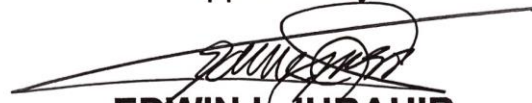




## Provincial Government of Davao del Norte

Approved by:

  
**EDWIN I. JUBAHIB**  
Governor,

## **CITIZEN'S CHARTER**

**Pursuant to RA 11032**  
Ease of Doing Business and Efficient Government  
Service Delivery Act of 2018

0  
**CITIZEN'S CHARTER**

2022 (2<sup>nd</sup> Edition)



Provincial Government of Davao del Norte

# **CITIZEN'S CHARTER**

2022 (2<sup>nd</sup> Edition)

1

**CITIZEN'S CHARTER**

2022 (2<sup>nd</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 Dabaonons 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**

**Knowledge Management, Education and Sports**

**Universal health and Social Services**

**Yield growth agriculture and sustainable environment**

**Adequate infrastructure facilities**

**Greater livelihood and income opportunities**

**Operation peace and development framework**

**Broad-based economic growth and investment**

#### **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.

## LIST OF OFFICES

### Provincial Government Office (PGO)

1. Issuance of Pauper's Burial Assistance.....11
2. Issuance of Medical Assistance.....12
3. Utilization of Governor's Office Conference Hall.....13
4. Utilization of Government Bus.....14

### Provincial Administrator's Office (PADO)

#### PADO - Admin

1. Processing of Fund Transfer to Barangays.....17
2. Retrieval of Documents.....18
3. Simples Letter and Correspondences.....19
4. Receiving Communications and Generating Referral Slip thru AccSys.....21

#### Disaster Risk Reduction Management Division (DRRMD)

5. Official Radio Messages for Transmission.....22
6. Emergency Call for Emergency Situation.....23
7. Transmission of Fax Messages.....24
8. Operation Training Section-Training Facilitation.....25
9. Operation Training Section-Training Facilitation.....26
10. DavNor 911 Emergency and Disaster Hotline.....27
11. Planning & Early Warning Section – Training Facilitation.....29
12. Data Request.....30
13. Provision of Weather Forecast from Requests/Inquires in Social Media,  
Text Messages, Calls and Emails.....32

#### Internal Audit Services (IAS)

14. Preparation and Conduct for Facilitation of Business Process Flow (BPF).....34
15. Preparation of Letter of Intent for Facilitation of Risk Assessment (RA)  
& Risk Management Planning (RMP).....37
16. Conduct Facilitation on Risk Assessment (RA) and  
Risk Management Plan (RMP).....39
17. Preparation for Presentation of Risk Assessment (RA) and Risk Management Plan (RMP)  
Reports.....42
18. Presentation of Risk Assessment (RA) and Risk Management Plan (RMP).....44
19. Preparation for the Conduct of Seminars/ Trainings for Business Process Flow (BPF), Risk  
Assessment (RA) and Risk Management  
Planning (RMP).....46

#### Information Technology Division (ITD)

20. EBATS and BATS Registration.....47
21. HRIS Registration.....48
22. HRIS Referral and Consultation.....49
23. Request for Software Upgrades.....50
24. Systems Inspection and Deletions.....51
25. Technical Assessment and Evaluation.....52
26. Hardware and Networking Repair.....53

