if any</p> <p>2.2 If for admission, refer patient to emergency room or OPD will refer to the respective ward</p> <p>2.3 Carry out doctor's orders and transcribe medications</p>	<p>None</p>	<p>4 hours</p>	<p><i>Doctor on duty</i> PEEDO – DDNH (IZ)</p> <p><i>Nurse on duty</i> PEEDO – DDNH (IZ)</p>
<p>3. Proceed to the Admitting section for interview and encoding</p>	<p>3.1 Receives and checks completeness of admission (cover sheet and CF4) from the NOD Interview patient/relative and signed necessary consent and document</p> <p>3.2 Instruct patient/relative to return to his/her respective point of admission (ER or DR for Newborn)</p> <p>3.3 Returns chart to Admitting Nurse</p>			
<p>4. Wait for ward accommodation and further instructions</p>	<p>4.1 Prepares ward accommodation, individual patient's supplies and materials needed based on</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Nursing Attendant</i> PEEDO – DDNH (IZ)</p>



	the information from the admitting unit; 4.2 Prepares patient's unit (bed, tags, bedside table, etc.		5 minutes	
5. Proceed to the ward with the Nursing Attendant	5. usher patient to room/ward assigned;	None	10 minutes	<i>Nursing Attendant</i> PEEDO – DDNH (IZ)
<b>Ward Services</b>				
6. Wait for nurse's further instructions	6.1 Receive patient from ER; 6.2 Updates ward directory; 6.3 Prepared diet list and forwards it to the dietary service;	None	15 minutes 5 minutes 15 minutes	<i>Nurse on duty</i> PEEDO – DDNH (IZ)
<b>Conduct of Doctor's Round Daily</b>				
7. Wait for the rounds of the doctors on duty and receive continuous medication and instructions	7.1 Performs regular/daily ward rounds with the medical and nursing staff; 7.2 Interprets results of diagnostic procedures, provide further orders if necessary; 7.3 Refers patient to consultant, if necessary; Or recommend patient for discharge.	None	2 hours 15 minutes 10 minutes	<i>Medical Officer</i> PEEDO – DDNH (IZ)



<p>8. Wait for the Ward Nurse instructions after the rounds of the doctor</p>	<p>8.1 Carries out doctor's order for continuous medications, for further diagnostic examinations, referral or discharges.</p> <p>8.2 Assist the patient to laboratory or x-ray unit;</p> <p>8.3 Give further instructions</p>	<p>None</p>	<p>10 minutes</p> <p>30 minutes</p> <p>5 minutes</p>	<p><i>Ward Nurse</i> PEEDO – DDNH (IZ)</p> <p><i>Nursing attendant</i> PEEDO – DDNH (IZ)</p> <p><i>Nurse</i> PEEDO – DDNH (IZ)</p>
<p>9. If for referral to other hospitals, wait for instruction of the Doctor and prepare your belongings</p>	<p>9.1 accomplish referral form and endorse to nurse and call the receiving hospital;</p> <p>9.2 Coordinate ambulance driver for transport of patient;</p> <p>9.3 Give instruction to the patient and the ambulance driver</p>	<p>None</p>	<p>2 hours</p> <p>20 minutes</p> <p>10 minutes</p>	<p><i>Doctor</i> PEEDO – DDNH (IZ)</p> <p><i>Nurse</i> PEEDO – DDNH (IZ)</p>
<p>10. If the patient is for discharge wait for the billing statement and process payment and secure official Receipt to be presented to the Ward Nurse. Further if the patient is eligible, proceed to Social</p>	<p>10.1 Inform the Billing Unit;</p> <p>10.2 Facilitate the process of billing and secure discharge clearance;</p> <p>10.3 Guide and instruct patient/ watcher to the cashier for payment;</p>	<p>None</p>	<p>5 minutes</p> <p>1 hour</p> <p>5 minutes</p>	<p><i>Nurse</i> PEEDO – DDNH (IZ)</p> <p><i>Billing Clerk</i> PEEDO – DDNH (IZ)</p> <p><i>Nursing Attendant</i> PEEDO – DDNH (IZ)</p>



Worker for financial assistance	10.4 If in need of financial assistance, instruct watcher to proceed to MSW for funding assistance;		15 minutes	<i>MSWO</i> PEEDO – DDNH (IZ)
	10.5 Give further instructions (Home medications, follow-up checkups)		10 minutes	<i>Nurse</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>Depending on patients' case</b>	





#### 4. Hospital Services – Laboratory

Laboratory services for OPD clients that need medical attention/ intervention for check-up and clients admitted to the hospital that are in need of further observation and testing for certain illnesses. Laboratory services are as follow: Complete Blood Count, Platelet Count, Hemoglobin, Clotting Time and Bleeding Time, Blood Typing, Troponin, Erythrocyte Sedimentation, Blood Smear for Malarial Parasite, Peripheral Blood Smear and Paps Smear.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Laboratory Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled out Laboratory request (1 original copy)		OPD section clerk		
Approved laboratory request (1 original copy)		OPD section clerk		
Official receipt for payment of service (1 original copy)		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient personal appearance to the laboratory and bring duly filled up laboratory request sign by the doctor	1.1 Receive laboratory examination request; 1.2 Verify request; 1.3 Refer patient/watcher to the Medical Social Worker for discount/Cashier (if applicable).	Complete Blood Count – PHP 165.00  Platelet Count – PHP 140.00 Hemoglobin – PHP 140.00 Clotting Time Bleeding Time – PHP 150.00	2 minutes	<i>Medical Technologist</i> PEEDO – DDNH (IZ)



		<p>Blood Typing – PHP 90.00</p> <p>Troponin T – PHP 1,300.00 Troponin I – PHP 1,500.00</p> <p>Newborn Care Package - PHP 2,750.00</p> <p>Newborn Screening PHP 2,000.00</p> <p>Newborn Hearing Test - PHP 200.00</p> <p>Lab Fee (Packages Refer to lab for inclusion) Package</p> <p>A. PHP 1,750.00 B. PHP 2,500.00 C. PHP 3,000.00 D. PHP 1,600.00 E. PHP 1,800.00</p>		
2. Wait for further instruction if for payment proceed to cashier and if indigent proceed to MSW or Malasakit Center and prepare to submit samples	2.1 Verify the signature of the Medical Social Worker/Official Receipt; 2.2 Instruct client to collect specimen such as, urine and stool.	None	1 minutes	<i>Medical Technologist</i> PEEDO – DDNH (IZ)



3. Submit samples collected, such as: stools, urine, blood samples and others as requested by the Medical Technologist	3.1 Interview/watcher for identification purposes; 3.2 Instruct patient/watcher on proper specimen collection; 3.3 Perform blood extraction; 3.4 Label blood samples tubes with full name; 3.5 Label specimen container receive;	None	1 minute  1 minute  3 minutes 1 minute  1 minute	<i>Medical Technologist</i> PEEDO – DDNH (IZ)
4. Wait for the result of the samples collected and examine and process.	4.1 Process and perform laboratory diagnostic procedures as requested; 4.2 Generate diagnostic results; 4.3 Record result in the worksheet and logbook;	None	23 minutes  5 minutes  2 minutes	<i>Medical Technologist</i> PEEDO – DDNH (IZ)
5. Present OR of payment and receive the laboratory result bring it to the OPD Nurse for further instructions	5.1 Recording at the releasing logbook; 5.2 Let the patient or watcher to affix their signature prior to releasing;	None	3 minutes  2 minutes	<i>Medical Technologist</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>on the service availed. Free if charged to Malasakit Center</b>	<b>45 minutes</b>	



## 5. Hospital Services – Radiology

Radiology services for Outpatient and Admitted that need medical attention/ intervention for check-up (X-ray, ECG)

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Radiology Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled out Radiologic examinations request form (1 original copy)		Requesting physician; emergency room/outpatient department; ob/gen/pedia ward		
Approved Radiologic/ECG request (1 original copy)		OPD section clerk		
Duly filled out health referral (if there is any) (1 original copy)		Health center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient personal appearance and bring duly filled up Radiological Services request sign by the doctor	1. Receive radiologic examination request;	None	3 minutes	<i>Radiologic Technologist</i> PEEDO – DDNH (IZ)
2.Wait for the instruction of the	2.1 Refer patient/watcher to the Medical Social Worker for		5 minutes	<i>Radiologic Technologist</i> PEEDO – DDNH (IZ)



<p>Radiologic Technologist</p>	<p>discount/Cashier (if applicable).</p> <p>2.2 Issuance of Official Receipt for the reading fee of the Radiologist</p>	<p>I. RADIOLOGIC SERVICES</p> <ul style="list-style-type: none"> <li>a. Chest Lordotic View/Apicolordotic View - PHP 200.00</li> <li>b. Chest PA/AP – PHP 180.00</li> <li>c. Chest PA Lateral – PHP 200.00</li> <li>d. Chest Pedia – PHP 250.00</li> <li>e. Chest Lateral Decubitus PHP 200.00</li> <li>f. Abdomen Plain (Supine) PHP 200.00</li> <li>g. Abdomen Upright/Supine - PHP 275.00</li> <li>h. Abdomen APL - PHP 275.00</li> <li>i. Cervical APL - PHP 180.00</li> <li>j. Cervical APL w/ Oblique - PHP 250.00</li> <li>k. Hip APL - PHP 220.00</li> <li>l. Hip AP - PHP 200.00</li> <li>m. Pelvis AP - PHP 200.00</li> <li>n. Pelvis APL - PHP 220.00</li> <li>o. Thoracic Bony Cage - PHP 180.00</li> </ul>		<p><i>Medical Social Service Staff</i> PEEDO – DDNH (IZ)</p> <p><i>Radiologic Technologist</i> PEEDO – DDNH (IZ)</p>
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		<p>p. Thoracic APL - PHP 275.00</p> <p>q. Thoracolumbar Spine AP-L - PHP 275.00</p> <p>r. Lumbosacral AP-L - PHP 275.00</p> <p>s. Lumbar APL - PHP 200.00</p> <p>t. Lumbar AP - PHP 200.00</p> <p>u. Clavicle - PHP 200.00</p> <p>v. Shoulder AP - PHP 200.00</p> <p>Other Extremities</p> <p>a. Humerus APL – PHP 220.00</p> <p>b. Elbow APL – PHP 220.00</p> <p>c. Forearm APL – PHP 220.00</p> <p>d. Wrist APL – PHP 220.00</p> <p>e. Hand PAO – PHP 220.00</p> <p>f. Hand APD - PHP 120.00</p> <p>g. Femur - PHP 170.00</p> <p>h. Knee Ankle – PHP 170.00</p>		
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		<ul style="list-style-type: none"> <li>i. Skull APL – PHP 240.00</li> <li>j. Skull Series - PHP 240.00</li> <li>k. Facial Bone - PHP 240.00</li> <li>l. Mastoids - PHP 240.00</li> <li>m. Mandible - PHP 240.00</li> <li>n. Nasal Bone – o. PHP 240.00</li> <li>p. Paranasal Sinuses - PHP 240.00</li> <li>q. KUB - PHP 170.00</li> </ul> <p style="text-align: center;">Ultrasound</p> <ul style="list-style-type: none"> <li>a. KUB - PHP 1,000</li> <li>b. Prostate - PHP 1,000</li> <li>c. KUB &amp; Prostate - PHP 1,400</li> <li>d. Pelvis - PHP 1,400</li> <li>e. Breast - PHP 2,200</li> <li>f. Soft Tissue - PHP 2,200</li> <li>g. Thyroid - PHP 2,200</li> <li>h. Chest USD - PHP 2,200</li> <li>i. Whole Abdomen - PHP 1,100</li> <li>j. Whole Abdomen and Prostate - PHP 1,100</li> </ul>		
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		k. Whole Abdomen and Pelvis - PHP 1,200 l. HBT, Pancreas and Spleen - PHP 2,300 m. HBT - PHP 1,100 n. Liver - PHP 1,100 o. Spleen - PHP 1,100 p. Pancreas - PHP 1,100 q. Transvaginal/transrectal - PHP 1,100 r. Pelvic ultrasound - PHP 1,100 s. Bio-Physical Scoring - PHP 1,500		
3. Submit for actual radiologic procedure at the x-ray room and receive instructions	3. Perform Radiologic procedures requested.	None	5 minutes (x-ray & ECG)  1 hour (ultrasound)  2D Echo (2 hours)  CT Scan (2 hours)	<i>Radiologic Technologist</i> PEEDO – DDNH (IZ)
4. Wait for the result of the procedures requested result	4.1 Generate radiologic results; 4.2 Record result in the computer; 4.3 Second copy is kept for documentation.	None	1 day	<i>Radiologic Technologist</i> PEEDO – DDNH (IZ)





5. Return after 1 day for results	5.1 Results are submitted to medical specialist for reading and interpretation 5.2 Present the official receipt issued by the Radiology department 5.3 Give further instructions	None	5 minutes	<i>Radiologic Technologist</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>1 day</b>	



## 6. Hospital Services – Dental Consultation and Oral Checkup

Dental Services for clients that in need of dental consultation or oral checkup. Clients that avail's the dental services of the hospitals are both from the indigent and working sector.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Release priority number 1.2 Wait for number to be called	None	1 minutes	<i>Dental Aide</i> PEEDO – DDNH (IZ)
2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking	None	10 minutes	<i>Dental Aide</i> PEEDO – DDNH (IZ)



<p>3. The patient will proceed to the Dentist's room for consultation</p>	<p>3.1 Forward patient's record to the Dentist on duty for consultation            3.2 Patient will have an oral examination.            3.3 Issue request for diagnostics if needed             3.4 Inform client to proceed Laboratory and Radiology division for diagnostics schedule if needed</p>	<p>Refer to fees and charges</p>	<p>20 minutes</p>	<p><i>Dentist on duty</i>            PEEDO – DDNH (IZ)</p>
<p>4. Proceed to the Cashier / Medical Social Services/ Malasakit Center</p>	<p>4. Cashier – she will issue an Official Receipt.            Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability</p>	<p>PHP 100.00</p>	<p>15 minutes</p>	<p><i>Cashier/ Social Worker In- charge</i>            PEEDO – DDNH (IZ)</p>
<p>5. Proceed to Laboratory for Extraction, X-ray and electrocardiogram procedure</p>	<p>5.1 Laboratory- extract and collect for examination             5.2 X-ray-perform X-ray/Electrocardiogram procedure            5.3 Giver diagnostic results to client</p>	<p>None</p>	<p>1 hour</p>	<p><i>Laboratory-Medical Technologist/            X-ray &amp; Electrocardiogram –            Radiologic Technologist</i>            PEEDO – DDNH (IZ)</p>



6. Proceed to the Dentist for interpretation of the result	6. The Dentist will give proper interpretation and prescription to the patient.		10 minutes	<i>Dentist on duty</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>PHP 100.00</b>	<b>1 hour and 42 minutes</b>	



## 7. Hospital Services – Dental Tooth Extraction

Dental Services for clients that in need of tooth extraction, tooth restoration, temporary and permanent filling. Clients that avail's the dental services of the hospitals are both from the indigent and working sector.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
Clearance from IM if with co-morbidities		Internal Medicine		
Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center		Cashier Medical Social Services Malasakit Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Release priority number 1.2 Wait for number to be called	None	2 minutes	<i>Dental Aide</i> PEEDO – DDNH (IZ)



2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking	None	10 minutes	<i>Dental Aide</i> PEEDO – DDNH (IZ)
3. The patient will proceed to the Dentist's room for consultation	3.1 Forward patient's record to the Dentist on duty for consultation 3.2 Patient will have an oral examination. 3.3 Issue request for diagnostics  3.4 Inform client to proceed Laboratory and Radiology division for diagnostics schedule	None	20 minutes	<i>Dentist on duty</i> PEEDO – DDNH (IZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability	PHP 500.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (IZ)
5. Proceed to the Dentist for	5. Upon interpretation of results, dentist will forward	None	10 minutes	<i>Dentist on duty</i> PEEDO – DDNH (IZ)



interpretation of the result	to medical specialist for medical clearance.			
6. Proceed to the Dentist after medical clearance from medical specialist	6.1 The Dentist will perform tooth extraction. Single tooth Extraction Multiple tooth extraction 6.2 The dentist will give post-extraction advise and prescription	None	Single tooth extraction 30 minutes Multiple tooth extraction -1 hour	<i>Dentist on duty</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>PHP 500.00</b>	<b>Single tooth extraction – 2 hours and 43 minutes</b> <b>Multiple Tooth extraction - 3 hour and 13 minutes</b>	



## 8. Hospital Services – Dental Tooth Restoration

It is a treatment to restore the function, integrity, and morphology of missing tooth structure resulting from caries or external trauma.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
For complex extraction; needs results from the laboratory, X-ray and Electrocardiogram		Laboratory section, X-ray Section		
Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center		Cashier Medical Social Services Malasakit Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Log book entry of client	None	1 minute	<i>Dental Aide</i> PEEDO – DDNH (IZ)
	1.2 Release priority number		1 minute	
	1.3 Instruct to wait for number to be called		3 minutes	





2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking 2.3 Forward patient's record to the Dentist on duty for consultation	None	2 minutes  7 minutes  1 minute	<i>Dental Aide</i> PEEDO – DDNH (IZ)
3. Proceed to the Dentist's room for consultation	3. Patient will have an oral examination.	None	10 minutes	<i>Dentist on duty</i> PEEDO – DDNH (IZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability.	Permanent Filling Retraction/ Surface PHP 800.00 Temporary Filling Retraction PHP 900.00 Permanent Filling Retraction PHP 400.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (IZ)
5. The patients will proceed to dentist's room for tooth restoration.	5. The Dentist will perform tooth restoration either permanent filling or temporary filling.	None	30 mins to 1 Hour 2 to 4 hours	<i>Dentist on duty</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>Temporary filling – 1 hour and 48 minutes Permanent filling - 4 hour and 48 minutes</b>	



### 9. Hospital Services – Dental Oral Prophylaxis (Cleaning)

Dental Services for clients that in need of oral Prophylaxis (cleaning). Clients that avail's the dental services of the hospitals are both from the indigent and working sector.

<b>Office or Division:</b>		Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Dental Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patients Record (1 Original Copy)		Out Patient Department (Hospital)		
For complex extraction; needs results from the laboratory, X-ray and Electrocardiogram		Laboratory section, X-ray Section		
Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center		Cashier Medical Social Services Malasakit Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures priority number upon arrival at the OPD section	1.1 Log book entry of client 1.2 Release priority number Wait for number to be called	None	2 minutes	<i>Dental Aide</i> PEEDO – DDNH (IZ)



2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs 2.2 Vital signs taking 2.3 Forward patient's record to the Dentist on duty for consultation	None	2 minutes  8 minutes	<i>Dental Aide</i> PEEDO – DDNH (IZ)
3. The patient will proceed to the Dentist's room for consultation	3. Patient will have an oral examination.	None	20 minutes	<i>Dentist on duty</i> PEEDO – DDNH (IZ)
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4. Cashier – she will issue an Official Receipt. Medical Social Services – she will validate the patient's welfare status then give discounts or exempt from payment, Malasakit Center– Interview and categorize the patient's paying stability	Oral Prophylaxis Mild PHP 700.00 Moderate PHP 800.00 Severe PHP 900.00	15 minutes	<i>Cashier/ Social Worker In- charge</i> PEEDO – DDNH (IZ)
5. Proceed to the Dentist after medical clearance from medical specialist	5. The Dentist will perform Oral Prophylaxis	None	1 hour	<i>Dentist on duty</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>1 hour and 47 minutes</b>	



## 10. Hospital Services – Medicolegal

Medico-legal Certificate for clients that suffered from domestic violence in which the document is needed for Police recording purposes.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Hospital Information Management Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Health Record Card (OPD card) (1 original copy)		OPD clerk		
Duly filled out Certificate of Confinement Request Slip (1 original copy)		OPD clerk		
Police Report (1 photo copy)		Police Station/ clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 1Patient/Client attendance and submit duly filled out request slip and police report.  1.2 Proceed to cashier and return to Medical records upon payment	1.1 Receive medico-legal certificate request slip and police report; 1.2 Verify patient/client request and police report; 1.2 Instruct patient/watcher to proceed to cashier for payment 1.3 Transcribed data to the computer;	PHP 170.00	1 minutes  2 minutes  1 minute  5 minutes	<i>Medical Records Clerk</i> PEEDO – DDNH (IZ)



	1.4 Print to copies of official medico-legal certificate; 1.5 Show copy to patient/client for checking, if all data is correct; 1.6 Instruct patient/client to forward the Medico-legal certificate form to OPD/ER.		1 minute  1 minute  1 minute	
2. Wait for the instruction of nurse.	2. Instruct patient to send back the MC forms to records section for Official seal after signature of Physician.	None	Depends of the availability of the Physician	<i>Medical Records Clerk</i> PEEDO – DDNH (IZ)
3. Submit Medico-Legal certificate form to the records clerk.	3.1 Receive the duly signed Medico-legal form; 3.2 Verify the Physician's signature; 3.3 Log the patient/client for release; 3.4 Instruct patient to sign in the logbook for release; 3.5 Give one (1) copy of MC with official seal to patient /client.	None	6 minutes  1 minute  1 minute  1 minute  1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>PHP 170.00</b>	<b>16 minutes</b>	



## 11. Hospital Services – Certificate of Confinement

Issuance of Certificate of Confinement and/or Medical Certificate for admitted clients. Certificate of confinement certifies that the person was admitted to the hospital in a specific time frame whether referred or discharged.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-up Request Form (1 original copy)		Medical Records or HIM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and Submit request slip to records clerk.	1.1 Verify patient/client or authorized representative duly filled-out request slip;	PHP 60.00	3 minutes	<i>Medical Records Clerk</i> PEEDO – DDNH (IZ)
	1.2 Instruct patient to proceed to cashier for payment		5 minutes	<i>Cashier</i> PEEDO – DDNH (IZ)
	1.3 Transcribe data to official form;		2 minutes	
	1.4 Print two (2) copies of official form and show to client/patient for errors;		1 minute	



	1.5.a For certificate of confinement Give forms to the medical records officer for signature; 1.5.b For Medical Certificate, instruct patient to proceed to ROD for signature and return to Records		1 minute  Depend on availability of ROD	<i>Medical Officer</i> PEEDO – DDNH (IZ)
2. Wait for the instruction of Records Clerk.	2.1 Seals the duly signed official form; 2.2 Give one (1) copy of certificate of confinement/Medical Certificate to patient/client;	None	2 minutes  1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>PHP 60.00</b>	<b>15 minutes</b>	