27. Backbone Infrastructure Repair and/or Maintenances.....	54
28. Equipment Movements.....	55
<b>Provincial Rehabilitation Center (PRC)</b>	
29. Issuance of Certificate of Detention.....	56
30. Commitment Procedure (Issuance of Certificate of Appearance).....	58
31. Admission of PDL’s Visitor’s.....	61
32. Release of inmates.....	63
<b>Cooperative and Investment Development Division (CIDD)</b>	
33. Facilitation of Accreditation for Cooperatives.....	65
34. Facilitation of Accreditation for Civil Society Organizations (CSO).....	68
35. Membership to DNCSF.....	72
36. Loan Facilitation Under DNCSF.....	75
37. Education and Training on Cooperative/Association’s Development.....	78
38. Awards and Recognition (Provincial Level).....	80
<b>Davao del Norte Investment and Promotion (DNIPC)</b>	
39. Training on Product Enhancement, Packaging and Labeling/ Entrepreneurship and Business Management, Marketing and Promotion and Other Related Training- Workshop.....	83
40. Product Packaging and Labeling Assistance.....	85
41. Approval of New Supplier in DavNor Pasalubong Shop.....	87
42. Processing of Sales in DavNor Pasalubong Shop (on consignment basis).....	89
<b>Employment and Workforce Development Division (EWDD)</b>	
43. Application for On-site Livelihood and Techno Demo.....	90
44. Special Program for Employment of Students (SPES) Application.....	91
45. Application for Provincial Scholarship.....	93
<b>Tourism Division (TD)</b>	
46. Subsidies to Local Government Units (LGUs) for Site Development.....	95
47. Subsidies to Local Government Units (LGU) for Festival Banner.....	97
48. Issuance of Foreshore Lease Certification.....	98
49. Availment of Tourism Trainings.....	99
<b>Special Programs and Project Division (SPPD)</b>	
50. Housing Project.....	100
<b>Provincial Human Resource Management Office (PHRMO)</b>	
1. Certification of Employment and/or Certification of Employment with Compensation.....	102
2. Certification of No Pending Administrative Case.....	104
3. Certification of Good Moral Character.....	107
4. Certification of Actual Duties and Responsibilities.....	109
5. Service Record.....	111
6. Processing of Pay Slip for Loan Purposes.....	113
7. Processing of GSIS Loan Confirmation.....	115
8. Loan Certifications.....	116
9. Preparation of Travel Authority.....	117

<b>Provincial Information, Communication and Knowledge Management Office (PICKMO)</b>	
1. Request for Visual Presentation.....	119
2. Request for Kapihan sa Kapitolyo Guesting.....	121
3. Request for Loop.....	122
5. Request for Voice Over of News Materials & Full Length AVP.....	124
6. Request for Lay-out of IEC Materials.....	125
7. Request for Governor’s Messages or Speech.....	127
<b>PICKMO – DNLI</b>	
6. Availing Davao del Norte Learning Institute (DNLI) Special Academic Programs.....	128
7. Requesting Publication to PG-DDN Official Websites & Social Media Accounts.....	131
8. Requesting Administrative and Logistics Support for the Use of Bulwagan Hall/Function Rooms & Led Wall.....	132
<b>Provincial Planning and Development Office (PPDO)</b>	
1. Data/information dissemination on the status of programs, projects, activities completed and implemented by the province.....	135
2. Data/information on programs, projects, activities and development direction of Davao del Norte reflected in various planning documents.....	136
3. Socio economic and ecological profile data / information dissemination.....	138
<b>Provincial General Service Office (PGSO)</b>	
1. Issuance of Bidding Documents and Registration.....	141
2. Processing of Payment of the Delivered Supplies and Services.....	144
3. Processing of Payment of the Delivered Supplies and Services.....	147
4. Processing of Payment of the Delivered Supplies and Services.....	151
5. Acceptance and Inspection of Delivered Supplies and Equipment from Suppliers.....	155
6. Delivery of Supplies and Equipment to Different Offices of Davao del Norte.....	157
<b>Provincial Budget Office (PBO)</b>	
1. Certifying Obligation Request.....	159
2. Preparation of Allotment Release Order.....	161
3. Preparation of Supplemental Budget.....	163
4. Budget Review of Different LGUs.....	166
<b>Provincial Accountant's Office (PACCO)</b>	
1. Issuance of Certification No Unliquidated Cash Advance.....	170
2. Issuance of Certification for Repayments.....	171
3. Issuance of Certification of Certificate of Tax Withheld.....	172
<b>Provincial Legal Office (PLO)</b>	
1. Legal Representation.....	174
2. Legal Advice or Consultation.....	175
3. Legal Opinion.....	176
4. Legal Assistance.....	177
5. Drafting of Legal Documents.....	178
<b>Provincial Treasurer's Office (PTO)</b>	