## 12. Hospital Services – Medical Certificate

Issuance of Medical Certificate, Birth Certificate, Death Certificate, Physical fitness, and Infirmity Illness for clients that previously undergone medical checkup and admission in which the certification is intended only for specific reasons such as needed to claim other services or needed for work purposes.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Health Record Card (OPD card) (1 photo copy)		OPD Clerk		
Duly filled out Medical Certificate request slip (1 original copy)		OPD Clerk		
Discharge Summary (if admitted) (1 original copy)		OPD Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Patient/Client submit duly filled out request slip to records section	1.1 Receive medical certificate request slip;	Medical Certificate without Insurance Claim PHP 60.00	1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (IZ)
	1.2 Instruct patient/watcher to proceed to cashier for payment		1 minute	
	1.3 Verify patient/client request;	Medical Certificate with Insurance Claim PHP 110.00 Physical Fitness PHP 80.00	3 minutes	
	1.4 Retrieve medical charts;		3 minutes	





1.2 Proceed to cashier and return to Medical records upon payment	1.5 Transcribed data to the computer; 1.6 Print to copies of official medical certificate; 1.6 Show copy to patient/client for checking, if all data is correct; 1.6 (a) For out-patient: Instruct patient/client to give the forms at OPD for signature of Attending Physician (AP); (b) If admitted: Instruct patient/client to wait outside the office for signature of AP.	Infirmity Illness PHP 80.00 Certificate of Confinement PHP 60.00 Birth Certificate PHP 110.00 Death Certificate PHP 110.00 Issuance of Second Copy Results PHP 50.00	1 minute	
2. Submit Medical Certificate form to the records clerk.	2.1 Log the patient/client for release; 2.2 Give one (1) copy of MC with official seal to patient /client.	None	3 minutes.	<i>Medical Records Clerk</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>12 minutes</b>	



### 13. Hospital Services – Registration of Live Birth

Registration of live birth for clients new born within the hospital.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Marriage Certificate (If Married) (1 photo copy)		Civil registrar's office		
Valid ID's of Parents (If not married) (1 photo copy)		Client		
Official Receipt (OR) of Certificate of live-birth from Municipal Civil Registrar (1 photo copy)		Civil Registrar		
Registration Sheets (3 original copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client's immediate family fills up the birth certification (BC) draft form/registration sheets.	1.1 Interview/verify and give RS to patient/client. 1.2 Instruct to pay at MCR for registration of birth.	None	5 minutes  1 minute	<i>Medical Records Clerk</i> PEEDO – DDNH (IZ)



<p>2. Show OR, RS and submit ID's or Marriage certificate to records clerk.</p>	<p>2.1 Checked the accuracy and completeness of data of RS signed by patient/client.          2.2 Transcribes data from the draft form/registration sheet into the official form.          2.3 Show the Official form to patient/client for checking and signature.          2.4 Instruct client to forward the official Birth Certification to MCR for registration approved by Medical Records Officer with waiver.</p>	<p>None</p>	<p>10 minutes.  6 minutes  1 minute  1 minute</p>	<p><i>Medical Records Clerk</i> PEEDO – DDNH (IZ)</p>
<p>3. Give the BC to MCR. Wait for the BC to be registered and get a copy of the form; or as instructed by the MCR.</p>	<p>3.1 Get an official copy of BC from MCR after BC is registered.          3.2 Log and file Birth Certificate in records.</p>	<p>None</p>	<p>10 minutes  1 minute</p>	<p><i>Medical Records Clerk</i> PEEDO – DDNH (IZ)</p>
<b>TOTAL:</b>		<p><b>None</b></p>	<p><b>35 minutes</b></p>	



#### 14. Hospital Services – Cashiering

Accepting of payments and issuance of Official Receipts to hospital clients that are capable of paying the services given. Service fees for specific services such as radiologic procedures and Outpatient services for non-indigent clients and working class.

<b>Office or Division:</b>	Provincial Economic Enterprise Development Office - Davao del Norte Hospital (IGACOS Zone) (PEEDO – DDNH (IZ)) – Administrative Division (Cashiering Unit)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor’s Prescription (All original copies)		OPD/ER/Ward/OB/OR/DR		
Patient Statement of Account/Charge slip (1 Original copy)		Billing Section/Medical Records/Pharmacy/Laboratory/Radiology/OPD/ER/Ward/OB/OR/DR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the charge slip/patient’s statement of account/doctor’s prescription to the cashier	1. Receive the charge slip/patient’s statement of account/doctor’s prescription and inform the patient of the amount to be paid.	I. General Consultation fee - PHP 110.00 II. General Accommodation - A. Suite room PHP 2,000.00 B. Private room PHP 1,400.00 C. Semi-Private 2 beds PHP 1,100.00	1 minute	<i>Cashier/Collecting Clerk</i> PEEDO – DDNH (IZ)



		<p>D. Semi-Private 3-5 beds PHP 1,000.00</p> <p>E. Ward Aircon PHP 900.00</p> <p>F. Ward Non Aircon PHP 500.00</p> <p>G. Observation Fee PHP 200.00</p> <p>H. Intensive Care Unit (ICU) PHP 2,500.00</p> <p>I. Neonatal Intensive Care Unit (NICU) PHP2,500.00</p> <p><b>PROFESSIONAL FEES</b></p> <p>A. Suite room PHP1,000.00</p> <p>B. Private room PHP700.00</p> <p>C. Semi-Private 2 beds PHP600.00</p> <p>D. Semi-Private 3-5 beds PHP600.00</p> <p>E. Ward Aircon PHP500.00</p> <p>F. Ward Non Aircon PHP350.00</p> <p>G. Observation Fee PHP375.00</p> <p>H. Intensive Care Unit (ICU) PHP1,000.00</p>		
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		<p>I. Neonatal Intensive Care Unit (NICU) PHP1,000.00</p> <p>J. Ambulance Services Origin: DDNH - Kapalong Zone</p> <p>To Tagum PHP2,200.00</p> <p>C. To Davao PHP3,000.00</p> <p>IV. DELIVERY SERVICES</p> <p>a. Normal Delivery w/o Complication</p> <p>Private</p> <p>Primi &amp; Segundi PHP12,000.00</p> <p>Multipara PHP10,000.00</p> <p>Semi-Private</p> <p>Primi &amp; Segundi PHP11,000.00</p> <p>Multipara PHP9,000.00</p> <p>Ward</p> <p>Primi &amp; Segundi PHP9,700.00</p>		
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		<p>b. Breech Delivery (PF) Ward PHP 5,000.00 Private PHP 7,000.00</p> <p>c. Forceps Delivery (PF) Ward PHP 5,000.00 Private PHP 7,000.00</p> <p>d. Manual Removal of Placenta (Non PHIC, Non Compensable) Ward PHP 5,000.00 Private PHP 7,000.00</p> <p>e. Caesarian Section (Package w/o PF for Private Cases) Ward PHP 27,000.00 Private PHP 32,000.00</p> <p>f. CS with BTL Ward PHP 28,200.00</p> <p>g. Dilatation and Curettage Ward PHP 13,000.00 Private PHP 15,000.00</p> <p>h. Dilatation and Curettage PF for Private Case PHP 5,000.00</p>		
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		<p>i. CS Professional Fee (Private Case) PHP 26,400.00</p> <p>j. Normal Delivery PF (Private Case) PHP 5,000.00</p> <p>V. OR AND ER PROCEDURES</p> <p>c. Circumcision Package PHP 1,800.00</p> <p>VI. COMMON PROCEDURES</p> <p>a. Oxygen Consumption Ward PHP 3.00 Private PHP 3.00</p> <p>b. Nebulization (excluding medicines) Ward PHP 50.00 Private PHP 60.00</p> <p>c. Catherization Ward PHP 300.00 Private PHP 400.00</p> <p>d. Insertions</p> <p>d.1 IV Insertion</p>		
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		Ward PHP 70.00 Private PHP 100.00		
		d.2 NGT Insertion Ward PHP 400.00 Private PHP 500.00		
		d.3 IVTT Ward PHP 30.00 Private PHP 50.00		
		d.4 IM Ward PHP 30.00 Private PHP 50.00		
		d.5 Skin testing Ward PHP 30.00 Private PHP 50.00		
		d.6 SC Ward PHP 30.00 Private PHP 50.00		
		e. Enema		
		E.1 Cleansing Enema Ward PHP 300.00 Private PHP 500.00		
		E.2 NSS Enema Ward PHP 400.00 Private PHP 600.00		



		<p>f. Common OB-GYN Procedures</p> <p>f.1 IUD Insertion PHP 400.00</p> <p>f.2 IUD Removal PHP 700.00</p> <p>f.3 Internal Examination PHP 600.00</p> <p>f.4 Medicolegal Examination PHP 165.00</p> <p>f.5 Cord Dressing PHP 165.00</p> <p>g. Blood Transfusion (Per Bag)</p> <p>Ward PHP 300.00</p> <p>Private PHP 350.00</p> <p>h. Electrocardiogram (ECG) PHP 200.00</p> <p>i. Wound Dressing 150</p> <p>Small PHP 150.00</p> <p>Medium PHP 200.00</p> <p>Large PHP 300.00</p> <p>VI. ADULT 2-DIMENSIONAL ECHOCARDIOGRAPHY (2 D ECHO)</p> <p>a. Out Patient Department (OPD)</p> <p>Professional Fee PHP 1,100.00</p> <p>Hospital Fee PHP 2,300.00</p>		
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		b. In Patients Charity ward PHP 3,100.00 Private room PHP 3,800.00 ICU PHP 4,000.00		
2. Pay the required fees at the cashier.	2.1 Accept the payment and issue official receipt.  2.2 Check the official receipt and give to the client	None	5 minutes	<i>Cashier/Collecting Clerk</i> PEEDO – DDNH (IZ)
3. Accept the Official Receipt and go back to the respective unit	3. Instruct patient and present the Official Receipt to the respective unit in-charge	None	2 minutes	<i>Cashier/Collecting Clerk</i> PEEDO – DDNH (IZ)
<b>TOTAL:</b>		<b>Refer to fees and charges</b>	<b>8 minutes</b>	



## **Provincial Sports and Youth Development Office (PSYDO)**

1. Request for the Use of Venue: Davnor Gym, Pavilion, VIP Clubhouse
2. Request for the Use of the New Gym (DavNor Training Center)
3. Request for the Use of the DavNor Swimming Pools
4. Request for the Use of the DavNor Tennis Court
5. Request for the Use of the DavNor Track Oval
6. Request for Sports Development Activities/Training/ Program
7. Request for Youth Development Activities/Training/ Program
8. Request for Borrowing of Sports Equipment



### 1. Request for the Use of Venue: Davnor Gym, Pavilion, VIP Clubhouse

This service is for individual or group of individuals who wish to use the following venue: DavNor Gym with 800 bleachers, Pavilion with 80 seating-capacity and VIP Clubhouse with 60 seating-capacity. It offers best facility with modern built-in air conditioner, durable chairs, convenient tables and high-quality sound system. Fees must be observed under Provincial Tax Ordinance No. 2023-002 entitled: New Revenue Code of the Province of Davao del Norte.