1. Issuance of Official Receipt for Tax on Transfer of Real Property Ownership.....	180
2. Issuance of Official Receipt and Delivery Receipts (DR's) for Tax on Sand, Gravel and Other Quarry Resources.....	182
3. Issuance of Official Receipt for Real Property Tax (RPT) and Tax Clearance Certificate.....	186
4. Issuance of Official Receipt for Professional Tax.....	189
5. Issuance of Official Receipt for Tax on Printing & Publication.....	190
6. Issuance of Official Receipt for Franchise Tax.....	192
7. Issuance of Official Receipt for Amusement Tax.....	194
8. Issuance of Official Receipt for Tax on Delivery Trucks and Vans.....	196
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.....	198
10. Issuance of Official Receipt for Sale of Accountable Forms.....	205
<b>Provincial Assessor's Office (PASSO)</b>	
1. Issuance of Certification of Landholding.....	209
2. Issuance of Tax Declaration.....	211
3. Issuance of Tax Map or Tax Maps Control (TMCR).....	213
<b>Provincial Health Office (PHO)</b>	
1. Availment of Drug Testing Laboratory Services.....	216
2. Availment of Water Bacteriology Analysis Services.....	218
<b>Provincial Social Welfare and Development Office (PSWDO)</b>	
1. Financial Assistance (FA).....	221
2. Medical Assistance (MA).....	223
3. Pauper's Burial Assistance (PBA).....	224
4. Assistance to Distressed Overseas Filipino Workers (OFW).....	227
5. Emergency Shelter Assistance (ESA).....	229
6. Physical Restoration Assistance (PRA).....	231
7. Burial Assistance for Veterans.....	233
8. Transportation Assistance to Stranded Clients and Trafficked Persons/VAWC.....	235
9. Support to Senior Citizen's Project: Senior Citizens Assistance for Assistive Devices.....	237
10. Senior Citizens Assistance- Financial Assistance.....	239
11. Support to Person with Disability: Provision of Assistive Devices for Persons with Disability.....	241
12. Residential Care Facility: Client Admission to Reintegration at Women Development Center.....	243
13. Residential Care Facility: Bahay Pag-Asa Davao Del Norte Admission of Children-N –Conflict with The Law (CICL).....	246
14. Residential Care Facility: Bahay Pag-Asa Davao Del Norte Case Management.....	250
<b>Provincial Agriculturist's Office (PAGRO)</b>	



1. Availment of Mushroom Products.....	257
2. Availment of <i>Trichoderma harzianum</i> / <i>Trichogramma sp</i> .....	258
3. Availment of Biopesticides.....	260
4. Availment of Banana Tissue Culture seedlings.....	262
5. Availment of Banana Tissue Culture products (meristem and seedlings) <i>Placing Order</i> .....	264
6. Availment of Banana Tissue Culture products (meristem and seedlings) <i>Claiming Order</i> .....	265
7. Provision of Technical Assistance to Crops and Aquaculture.....	267
8. Provision of Information Education Campaign (IEC) Materials.....	268
9. Provision of Plant Pest and Disease Diagnostic Services.....	269
10. Availment of Farm Tractor Services.....	270
11. Provision of Marketing Directory.....	272
12. Facilitation of Loan Application (Individual, Cooperatives, Micro and Small Enterprise).....	273
13. Facilitation of Loan Application (SURE AID).....	275
14. Availment of Vegetable Seeds.....	277
15. Availment of High Value Fruit Seedlings.....	278
16. Availment of Fingerlings.....	280
<b>Provincial Veterinarian's Office (PVO)</b>	
1. Vaccination of Pets.....	282
2. Consultation and Animal Health Services.....	283
3. Issuance of Veterinary Health Certificate (VHC).....	284
4. Artificial Breeding Services.....	286
<b>Provincial Environment and Natural Resources Office (PENRO)</b>	
1. Processing of Commercial Sand and Gravel and Other Quarry Resources Extraction Permit.....	288
2. Processing of Government Gratuitous Permit.....	295
<b>Provincial Engineer's Office (PEO)</b>	
1. Issuance of Certification for Quarry Permit.....	301
2. Quality Control Tests of Samples.....	303
3. Issuance of Equipment Rental Request Order (ERRO).....	320
4. Queries on Requests/Resolutions.....	325
5. Issuance of Certification Re: Provincial Road.....	326
6. Issuance of Certification for Site Inspection for Bidding.....	328
7. Issuance of Infrastructure Plan for Bidding.....	330
8. Issuance of Infrastructure Plan.....	331
<b>Provincial Economic Enterprise Development Office (PEEDO)</b>	
1. PEEDO – Admin Services.....	334
2. PhilHealth Sponsored Program.....	335
3. Davao del Norte Blood Center Services.....	337
4. Provision of Reinforced Concrete Pipe Culvert (RCPC) and Concrete Hollow Blocks (CHB).....	341
5. Payment transaction of Reinforced Concrete Pipe Culvert (RCPC) and Concrete	