<b>Office or Division:</b>	Provincial Sports and Youth Development Office - Administrative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original, 1 photocopy)		Citizen or client, government office, business owner		
Recommendation letter (1 original)		Office of the Provincial Sports and Youth Development		
Approval letter (1 original)		Office of the Governor, Office of the Provincial Administrator		
Reservation Sheet (1 original, 2 photocopies)		Office of the Provincial Sports and Youth Development		
Official Receipt (1 original, 1 photocopy)		Office of the Provincial Treasurer - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for initial assessment and verification at PSYDO	1. Verify and inform the availability of the venue	None	3 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division



	1.1 If venue is available, endorse the request to PSYDO P.G. Department Head for action			
2. Follow-up the request at PSYDO within 2 working days upon receipt	<p><b>For simple request:</b></p> <p>2.1 Endorse request to PSYDO for processing</p> <p>2.2 Approve/disapprove request and convey approval/disapproval to the requesting party</p>	None	2 days	<p><i>Administrative Aide I</i> PSYDO- Administrative Division</p>
	<p><b>For complex request:</b></p> <p>2.3 Endorse request to the Office of the Governor for approval</p> <p>2.4 Approve/disapprove request and return to PSYDO</p> <p>2.5 Convey approval / disapproval to requesting party</p>	None	6 days	<p><i>P.G. Department Head</i> PSYDO</p>
	<p><b>For highly technical request:</b></p> <p>2.6 Endorse request to the Office of the Governor for approval</p>	None	19 days	<p><i>P.G. Department Head</i> PSYDO</p>



	2.7 Approve/disapprove request and return to PSYDO  2.8 Convey approval / disapproval to requesting party			
3. Fill-up the Reservation Sheet and submit to PSYDO for checking	3. Process the Reservation Sheet	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division
4. After checking, submit the Reservation Sheet to PTO for payment	4. Processes payment and issues Official Receipt	*G2G Transactions: None  *G2C & G2B Transactions: DavNor Gym- Medium cool-PHP 1,000.00 per hour  Coolest-PHP 2,000.00 per hour  Pavilion-PHP 800.00 per hour  VIP Clubhouse-PHP 800.00 per hour  Electricity Charge for Additional Equipment PHP 300.00 per hour	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office



5. Present the Official Receipt to PSYDO	5. Issue a copy of the Official Receipt	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division
6. Furnish to PSYDO the details (name & contact number) of Focal Person	6. Receive the request and set for final meeting with client for proper execution	None	10 minutes	<i>Construction &amp; Maintenance Gen. Foreman</i> PSYDO - Building and Ground Maintenance Section
<b>TOTAL:</b>		<b>DavNor Gym- Medium cool-PHP 1,000.00 per hour</b>  <b>Coollest- PHP 2,000.00 per hour</b>  <b>Pavilion-PHP 800.00 per hour</b>  <b>VIP Clubhouse-PHP 800.00 per hour</b>  <b>Electricity Charge for Additional Equipment PHP 300.00 per hour</b>	<b>For simple request: 2 days and 28 minutes</b>  <b>For complex request: 6 days and 28 minutes</b>  <b>For highly technical request: 19 days and 28 minutes</b>	





## 2. Request for the Use of the New Gym (DavNor Training Center)

This service is for individual or group of individuals who wish to use of the New Gym (DavNor Training Center) with 600 bleachers. It offers best facility with modern digital scoreboard, durable chairs, convenient tables and high-quality sound system. Fees must be observed under Provincial Tax Ordinance No. 2023-002 entitled: New Revenue Code of the Province of Davao del Norte.

<b>Office or Division:</b>	Provincial Sports and Youth Development Office - Administrative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original, 1 photocopy)		Citizen or client, government office, business owner		
Recommendation letter (1original)		Office of the Provincial Sports and Youth Development		
Approval letter (1 original)		Office of the Governor, Office of the Provincial Administrator		
Reservation Sheet (1 original, 2 photocopies)		Office of the Provincial Sports and Youth Development		
Official Receipt (1 original, 1 photocopy)		Office of the Provincial Treasurer - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for initial assessment and verification at PSYDO	1. Verify and inform the availability of the venue  1.1 If venue is available, endorse the request to	None	3 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division



	PSYDO P.G. Department Head for action			
2. Follow-up the request at PSYDO within 2 working days upon receipt	<p><b>For simple request:</b></p> <p>2.1 Endorse request to PSYDO for processing</p> <p>2.2 Approve/disapprove request and convey approval/disapproval to the requesting party</p>	None	2 days	<p><i>Administrative Aide I</i> PSYDO- Administrative Division</p>
	<p><b>For complex request:</b></p> <p>2.3 Endorse request to the Office of the Governor for approval</p> <p>2.4 Approve/disapprove request and return to PSYDO</p> <p>2.5 Convey approval / disapproval to requesting party</p>	None	6 days	<p><i>P.G. Department Head</i> PSYDO</p>
	<p><b>For highly technical request:</b></p> <p>2.6 Endorse request to the Office of the Governor for approval</p>	None	19 days	<p><i>P.G. Department Head</i> PSYDO</p>



	2.7 Approve/disapprove request and return to PSYDO  2.8 Convey approval / disapproval to requesting party			
3. Fill-up the Reservation Sheet and submit to PSYDO for checking	3. Process the Reservation Sheet	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division
4. After checking, submit the Reservation Sheet to PTO for payment	4. Processes payment and issues Official Receipt	**G2G Transactions: None *G2C & G2B Transactions: New Gym (DavNor Training Center)- PHP 300.00 per hour  Electricity Charge for Additional Equipment PHP 300.00 per hour	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
5. Present the Official Receipt to PSYDO	5. Issue a copy of the Official Receipt	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division
6. Furnish to PSYDO the details (name & contact number) of Focal Person	6. Receive the request and set for final meeting with client for proper execution	None	10 minutes	<i>Construction &amp; Maintenance Gen. Foreman</i> PSYDO - Building and Ground Maintenance Section
<b>TOTAL:</b>		<b>New Gym (DavNor Training Center)- PHP 300.00 per hour</b>	<b>For simple request: 2 days and 28 minutes</b>	



	<b>Electricity Charge for Additional Equipment PHP 300.00 per hour</b>	<b>For complex request: 6 days and 28 minutes</b>  <b>For highly technical request: 19 days and 28 minutes</b>	
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### 3. Request for the Use of the DavNor Swimming Pools

This service is for individual or group of individuals who wish to use of the DavNor Swimming Pools that has two grandstands with 500-capacity. It offers best facility with a ten-lane Olympic size swimming pool (50 meters) and warm-up pool (12 meters). Fees must be observed under Provincial Tax Ordinance No. 2023-002 entitled: New Revenue Code of the Province of Davao del Norte.

<b>Office or Division:</b>	Provincial Sports and Youth Development Office - Administrative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original, 1 photocopy)		Citizen or client, government office, business owner		
Recommendation letter (1original)		Office of the Provincial Sports and Youth Development		
Approval letter (1 original)		Office of the Governor, Office of the Provincial Administrator		
Reservation Sheet (1 original, 2 photocopies)		Office of the Provincial Sports and Youth Development		
Official Receipt (1 original, 1 photocopy)		Office of the Provincial Treasurer - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for initial assessment and verification at PSYDO	1. Verify and inform the availability of the venue  1.1 If venue is available, endorse the request to	None	3 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division



	PSYDO P.G. Department Head for action			
2. Follow-up the request at PSYDO within 2 working days upon receipt	<p><b>For simple request:</b></p> <p>2.1 Endorse request to PSYDO for processing</p> <p>2.2 Approve/disapprove request and convey approval/disapproval to the requesting party</p>	None	2 days	<p><i>Administrative Aide I</i> PSYDO- Administrative Division</p>
	<p><b>For complex request:</b></p> <p>2.3 Endorse request to the Office of the Governor for approval</p> <p>2.4 Approve/disapprove request and return to PSYDO</p> <p>2.5 Convey approval / disapproval to requesting party</p>	None	6 days	<p><i>P.G. Department Head</i> PSYDO</p>
	<p><b>For highly technical request:</b></p> <p>2.6 Endorse request to the Office of the Governor for approval</p>	None	19 days	<p><i>P.G. Department Head</i> PSYDO</p>



	2.7 Approve/disapprove request and return to PSYDO  2.8 Convey approval / disapproval to requesting party			
3. Fill-up the Reservation Sheet and submit to PSYDO for checking	3. Process the Reservation Sheet	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division
4. After checking, submit the Reservation Sheet to PTO for payment	4. Processes payment and issues Official Receipt	*G2G Transactions: None  *G2C & G2B Transactions: DavNor Swimming Pools- Daytime-PHP 100.00 per head  Nighttime-PHP 150.00 per head  Per Activity Exclusive Use: Daytime-PHP 500.00 per hour for maximum of 4 hours and minimum of 30 pax and PHP 30.00 per head if more than 30 pax  Nighttime-PHP 1,000.00 per hour with minimum of 30 pax	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office



		<p>and PHP 50.00 per head if more than 30 pax</p> <p>For Davao del Norte residents: Daytime-PHP 40.00 per session</p> <p>Nighttime-PHP 50.00 per session</p> <p>Electricity Charge for Additional Equipment-PHP 150.00 per hour</p>		
5. Present the Official Receipt to PSYDO	5. Issue a copy of the Official Receipt	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division
6. Furnish to PSYDO the details (name & contact number) of Focal Person	6. Receive the request and set for final meeting with client for proper execution	None	10 minutes	<i>Construction &amp; Maintenance Gen. Foreman</i> PSYDO - Building and Ground Maintenance Section
<b>TOTAL:</b>		<p><b>DavNor Swimming Pools-</b> <b>Daytime-PHP 100.00 per head</b></p> <p><b>Nighttime-PHP 150.00 per head</b></p> <p><b>Per Activity Exclusive Use:</b> <b>Daytime-PHP 500.00 per hour for maximum of 4</b></p>	<p><b>2 days and 28 minutes if simple request</b></p> <p><b>6 days and 28 minutes if complex request</b></p>	





	<p><b>hours and minimum of 30 pax and PHP 30.00 per head if more than 30 pax</b></p> <p><b>Nighttime-PHP 1,000.00 per hour with minimum of 30 pax and PHP 50.00 per head if more than 30 pax</b></p> <p><b>For Davao del Norte residents: Daytime-PHP 40.00 per session</b></p> <p><b>Nighttime-PHP 50.00 per session</b></p> <p><b>Electricity Charge for Additional Equipment-PHP 150.00 per hour</b></p>	<p><b>19 days and 28 minutes if highly technical request</b></p>	
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#### 4. Request for the Use of the DavNor Tennis Court

This service is for individual or group of individuals who wish to use of the DavNor Tennis Court with four lawn tennis courts. It offers best facility with solid low net stretched across the center, high quality court paint in the large rectangular area that can be used to play both doubles and single matches. Fees must be observed under Provincial Tax Ordinance No. 2023-002 entitled: New Revenue Code of the Province of Davao del Norte.

<b>Office or Division:</b>	Provincial Sports and Youth Development Office - Administrative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original, 1 photocopy)		Citizen or client, government office, business owner		
Recommendation letter (1original)		Office of the Provincial Sports and Youth Development		
Approval letter (1 original)		Office of the Governor, Office of the Provincial Administrator		
Reservation Sheet (1 original, 2 photocopies)		Office of the Provincial Sports and Youth Development		
Official Receipt (1 original, 1 photocopy)		Office of the Provincial Treasurer - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for initial assessment and verification at PSYDO	1. Verify and inform the availability of the venue	None	3 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division



	1.1 If venue is available, endorse the request to PSYDO P.G. Department Head for action			
2. Follow-up the request at PSYDO within 2 working days upon receipt	<p><b>For simple request:</b></p> <p>2.1 Endorse request to PSYDO for processing</p> <p>2.2 Approve/disapprove request and convey approval/disapproval to the requesting party</p>	None	2 days	<p><i>Administrative Aide I</i> PSYDO- Administrative Division</p>
	<p><b>For complex request:</b></p> <p>2.3 Endorse request to the Office of the Governor for approval</p> <p>2.4 Approve/disapprove request and return to PSYDO</p> <p>2.5 Convey approval / disapproval to requesting party</p>	None	6 days	<p><i>P.G. Department Head</i> PSYDO</p>
	<p><b>For highly technical request:</b></p> <p>2.6 Endorse request to the Office of the Governor for approval</p>	None	19 days	<p><i>P.G. Department Head</i> PSYDO</p>



	2.7 Approve/disapprove request and return to PSYDO  2.8 Convey approval / disapproval to requesting party			
3. Fill-up the Reservation Sheet and submit to PSYDO for checking	3. Process the Reservation Sheet	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division
4. After checking, submit the Reservation Sheet to PTO for payment	4. Processes payment and issues Official Receipt	*G2G Transactions: None  *G2C & G2B Transactions: DavNor Tennis Court- Nighttime-PHP 100.00 per hour per court for Non-Davao del Norte Residents  PHP 70.00 per hour per court for Davao del Norte Residents  Electricity Charge for Additional Equipment-PHP 150.00 per hour	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
5. Present the Official Receipt to PSYDO	5. Issue a copy of the Official Receipt	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division



6. Furnish to PSYDO the details (name & contact number) of Focal Person	6. Receive the request and set for final meeting with client for proper execution	None	10 minutes	<i>Construction &amp; Maintenance Gen. Foreman</i> PSYDO - Building and Ground Maintenance Section
<b>TOTAL:</b>		<p><b>DavNor Tennis Court-Nighttime-PHP 100.00 per hour per court for Non-Davao del Norte Residents</b></p> <p><b>PHP 70.00 per hour per court for Davao del Norte Residents</b></p> <p><b>Electricity Charge for Additional Equipment-PHP 150.00 per hour</b></p>	<p><b>2 days and 28 minutes if simple request</b></p> <p><b>6 days and 28 minutes if complex request</b></p> <p><b>19 days and 28 minutes if highly technical request</b></p>	



## 5. Request for the Use of the DavNor Track Oval

This service is for individual or group of individuals who wish to use of the DavNor Track Oval with a rubberized eight-track athletics area. It offers best facility with 3,000-capacity main grand stand and four light towers with high-intensity bulbs and additional LED lights. Fees must be observed under Provincial Tax Ordinance No. 2023-002 entitled: New Revenue Code of the Province of Davao del Norte.

<b>Office or Division:</b>	Provincial Sports and Youth Development Office - Administrative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original, 1 photocopy)		Citizen or client, government office, business owner		
Recommendation letter (1 original)		Office of the Provincial Sports and Youth Development		
Approval letter (1 original)		Office of the Governor, Office of the Provincial Administrator		
Reservation Sheet (1 original, 2 photocopies)		Office of the Provincial Sports and Youth Development		
Official Receipt (1 original, 1 photocopy)		Office of the Provincial Treasurer - Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for initial assessment and verification at PSYDO	1. Verify and inform the availability of the venue  1.1 If venue is available, endorse the request to	None	3 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division



	PSYDO P.G. Department Head for action			
2. Follow-up the request at PSYDO within 2 working days upon receipt	<p><b>For simple request:</b></p> <p>2.1 Endorse request to PSYDO for processing</p> <p>2.2 Approve/disapprove request and convey approval/disapproval to the requesting party</p>	None	2 days	<p><i>Administrative Aide I</i> PSYDO- Administrative Division</p>
	<p><b>For complex request:</b></p> <p>2.3 Endorse request to the Office of the Governor for approval</p> <p>2.4 Approve/disapprove request and return to PSYDO</p> <p>2.5 Convey approval / disapproval to requesting party</p>	None	6 days	<p><i>P.G. Department Head</i> PSYDO</p>
	<p><b>For highly technical request:</b></p> <p>2.6 Endorse request to the Office of the Governor for approval</p>	None	19 days	<p><i>P.G. Department Head</i> PSYDO</p>



	2.7 Approve/disapprove request and return to PSYDO  2.8 Convey approval / disapproval to requesting party			
3. Fill-up the Reservation Sheet and submit to PSYDO for checking	3. Process the Reservation Sheet	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division
4. After checking, submit the Reservation Sheet to PTO for payment	4. Processes payment and issues Official Receipt	*G2G Transactions: None  *G2C & G2B Transactions: DavNor Track Oval Exclusive private use Daytime-PHP 5,000.00 per hour  Nighttime-PHP 10,000.00 per hour	5 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
5. Present the Official Receipt to PSYDO	5. Issue a copy of the Official Receipt	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division
6. Furnish to PSYDO the details (name & contact number) of Focal Person	6. Receive the request and set for final meeting with client for proper execution	None	10 minutes	<i>Construction &amp; Maintenance Gen. Foreman</i> PSYDO - Building and Ground Maintenance Section





<b>TOTAL:</b>	<b>DavNor Track Oval Exclusive private use Daytime-PHP 5,000.00 per hour  Nighttime-PHP 10,000.00 per hour</b>	<b>2 days and 28 minutes if simple request  6 days and 28 minutes if complex request  19 days and 28 minutes if highly technical request</b>	
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## 6. Request for Sports Development Activities/Training/ Program

This service is for individual or group of individuals who wish to avail sports development activities/training/program. The Sports Development Division under the Provincial Sports and Youth Development Office facilitates any sports trainings to individual and selecting elite athletes who will represent the province in local and national sporting events as members of Team DavNor. It also assists in organizing different sporting events. Wholistic Sports Development is conducted through logistical framework based from the following projects: **Talent Reinforcement And INTensification (TRAIN)**, **COMplementary Project for Exposure in Tournaments and Events (COMPETE)** and **Holistic Organizing of Sports Tournaments (HOST)**.

<b>Office or Division:</b>	Provincial Sports and Youth Development Office - Sports Development Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original, 1 photocopy)		Citizen or client, government office concerned, business owner		
Recommendation letter (1 original)		Office of the Provincial Sports and Youth Development		
Approval letter (1 original)		Office of the Governor, Office of the Provincial Administrator		
Activity Design (3 original)		Office of the Provincial Sports and Youth Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for initial assessment and verification at PSYDO	1. Receive the required documents and determine the nature of request	None	10 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division



<p>2. Follow-up the request at PSYDO within 2 working days upon receipt</p>	<p>2. Endorse to PSYDO-Sports Division for processing</p> <p>2.1 Convey approval/disapproval to requesting party</p>	<p>None</p>	<p>2 days</p>	<p><i>P.G. Department Head</i> PSYDO</p>
<p>3. Proceed to PSYDO - Sports Division for proper deliberation</p>	<p>3. Receive the request and discuss the technical concerns, work mechanics and availability of funds</p> <p>3.1 Formulate the Activity Design and endorse to the Office of the Governor for approval</p> <p>3.2 Coordinate with the client for proper execution</p>	<p>None</p>	<p>15 working days</p>	<p><i>Sports Development Officer IV</i> PSYDO - Sports Development Division</p>
<b>TOTAL:</b>		<p><b>None</b></p>	<p><b>17 days and 10 minutes</b></p>	



## 7. Request for Youth Development Activities/Training/ Program

This service is for individual or group of individuals who wish to avail youth development activities/training/program. The Youth Development Division under the Provincial Sports and Youth Development Office facilitates any youth trainings to individuals in terms of promoting learning and education activities that can boost academic performance and promote physical health. Trainings are supported by the following projects: **L**earning and **E**ducation **A**ctivities for a **R**esponsive Youth **N**ation (LEARN) to equip the youth with the necessary knowledge to excel in their chosen career path; **L**eadership, **E**mpowerment and **A**Dvocacy (LEAD) to cater the youth with leadership skills as well as a strong sense of public service; and **A**rts, **C**ulture and **T**alents (ACT) to showcase the youth their talents and skills from different fields of art that can boost their personality and behavior.

<b>Office or Division:</b>	Provincial Sports and Youth Development Office - Youth Development Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Request letter (1 original, 1 photocopy)	Citizen or client, government office concerned, business owner	
Recommendation letter (1 original)	Office of the Provincial Sports and Youth Development	
Approval letter (1 original)	Office of the Governor, Office of the Provincial Administrator	
Activity Design (3 original)	Office of the Provincial Sports and Youth Development	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification at PSYDO	1. Receive the required documents and determine the nature of request	None	10 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division
2. Follow-up the request at PSYDO within 2 working days upon receipt	2. Endorse to PSYDO-Youth Division for processing  2.1 Convey approval/disapproval to requesting party	None	2 days	<i>P.G. Department Head</i> PSYDO
3. Proceed to PSYDO - Youth Division for proper deliberation	3. Receive the request and discuss the technical concerns, work mechanics and availability of funds  3.1 Formulate the Activity Design and endorse to the Office of the Governor for approval  3.2 Coordinate with the client for proper execution	None	15 working days	<i>Youth Development Officer III</i> PSYDO - Sports Development Division
<b>TOTAL:</b>		<b>None</b>	<b>17 days and 10 minutes</b>	



## 8. Request for Borrowing of Sports Equipment

The Provincial Sports and Youth Development Office allows any group or individual to borrow sports equipment that can be used within the province of Davao del Norte. Athletes and sports enthusiast are strictly advised to use sporting equipment in order to prevent injuries.

<b>Office or Division:</b>	Provincial Sports and Youth Development Office - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original, 1 photocopy)		Citizen or client, government office, business owner		
1 Valid Identification Card (1 original)		Citizen or client, government office, business owner		
Approval letter (1 original)		PSYDO - P.G. Department Head		
Borrower's Form (1 original)		PSYDO - Sports Equipment Custodian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for initial assessment and verification at PSYDO	1. Inform and verify the availability of equipment  1.2 If available, endorse the request to PSYDO - P.G Department Head for approval	None	5 minutes	<i>Administrative Aide I</i> PSYDO- Administrative Division



2. Follow-up the request at PSYDO within 2 working days upon receipt	2. If approve, endorse the request to Sports Development Division for processing  2.1 If not approve, endorse the request to PSYDO - Administrative Division to inform the client	None	2 days	<i>P.G. Department Head</i> PSYDO
3.If approve, accomplish the Borrower's Form and surrender your Identification Card	3. Accept the Borrower's Form and client's Identification Card	None	5 minutes	<i>Youth Development Officer III</i> PSYDO - Sports Development Division
4. After borrowing, return the sports equipment and retrieve your Identification Card	4. Receive the borrowed sports equipment and return client's Identification Card	None	5 minutes	<i>Sports Equipment Custodian</i> PSYDO
<b>TOTAL:</b>		<b>None</b>	<b>2 days and 15 minutes</b>	



## **Provincial Disaster Risk Reduction and Management Office (PDRRMO)**

1. Receiving Communications and Generating Referral Slip
2. Request for Utilization of PDRRM Office Conference Hall and Training Hall
3. Request for Utilization of PDRRM Office Transport Vehicles
4. Request for Training Facilitation
5. Emergency Medical Services
6. DAVNOR 911 Emergency and Disaster Hotline
7. Official Radio messages for transmission
8. Emergency Call during Emergency Situation
9. Transmission of Fax Messages
10. Data Request
11. Provision of Weather Forecast from Requests/Inquires in Social Media, Text Messages, Calls and Emails
12. Training/Workshop Facilitation





## 1. Receiving Communications and Generating Referral Slip

Public, Private and Business sectors send request to avail Disaster Risk Reduction and Management related services.