Hollow Blocks (CHB).....	343
6. Hospital Administrative Services.....	345
7. Davao del Norte Hospital Admission Services.....	347
8. Davao del Norte Hospital Cashiering Services.....	353
9. Issuance of Certificate of Confinement.....	355
10. Davao del Norte Hospital Dental Services.....	357
11. Medical Service for Emergency Cases.....	367
12. Davao del Norte Hospital Laboratory Services.....	373
13. Malasakit Center.....	380
14. Issuance of Medical Certificate.....	382
15. Issuance of Medico-Legal.....	384
16. Medical Services for Outpatients.....	386
17. Availment of Radiology Services.....	394
18. Death Registration.....	397
19. Registration of Live Birth.....	399
20. Luntiang Paraiso Regional Rehabilitation Center Services.....	401
21. Medical Social Services.....	404
<b>Provincial Sports and Youth Development Office (PSYDO)</b>	
1. Request for The Availment Of Venue: Davnor Gym, Pavilion, VIP Clubhouse.....	414
2. Request for Sports Development Activities/Training/ Program.....	417
3. Request for Youth Development Activities/Training/ Program.....	419
4. Request for Borrowing/Utilization of Sports Equipments.....	421
<b>Vice-Governor's Office (VGO)</b>	
1. Availing of Charity Care/Financial Assistance from One-Stop Shop Request for Sports Development Activities/Training/ Program.....	424
2. Availing of Solicitation Funds from the Vice Governor.....	425
<b>Sangguniang Panlalawigan Office (SPO)</b>	
1. Request for Data Information.....	428
<b>Office of the Secretary to the Sanggunian (OSS)</b>	
1. Issuance of Certified True Copy/ies of Sangguniang Panlalawigan Documents/Records.....	430
2. Receiving of Resolutions/Ordinances from the component LGU's, Complaints, Petitions, Requests and other documents that required confirmation and approval from Sangguniang Panlalawigan.....	432