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDDRMO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 Original Copy)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to the Receiving Area / Personnel at the Administrative Division	1.1 Personnel receives the letter	None	3 Minutes	<i>Local Disaster Risk Reduction Management Officer IV PDRRMO</i>
2. Secures a received copy of the letter that is stamped by the receiving personnel	2.1 Stamps the request letter and its received copy	None	3 Minutes	<i>Local Disaster Risk Reduction Management Officer IV PDRRMO</i>
	2.2 Encodes the details of the request to the Automated Communication Control System	None	5 Minutes	<i>Local Disaster Risk Reduction Management Officer IV PDRRMO</i>



	(AccSys)			
	2.3 Print the Communication Referral Slips and forward to the action officer	None	3 Minute	<i>Local Disaster Risk Reduction Management Officer IV PDRRMO</i>
	2.4 Scrutinize the documents and notes actions to be taken	None	10 Minutes	<i>Local Disaster Risk Reduction Management Officer IV PDRRMO</i>
	2.5 Encode the actions and forward to concerned unit/section/office	None	7 days	<i>Local Disaster Risk Reduction Management Officer IV PDRRMO</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 days and 4 minutes</b>	



## 2. Request for Utilization of PDRRM Office Conference Hall and Training Hall

PDRRM Office Conference Hall and Training Hall are open for utilization for any meetings, conference or other purposes of the different sectors, offices or individual during normal times and is subject to its availability.

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDDRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter address to the Department Head (1 Original copy)  Note: Request letter shall be submitted at least 1 week before the event		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to the receiving area/ personnel at the Administrative Division	1.1 Check calendar logbook of availability	None	3 minutes	<i>Local Disaster Risk Reduction Management Officer IV PDRRMO</i>
	1.2 Approve / Disapprove the request	None	5 minutes	<i>Local Disaster Risk Reduction Management Officer IV PDRRMO</i>



2. Receive the approval/disapproval of the request	2. Convey to the requesting party the approval / disapproval of the request	None	5 minutes	<i>Local Disaster Risk Reduction Management Officer IV PDRRMO</i>
<b>TOTAL:</b>		<b>None</b>	<b>13 minutes</b>	



### 3. Request for Utilization of PDRRM Office Transport Vehicles

Provincial Government have 2 Utility Vans and 1 Mass Transport Vehicle. The vehicles are utilized for DRRM related transportation during emergency and calamity and open to utilize for the different sectors, offices or individual during normal times and subject to its availability.

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDDRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter address to the Local Chief Executive through the Department Head (1 Original) Note: Request letter shall be submitted at least 1 week before the event		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to PGO	1.1 Receive request letter from PGO	None	10 minutes	<i>Local Disaster Risk Reduction Management Officer IV PDDRMO</i>
	1.2 Check calendar logbook of availability	None	3 minutes	<i>Local Disaster Risk Reduction Management Officer IV PDDRMO</i>
	1.3 Approve / Disapprove request	None	3 minutes	<i>Local Disaster Risk Reduction Management Officer IV</i>



				PDRRMO
2. Receive the approval/disapproval of request	2. Convey to the requesting party the approval / disapproval of the request	None	5 minutes	<i>Local Disaster Risk Reduction Management Officer IV</i> PDRRMO
<b>TOTAL:</b>		<b>None</b>	<b>21 minutes</b>	



#### 4. Request for Training Facilitation

The EMS Unit of the Operations Section provides technical assistance for the conduct of drills and skills training on Basic Life Support-Cardiopulmonary Resuscitation (BLS-CPR), Single Rope Rescue Technique (SRRT), Basic Swimming Skills, Water Search and Rescue (WASAR) Training, Functionality of early warning instruments installed in the province; Basic weather forecasting and other related trainings.

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDDRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter for training (1 Original)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/Submit the request letter to the Administrator's Office or to the PG Dept Head of PDRRMO and indicate contact number/s	1.1 Verify the request letter and receive for implementation	None	5 minutes	Local Disaster Risk Reduction Management Officer III PDRRMO
	1.2 Notify the requesting entity about the confirmation of the request	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	



## 5. Emergency Medical Services

The Emergency Medical Services unit of the Operation Section provides emergency medical assistance, patient transport services, and serves as standby medical responders to any planned activities.

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDRRMO) Operation Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter for emergency response/patient transport/standby medical responders (1 Original)		Origin of the letter from the office, schools, Municipality, Institutions, individual, etc. requesting the services.		
Request for Emergency Rescue (1 Original)		Call 911 or 149.69Mhzs.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/Submit the request letter to the Governor's Office or to the PG Department Head of PDRRMO and indicate contact number/s	1.1 Verify the request letter and receive for implementation	None	3 minutes	Local Disaster Risk Reduction Management Officer III PDRRMO
	1.2. Notify the requesting entity about the confirmation of the request	None	3 minutes	





2. Call 911 for Emergency Rescue	2.1 Verify the legitimacy of call and reported incident  2.2 Gather necessary details of the incident from the caller  2.3 Notify the responders and ambulance for dispatch to the location of incident	None	10 minutes  10 minutes  5 minutes	<i>Local Disaster Risk Reduction          Management Officer I          PDRRMO</i>
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	



## 6. DAVNOR 911 Emergency and Disaster Hotline

This service assists individuals needing emergency or disaster response.

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDDRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Emergency Calls		Caller		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Dial 911 or 112 for Globe emergency hotline and for SMART emergency hotline number dial 0999-225-1967, 0999226-1967,	1. Take the call and validate if the call is legitimate or prank call	None	3 minutes.	<i>Local Disaster Risk Reduction Management Officer I PDDRMO</i>
2. Notify 911 the type of emergency assistance needed and provide all necessary information	2. Gather necessary details and information, nature of emergency.	None	3 minutes	<i>Local Disaster Risk Reduction Management Officer I PDDRMO</i>



3. Receive instructions to help manage the situation and wait for response team to arrive	3.1 The call dispatcher selects an appropriate method of response based on the call received.	None	3 minutes	<i>Local Disaster Risk Reduction Management Officer I</i> PDRRMO
	3.2 Dispatched the call to the nearest LGUs base on the incident location.	None	3 minutes	<i>Local Disaster Risk Reduction Management Officer I</i> PDRRMO
	3.3 Provide pertinent information to responders	None	5 minutes	<i>Local Disaster Risk Reduction Management Officer I</i> PDRRMO
	3.4 Aide and direction for proper response through the caller.	None	10 minutes	<i>Local Disaster Risk Reduction Management Officer I</i> PDRRMO
<b>TOTAL:</b>		<b>None</b>	<b>27 minutes</b>	



## 7. Official Radio messages for transmission

Official Radio messages from different agencies will be transmitted to other agencies thru different LGUs via radio, skype, messenger and email.

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDRRMO) Radio Communication unit.			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Any government agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Radio messages duly signed by the Head of office or its representative. (2 Original Copies)		Origin of the message or Office where the message came from.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/Submit the official radio message to radio room.	1.1 Validate the information and retain a copy.	None	3 minutes	Radio operator on duty: Senior Administrative Assistant I Administrative Assistant III PDRRMO
	1.2 Notify on the progress of the radio message via skype, messenger, email or radio.	None	2 days	
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 3 minutes</b>	



## 8. Emergency Call during Emergency Situation

One of the services of the Radio Communication Unit or DavNor 911 EMS Unit is to provide emergency response callers during emergency situation. (Vehicular accident, Fire incident, etc.)

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDRRMO) Radio Communication unit and or DavNor 911 and EMS Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Any government agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Witness of the actual incident should be the caller		Witness		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verify and investigate on the incident.  1.1 Call the Radio room thru 149.69 mhzs.	1.1 Acknowledge the caller and refer him to 911. 1.2 If the caller cannot directly contact the 911, assist the caller by using radio relay method to contact Davnor 911. 1.3 Get the basic information relative to the caller and incident, and give instruction/s.	None	3 minutes  3 minutes  3 minutes	Radio operator on duty: Senior Administrative Assistant I Administrative Assistant III PDRRMO
<b>TOTAL:</b>		<b>None</b>	<b>9 minutes</b>	



## 9. Transmission of Fax Messages

Radio communication unit has Fax machine to provide an easy and smooth flow of communication system. This is to deliver and receive fax messages from and to different agencies and LGUs

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDRRMO) Radio Communication unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2G – Government to Government			
<b>Who may avail:</b>	Any government agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Witness of the actual incident should be the caller		Witness		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Verify and investigate on the incident.  1.1 Call the Radio room thru 149.69 mhzs.	1.1 Acknowledge the caller and refer him to 911. 1.2 If the caller cannot directly contact the 911, assist the caller by using radio relay method to contact Davor 911. 1.3 Get the basic information relative to the caller and incident, and give instruction/s.	None	3 minutes  3 minutes  3 minutes	Radio operator on duty: Senior Administrative Assistant I Administrative Assistant III PDRRMO
<b>TOTAL:</b>		<b>None</b>	<b>9 minutes</b>	



## 10. Data Request

This service provides provision of rainfall, humidity, temperature, historical disaster occurrence & weather forecast data request from agencies/individuals.

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDRRMO) Operation and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2G – Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter with specific data needed and the period of coverage. (1 Original)		Requesting party/agency.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter to either:  PDRRMO PG Dept. Head Head if the requesting party is from PGDDN;  or Provincial	1.1 Receive and verify the request letter.  1.2 Notify the requesting entity about the confirmation of the request through the contact number provided on the Request letter.	None	5 minutes  1 day from the received date of the letter	<i>Local Disaster Risk Reduction Management Officer IV PDRRMO</i>



Administrator's Office if the requesting party is a private agency or individual.	1.3 Forward the request to the Early Warning Section		5 minutes	
2. Collect the requested data at PDRRMO Operations and Warning section by affixing signature over printed name with date and time of getting it.	2. Issue to the client the requested data and secure a received copy from the requesting party	None	1 day	<i>Local Disaster Risk Reduction Management Officer III PDRRMO</i>
<b>TOTAL:</b>		<b>None</b>	<b>9 minutes</b>	





### 11. Provision of Weather Forecast from Requests/Inquires in Social Media, Text Messages, Calls and Emails.

This service is for information dissemination regarding weather forecast to private individuals, entities and government agencies.