## **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 Paupers 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			
<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 Photocopy) 2. Barangay Certificate of Indigency (1 Original and 1 photocopy) 3. Claimant's Valid ID Note: Address is within Davao del Norte		1. Civil Registrar (Place of Death) 2. Barangay Residency of the deceased person 3. 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 Burial Section</i>
	1.2 Fill-up referral form signed by the burial-in-charge	None	2 minutes	<i>Officer of the Day Burial Section</i>
	1.3 Released accomplished referral form to client then endorse it at PSWDO	None	1 minute	<i>Officer of the Day Burial Section</i>
<b>TOTAL:</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			
<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) 2. Identification Card or Yellow Card (admitted) (1 Photocopy) 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) 4. Valid ID of claimant and/or patient or barangay certificate if no valid ID can be presented (1 Photocopy)		1. Provincial Social Welfare and Development Office 2. Any Government Hospital or Clinic 3. Any Government Doctors/Physicians 4. 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 Doctor's prescription/charge slip/yellow card/lab request/hospital bill	1.1 Fill-up referral from signed by the Provincial Governor	None	2 minutes	<i>Officer of the Day Medical Section</i>
2. Present patients valid ID	2.1 Verifies client's identification card(ID)	None	2 minutes	<i>Officer of the Day Medical Section</i>
	2.2 Released accomplished referral form to client	None	1 minute	<i>Officer of the Day Medical Section</i>
<b>TOTAL:</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			
<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)			1. 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	Check calendar logbook of availability	None	2 minutes	<i>PGO Staff In-charge</i>
<b>TOTAL:</b>			<b>2 minutes</b>	

#### 4. Utilization of Government Bus

Provincial Government have 2 Busses donated by the Private company under the supervision and controlled by the Governors’ Office. The busses 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			
<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		1. 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	Check calendar logbook of availability	None	2 minutes	<i>PGO Staff In-charge</i>
<b>TOTAL:</b>			<b>2 minutes</b>	



## **Provincial Administrator's Office (PADO)**

### **PADO - Admin**

1. Processing of Fund Transfer to Barangays
2. Retrieval of Documents
3. Simple Letter and Correspondences
4. Receiving Communications and Generating Referral Slip thru AccSys

### **Disaster Risk Reduction Management Division (DRRMD)**

5. Official Radio Messages for Transmission
6. Emergency Call for Emergency Situation
7. Transmission of Fax Messages
8. Operation Training Section-Training Facilitation
9. Operation Training Section-Training Facilitation
10. DavNor 911 Emergency and Disaster Hotline
11. Planning & Early Warning Section – Training Facilitation
12. Data Request
13. Provision of Weather Forecast from Requests/Inquires in Social Media, Text Messages, Calls and Emails

### **Internal Audit Services (IAS)**

14. Preparation and Conduct for Facilitation of Business Process Flow (BPF)
15. Preparation of Letter of Intent for Facilitation of Risk Assessment (RA) & Risk Management Planning (RMP)
16. Conduct Facilitation on Risk Assessment (RA) and Risk Management Plan (RMP)
17. Preparation for Presentation of Risk Assessment (RA) and Risk Management Plan (RMP) Reports
18. Presentation of Risk Assessment (RA) and Risk Management Plan (RMP)
19. Preparation for the Conduct of Seminars/ Trainings for Business Process Flow (BPF), Risk Assessment (RA) and Risk Management Planning (RMP)

### **Information Technology Division (ITD)**

20. EBATS and BATS Registration
21. HRIS Registration



22. HRIS Referral and Consultation
23. Request for Software Upgrades
24. Systems Inspection and Deletions
25. Technical Assessment and Evaluation
26. Hardware and Networking Repair
27. Backbone Infrastructure Repair and/or Maintenances
28. Equipment Movements

### **Provincial Rehabilitation Center (PRC)**

29. Issuance of Certificate of Detention
30. Commitment Procedure (Issuance of Certificate of Appearance)
31. Admission of PDL's Visitor's
32. Release of inmates

### **Cooperative and Investment Development Division (CIDD)**

33. Facilitation of Accreditation for Cooperatives
34. Facilitation of Accreditation for Civil Society Organizations (CSO)
35. Membership to DNCSF
36. Loan Facilitation Under DNCSF
37. Education and Training on Cooperative/Association's Development
38. Awards and Recognition (Provincial Level)

### **Davao del Norte Investment and Promotion (DNIPC)**

39. Training on Product Enhancement, Packaging and Labeling/ Entrepreneurship and Business Management, Marketing and Promotion and Other Related Training-Workshop
40. Product Packaging and Labeling Assistance
41. Approval of New Supplier in DavNor Pasalubong Shop
42. Processing of Sales in DavNor Pasalubong Shop (on consignment basis)