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDRRMO) Operation and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2G – Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request of assistance sent by the requesting party thru emails, text messages, calls and social media chat.		Requesting party/agency.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call, Text, e-mail or message PDRRMO Davao del norte official accounts and hotline numbers listed below:  Facebook Account: Pdrmmc Davnor  Twitter Account Pdrmmc Davnor	1.1 Receive the call; Text messages; Chat; or email and identify the request/inquiry as well as the identification of the requesting party.  1.2 Notify and respond to the requesting party and provide information or	None	5 minutes	<i>Local Disaster Risk Reduction Management Officer III</i> PDRRMO



<p>E-mail Account pgopdrmd@gmail.com</p> <p>Monitoring &amp; Warning Hotline number: 0961-212-2015 (084) 216-0307 (084) 655-9437</p>	<p>weather update relative to the request.</p>		<p>5 minutes</p>	
	<p>1.3 Log the accomplishment specifying the date, time and type of service</p>		<p>3 minutes</p>	<p><i>Local Disaster Risk Reduction Management Officer III PDRRMO</i></p>
<b>TOTAL:</b>		<b>None</b>	<b>9 minutes</b>	



## 12. Training/Workshop Facilitation

Facilitate DRRM orientation specifically on: (1) City/Municipal DRRM planning workshops; (2) barangay DRRM planning workshops; (3) Contingency planning workshop; and (4) Public Service Continuity Plan.

<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (PDRRMO) Research and Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2G – Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter for training/planning workshops (1 Original)		Origin of the letter request.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter to the Governor's Office/Provincial Administrator's Office. Once approved, forward request to PDRRMO.	1.1 Receive the request letter. 1.2 Check the request letter carefully, identify the signatory, the origin, date, time and venue of the requested activity. 1.3 Notify the requesting entity about the confirmation of the request through the contact number provided on the request letter.	None	5 minutes  5 minutes  20 minutes	<i>Local Disaster Risk Reduction Management Officer II</i> PDRRMO
<b>TOTAL:</b>		<b>None</b>	<b>9 minutes</b>	



## **Vice-Governor's Office (VGO)**

1. Availing of Medical/Financial Assistance from One-Stop Shop
2. Availing of Burial Assistance from One-Stop Shop
3. Availing of Solicitation Funds from the Vice Governor



## 1. Availing of Medical/Financial Assistance from One-Stop Shop

This service serves only as a channel, addresses some gaps or bridges clients to reach out to representatives of the Malasakit Center, Wellness Center, and Department of Social Welfare and Development (DSWD). Moreover, it helps patients who are unable to pay for all or part of their health care services.

<b>Office or Division:</b>	Vice Governor's Office (VGO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Indigent residents of Province of Davao del Norte	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Yellow Card issued by a government hospital facility (Original & photocopy).	Government facility where the patient is admitted
	2. Certificate of Indigency (Original & photocopy).	Barangay Hall
	3. Billing Statement/Quotation (Original & photocopy).	Government facility where the patient is admitted
	4. Medical Abstract (Original & photocopy).	Government facility where the patient is admitted
	5. Doctor's Prescription with indicated amount (Original & photocopy).	Attending Physician
	6. Authorization letter of the patient.	Client



7. Photocopy of Valid ID of the patient and representative (Original & photocopy). * number of copies may vary depending on the center's requirements.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the patient's status and discuss his/her financial needs.	1.1. Identify the needs and discuss the process with the client.	None	5 Minutes	<i>Private Secretary I</i> Vice Governor's Office (VGO)
2. Secure all the necessary requirements.	2.1. Call the assigned staff of charitable institution and forward the client with a note/referral slip.	None	5 Minutes	<i>Private Secretary I</i> Vice Governor's Office (VGO)
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	



## 2. Availing of Burial Assistance from One-Stop Shop

This service serves only as a channel, addresses some gaps or bridges clients to reach out to representatives of the Department of Social Welfare and Development (DSWD) and other government agencies. Moreover, it helps clients who are unable to pay for all or part of their funeral or burial services.

<b>Office or Division:</b>	Vice Governor's Office (VGO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Indigent residents of Province of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Contract from funeral home (Original & photocopy).		Funeral Home		
2. Certificate of Indigency (Original & photocopy).		Barangay Hall		
3. Photocopy of Valid ID of the deceased's immediate family (Original & photocopy). * number of copies may vary depending on the center's requirements.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the client's financial needs.	1.1. Identify the needs and discuss the process with the client.	None	5 Minutes	<i>Private Secretary I</i> Vice Governor's Office (VGO)



2. Secure all the necessary requirements.	2.1. Call the assigned staff of DSWD and other government agencies and forward the client with a note/referral slip.	None	5 Minutes	<i>Private Secretary I</i> Vice Governor's Office (VGO)
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	





### 3. Availing of Solicitation Funds from the Vice Governor

This service allots funds for sponsorship requests, approves donation requests, among others, subject to availability of funds.

<b>Office or Division:</b>	Vice Governor's Office (VGO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Indigent residents of Province of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request stating the needs/ purpose therein. (1 Original & 1 photocopy).		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit his/her letter request which states his/her need or purpose for asking solicitation funds from the Vice Governor.	1.1. Accept letter request.	None	5 Minutes	<i>Private Secretary I</i> Vice Governor's Office (VGO)
	1.2. Forward the letter request to Vice Governor for his feedback or comments.		10 Minutes	
	1.3. The assigned staff for donation requests strictly processes the documents		20 Minutes	



	based on the procurement law.			
2. Wait for the staff for updates on his/her request.	2.1. The assigned staff finally communicates with the client as soon as his/her request is available and ready for awarding.	None	5 Minutes	<i>Private Secretary I</i> Vice Governor's Office (VGO)
3. The solicitor acknowledges receipt of solicitation funds/requested item.	<p><b><u>If solicitation funds are granted</u></b> 3.1. Assigned staff/ liaison officer awards the request.</p> <p><b><u>If solicitation funds are not granted due to unavailability of funds</u></b> 3.2. Assigned staff presents alternative.</p>	None	5 Minutes  5 Minutes	<i>Private Secretary I</i> Vice Governor's Office (VGO)
<b>TOTAL:</b>		None	<p><b><u>If solicitation funds are granted</u></b> 45 Minutes</p> <p><b><u>If solicitation funds are not granted due to unavailability of funds</u></b> 45 Minutes</p>	



## **Sangguniang Panlalawigan Office (SPO)**

### 1. Request for Data Information



## 1. Request for Data Information

Provision of data information concerning the plans, programs, and governing laws.

<b>Office or Division:</b>		Sangguniang Panlalawigan Office (SPO)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request noted by the authorized person (1 Original).		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit or endorse letter or memo.	1.1. Receives and records the letter/memo for appropriate action.	None	5 Minutes	<i>Private Secretary I/II/Executive Assistant I</i> Sangguniang Panlalawigan Office (SPO)
	1.2. Prepares the required data.		5 Minutes	
	1.3. Prepares the required data and information/written reply to the requesting party.		5 Minutes	



2. Receive Data.	2.1. Release the data to the requesting party.	None	5 Minutes	<i>Private Secretary I/II/Executive Assistant I SPO</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	



## **Office of the Secretary to the Sanggunian (OSS)**

1. Issuance of Certified True Copy/ies of Sangguniang Panlalawigan Documents/Records
2. Receiving of Resolutions/Ordinances from the component LGU's, Complaints, Petitions, Requests and other documents that required confirmation and approval from Sangguniang Panlalawigan



## 1. Issuance of Certified True Copy/ies of Sangguniang Panlalawigan Documents/Records

The public may request for certified true copies of documents from the Sangguniang Panlalawigan. The documents include the ordinances, resolutions and minutes of deliberations and Committee Reports/Recommendations on the action taken on Municipalities/Cities measures.

<b>Office or Division:</b>	Secretary to the Sangguniang Panlalawigan – Records Division (OSS-Records Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G–Government to Government, G2B–Government to Business, G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request specifying the document needed (3 Original copies).		The person/organization/agency requesting the action.		
2. Official Receipt of fees (1 Original) *Certified Copy of Record per document PHP120.00		Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request specifying the document needed at the Records Division.	1.1. Receive the letter request.	None	2 Minutes	<i>Administrative Assistant I</i> Office of the Secretary to the Sanggunian
	1.2. Give the request form to the client and advised the client to fill up the said form.		3 Minutes	



2. Fill in the request form and submit the same to the records division personnel.	2.1. Check the filled out form and advised the client to present the same to the Revenue Collection Clerk of the Treasury Office for its payment.	None	2 Minutes	<i>Administrative Assistant I OSS</i>
3. Present the request form to the Revenue Collection Clerk from the Treasury Office for payment of necessary fee.	3.1. Revenue Collection Clerk of the Treasury Office will issue a receipt.	Certified Copy of Record PHP 120.00 per document	15 Minutes	<i>Local Revenue Collection Officer I/II PTO-Cashier</i>
4. Wait for the retrieval of document at the Records Division.	4.1. Retrieval of the requested documents.	None	30 minutes	<i>Local Legislative Officer IV OSS-Legislative Documentation Division</i>
5. Present the request form together with the official receipt from the Treasury Office for the release of the requested documents.	5.1. Check the Official Receipt and affixed the Official Receipt Number to the filled out request form for reference.	None	2 Minutes	<i>Local Legislative Officer V OSS-Records Division</i>





6. Received requested document/s and Official Receipt.	6.1. Release the requested documents together with the official receipt.	None	2 Minutes	<i>Local Legislative Officer V</i> OSS-Records Division
<b>TOTAL:</b>		<b>Certified Copy of Record: PHP 120.00 per document</b>	<b>56 Minutes</b>	



## 2. Receiving of Resolutions/Ordinances from the component LGU's, Complaints, Petitions, Requests and other documents that required confirmation and approval from Sangguniang Panlalawigan

The public may submit requirements to the Office of the Secretary to the Sangguniang Panlalawigan for review and legislative action.

<b>Office or Division:</b>	Secretary to the Sangguniang Panlalawigan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G–Government to Government, G2B–Government to Business, G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Ordinance/s/ Resolution/s and supporting documents (3 Original copies)		The person/organization/agency requesting the action.		
2. Endorsement Letter (1 Original)		Requesting Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the Office of the Secretary to the Sangguniang Panlalawigan.	1.1. Receives the submitted requirements and endorses the same to the SP Secretary for review and appropriate action.	None	15 Minutes	<i>Administrative Assistant I</i> Office of the Secretary to the Sanggunian (OSS)



	<p>1.2. Review and act on the document.</p> <p><b><u>For inclusion in the Agenda of the Order of Business.</u></b></p> <p><b><u>For archive.</u></b></p>		<p>5 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p><i>Secretary to the Sanggunian (P.G. Department Head)</i> Office of the Secretary to the Sanggunian (OSS)</p> <p><i>Local Legislative Officer V</i> OSS-Legislative Documentation Division</p> <p><i>Local Legislative Officer V</i> OSS-Records Division</p>
<b>TOTAL:</b>		<b>None</b>	<p><b><u>For inclusion in the Agenda of the Order of Business.</u></b> <b>25 Minutes</b></p> <p><b><u>For archive.</u></b> <b>25 Minutes</b></p>	



## FEEDBACK AND COMPLAINTS MECHANISMS

<p>How to send a feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box located in all Provincial Government Offices and Public Assistance Desk.</p> <p>Call us at: PHRMO: (084) 655-9419 0920-974-5783 – SMART Users</p> <p style="padding-left: 40px;">PAdO: (084) 216-6906 0920-974-5781 – SMART Users</p> <p>Email us at: <a href="mailto:phrmo@davaonorte.gov.ph">phrmo@davaonorte.gov.ph</a> or <a href="mailto:davaonorte574@gmail.com">davaonorte574@gmail.com</a></p>
<p>How feedback is processed?</p>	<p>Every month, the designated ARTA Officer 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 (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p style="padding-left: 40px;">PHRMO: (084) 655-9419 0920-974-5783 – SMART Users</p> <p style="padding-left: 40px;">PAdO: (084) 216-6906 0920-974-5781 – SMART Users</p>
<p>How to file a complaint?</p>	<p>Answer the client Feedback Form and drop it at the designated drop box located in all Provincial Government Offices and Public Assistance Desk.</p>



Complaint can also be filed via telephone. Make sure to provide the following information:

- Name of person being complained
- Incident
- Evidence

For inquiries and follow-ups, clients may contact the following telephone number:

PHRMO: (084) 655-9419

0920-974-5783 – SMART Users

PAdO: (084) 216-6906

0920-974-5781 – SMART Users

You may also send all complaints to [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)

Or call at 8478-5099, 0969-257-4274, 0928-690-4080

Or you may course them through:

**Presidential Complaint Center (PCC)**

[pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)

Hotline 8888 or 8249310 loc. 8175 or 8182

Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621

**Contact Center ng Bayan (CCB)**

[email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)

0908-881-6565



How complaints are processed?

The designated ARTA Officer opens the complaints drop box on a monthly basis and evaluate each complaint.

Upon evaluation, the ARTA Officer shall start the investigation and forward the complaint to the relevant office for their explanation.

The ARTA Office will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action.

The ARTA Officer will give the feedback to the client.

For inquiries and follow-ups, clients may contact the following telephone number:

PHRMO: (084) 655-9419

0920-974-5783 – SMART Users

PAdO: (084) 216-6906

0920-974-5781 – SMART Users



## LIST OF OFFICES

Office	Address	Contact Information
Provincial Governor's Office (PGO)	Provincial Governor's Office, Capitol Building, 2nd Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09988410276 / 09953076859 / (084) 216-9606  Email: <a href="mailto:davaodelnorte574@gmail.com">davaodelnorte574@gmail.com</a> / <a href="mailto:pgodavnor2019@gmail.com">pgodavnor2019@gmail.com</a>
a. Internal Audit Services Division (IASD)	PGO – Internal Audit Services, Capitol Building, Ground Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09985959431 / 09209745781 / 09173250708 / 09305340762  Email: <a href="mailto:padoiasd@gmail.com">padoiasd@gmail.com</a> / <a href="mailto:davaodelnorte574@gmail.com">davaodelnorte574@gmail.com</a>
b. Persons with Disability Affairs Division (PDAD)	PGO – Persons with Disability Affairs Division, Old Legislative Building, Mankilam, Tagum City, Davao del Norte	Contact No: 09480685009  Email: <a href="mailto:pwdramps2021@gmail.com">pwdramps2021@gmail.com</a>
Provincial Administrator's Office (PAdO)	Provincial Administrator's Office, Capitol Building, 2nd Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781  Email: <a href="mailto:davaodelnorte574@gmail.com">davaodelnorte574@gmail.com</a>



a. Provincial Rehabilitation Center (PRC)	Provincial Rehabilitation Center, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09992298087 Email: <a href="mailto:jailbirddavnor@gmail.com">jailbirddavnor@gmail.com</a>
b. Information Technology Division (ITD)	PAdO - Information Technology Division, Capitol Building, 2nd Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09985874541 / 09178103526 / local: 1184 Email: <a href="mailto:davnor.it@gmail.com">davnor.it@gmail.com</a> / <a href="mailto:ict@davaodelnorte.gov.ph">ict@davaodelnorte.gov.ph</a>
c. Cooperative and Investment Development Division (CIDD)	Davao del Norte Sports and Tourism Complex Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09985655637 / 09178405946 Email: <a href="mailto:davnorinvestmentpromotion@gmail.com">davnorinvestmentpromotion@gmail.com</a>
d. Employment and Workforce Development Division (EWDD)	DavNor Tech-Voc Center, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09088156946 / 09357555732 / 09176289511 Email: <a href="mailto:ddnpesolmi@gmail.com">ddnpesolmi@gmail.com</a>
e. Tourism Division (TD)	PAdO – Tourism Division, Capitol Building, 2nd Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: <a href="mailto:davnortourism@gmail.com">davnortourism@gmail.com</a>





f. Special Programs and Project Division (SPPD)	PAdO – Special Programs and Project Division, Capitol Building, 2nd Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: <a href="mailto:padospdd@gmail.com">padospdd@gmail.com</a>
Provincial Human Resource Management Office (PHRMO)	Provincial Human Resource Management Office (PHRMO), Old Legislative Building, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745783 Email: <a href="mailto:phrmo@davaodelnorte.gov.ph">phrmo@davaodelnorte.gov.ph</a>
Provincial Information, Communication and Knowledge Management Office (PICKMO)	Provincial Information, Communication and Knowledge Management Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09992221967 / 09178103526 / 09156221299 / (084) 655-9415 Email: <a href="mailto:pickmodnli@gmail.com">pickmodnli@gmail.com</a> / <a href="mailto:1davnornetwork@gmail.com">1davnornetwork@gmail.com</a>
a. Davao del Norte Learning Institute (DNLI)	Provincial Information, Communication and Knowledge Management Office, Davao del Norte Learning Institute, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09992221967 / 09178103526 / 09156221299 / (084) 655-9415 Email: <a href="mailto:pickmodnli@gmail.com">pickmodnli@gmail.com</a> / <a href="mailto:1davnornetwork@gmail.com">1davnornetwork@gmail.com</a>
Provincial Planning and Development Office (PPDO)	Provincial Planning and Development Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745776 / 09992221967 / local: 1902 Email: <a href="mailto:ppedoddn@yahoo.com">ppedoddn@yahoo.com</a>



Provincial General Services Office (PGSO)	Provincial General Service Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09989630488 / 09338657199 / 09992221967  Email: <a href="mailto:pgsoddn@gmail.com">pgsoddn@gmail.com</a>
Provincial Budget Office (PBO)	Provincial Budget Office, Capitol Building, 2nd Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09177922513 / 09988432431 / 09688783984 / 09052910765  Email: <a href="mailto:pbodavnor@gmail.com">pbodavnor@gmail.com</a>
Provincial Accountant's Office (PACCO)	Provincial Accountant's Office, Capitol Building, Ground Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09988432457  Email: <a href="mailto:paccoddn@yahoo.com">paccoddn@yahoo.com</a> / <a href="mailto:pacco@davaodelnorte.gov.ph">pacco@davaodelnorte.gov.ph</a>
Provincial Legal Office (PLO)	Provincial Legal Office, Capitol Building, 2nd Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09178103526 / local: 1702 / (084) 655-9415  Email: <a href="mailto:ploddn@gmail.com">ploddn@gmail.com</a>
Provincial Treasurer's Office (PTO)	Provincial Treasurer's Office, Capitol Building, Ground Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09988432458 / 09075097814 / 09307461706  Email: <a href="mailto:ptodavnor@yahoo.com">ptodavnor@yahoo.com</a>



Provincial Assessor's Office (PASSO)	Provincial Assessor's Office, Capitol Building, Ground Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09988687431 / 09992221967 / local: 1602 Email: <a href="mailto:passoddn@yahoo.com">passoddn@yahoo.com</a> / <a href="mailto:passoddn@gmail.com">passoddn@gmail.com</a>
Provincial Health Office (PHO)	Provincial Health Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09992221967 / 09150359900 / 09190011874 Email: <a href="mailto:pho_ddn@yahoo.com">pho_ddn@yahoo.com</a>
a. Luntiang Paraiso Regional Rehabilitation Center (LPRRC)	Purok 2, Barangay Poblacion, New Corella, Davao del Norte	Contact No: 09171355909 Email: <a href="mailto:davnor.lprrc@gmail.com">davnor.lprrc@gmail.com</a>
Provincial Social Welfare and Development Division (PSWDO)	Provincial Social Welfare and Development Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09178358325 Email: <a href="mailto:pswdo.davaodelnorte@gmail.com">pswdo.davaodelnorte@gmail.com</a> / <a href="mailto:pswdo@davaodelnorte.gov.ph">pswdo@davaodelnorte.gov.ph</a>
Provincial Agriculturist's Office (PAGRO)	Provincial Agriculturist's Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: local: 2602 Email: <a href="mailto:pagro@davaodelnorte.gov.ph">pagro@davaodelnorte.gov.ph</a>



Provincial Veterinarian's Office (PVO)	Provincial Veterinarian's Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09988432432 / 09485509322 / 09912034899  Email: <a href="mailto:pvoddn@gmail.com">pvoddn@gmail.com</a> / <a href="mailto:pvo.davaodelnorte@gmail.com">pvo.davaodelnorte@gmail.com</a>
Provincial Environment and Natural Resources Office (PENRO)	Provincial Environment and Natural Resources Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09988432459  Email: <a href="mailto:penrolgu_ddn@yahoo.com">penrolgu_ddn@yahoo.com</a>
Provincial Engineer's Office (PEO)	Provincial Engineer's Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09989620767 / 09178357847 / 09082834746 / 09192117654 / 09985535937 / 09912006800 / 09335840227  Email: <a href="mailto:peodavaodelnorte@gmail.com">peodavaodelnorte@gmail.com</a>
Provincial Economic Enterprise Development Office (PEEDO)	Provincial Economic Enterprise Development Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745780 / 09178358023  Email: <a href="mailto:peedodavnor@rocketmail.com">peedodavnor@rocketmail.com</a>
a. Davao del Norte Hospital (Kapalong Zone)	Manuel L. Quezon Street, Maniki, Kapalong, Davao del Norte	Contact No: 09634784378  Email: <a href="mailto:ddnhkapalongzone@yahoo.com">ddnhkapalongzone@yahoo.com</a>



b. Davao del Norte Hospital (Carmen Zone)	Barangay Ising, Carmen, Davao del Norte	Contact No: 09538407450  Email: <a href="mailto:ddnhospcz@yahoo.com">ddnhospcz@yahoo.com</a>
c. Davao del Norte Hospital (IGACOS Zone)	Datu-Taganiog Street, Peñaplata, Island Garden City of Samal, Davao del Norte	Contact No: 09504850592  Email: <a href="mailto:ddnhigacoszone@gmail.com">ddnhigacoszone@gmail.com</a>
Provincial Sports and Youth Development Office (PSYDO)	Davao del Norte Sports and Tourism Complex Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09178358253 / 09989620761  Email: <a href="mailto:davnorpsydo@gmail.com">davnorpsydo@gmail.com</a> / <a href="mailto:psydo@davaodelnorte.gov.ph">psydo@davaodelnorte.gov.ph</a>
Provincial Disaster Risk Reduction and Management Office (PDRRMO)	Provincial Disaster Risk Reduction Management Office, Government Center, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09513920682 / 09483195216 / 09164354770  Email: <a href="mailto:davnorpdrmc@gmail.com">davnorpdrmc@gmail.com</a>
Vice Governor's Office (VGO)	Vice Governor's Office, New Sangguniang Panlalawigan Building, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09639723676  Email: <a href="mailto:vgodavnor@gmail.com">vgodavnor@gmail.com</a>



Sangguniang Panlalawigan Office (SPO)	Sangguniang Panlalawigan Office, New Sangguniang Panlalawigan Building, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09568356907 Email: <a href="mailto:agilangmasa@orlyamit.com">agilangmasa@orlyamit.com</a>
Office of the Secretary to the Sanggunian (OSS)	Office of the Secretary to the Sanggunian (OSS), New Sangguniang Panlalawigan Building, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: <a href="mailto:oss.davaodelnorte@gmail.com">oss.davaodelnorte@gmail.com</a>