### **Employment and Workforce Development Division (EWDD)**

43. Application for On-site Livelihood and Techno Demo
44. Special Program for Employment of Students (SPES) Application
45. Application for Provincial Scholarship

### **Tourism Division (TD)**

46. Subsidies to Local Government Units (LGUs) for Site Development
47. Subsidies to Local Government Units (LGU) for Festival Banner
48. Issuance of Foreshore Lease Certification
49. Availment of Tourism Trainings

### **Special Programs and Project Division (SPPD)**

50. Housing Project

## 1. Processing of Fund Transfer to Barangays

The Provincial Government of Davao del Norte recognized the celebration of Araw ng Barangay and appropriated an amount of Twenty-Five Thousand Pesos (P25,000.00) for each barangay as financial assistance.

<b>Office or Division:</b>	PADO – Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Barangays in Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request/Barangay Resolution, Activity Design & Provincial Ordinance (1 Original Copy per Document)		Barangay Office and PADO-Admin. Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the requirement	Approved the Request & Activity Design, prepare OBR & Voucher	N/A	3 days	<i>Officer signatories &amp; processing in-charge</i>
<b>TOTAL:</b>		<b>N/A</b>	<b>3 days</b>	

## 2. Retrieval of Documents

The Records Management Section keeps the records of incoming and outgoing communications for the Offices of the Provincial Governor and Provincial Administrator, and retrieves any document from the file as requested.

<b>Office or Division:</b>	PADO-Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Possible Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip (1 Original Copy)		PADO – Admin 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 request slip	1. Approve the request slip	None	1 Minute	<i>Records Officer I and/or Administrative Officer IV</i>
	1.1. Locate/ Retrieve the requested document		5-15 Minutes	<i>Records Officer I and/or Administrative Officer IV</i>
<b>TOTAL:</b>		<b>None</b>	<b>16 Minutes</b>	

### 3. Simple Letters and Other Correspondences

Communication sent by clients both Private and Public Partners to solicit administrative actions to be conducted by all departments of the Provincial Government.

<b>Office or Division:</b>	Provincial Administrator's Office – Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government Government to Clients			
<b>Who may avail:</b>	All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 Original)		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. Submit Communication to the Receiving Area	1.1. Personnel receive the letter	None	1 minute	ASRMS PAdO-Admin
2. Secures a received copy duly stamped and received by the receiving personnel	2.1. Stamps the communication and its received copy	None	1 minute	ASRMS PAdO-Admin
	2.2. Encodes the details of the communication to the ACCSys	None	1 minute	ASRMS PAdO-Admin
	2.3. Prints the communication slip and attached the communication then forward it to the action officer	None	1 minute	ASRMS PAdO-Admin
	2.4. Examine the request and notes actions to be taken	None	5 minutes	Action Officer PAdO-Admin
	2.5. Return to ACCSys Personnel for encoding of action taken	None	1 minute	ASRMS PAdO-Admin

	2.6. Forward to writer of Correspondences	None	1 minute	CSSS, ASRMS <i>PAdO-Admin</i>
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	and Secretariat Services Section			
	2.7. Writer drafts response letter	None	15-30 minutes	CSSS <i>PAdO-Admin</i>
	2.8. Supervisor reviews the letter	None	10-15 minutes	CSSS <i>PAdO-Admin</i>
	2.9. Print reviewed letter and attach to the request letter	None	1 minute	CSSS <i>PAdO-Admin</i>
	2.10. Forward to approving officer for signatory	None	1 minute	CSSS <i>PAdO-Admin</i>
	2.11. Approving Officer signs letter	None	1day to 1 week	<i>Approving Officer</i> PADO
	2.12. Forward letter to Dispatch	None	1 day to 2 days	ASRMS <i>PAdO-Admin</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 day to 2 weeks</b>	

#### 4. Receiving Communications and Generating Referral Slip thru AccSys

<b>Office or Division:</b>	Provincial Administrator's Office – Administrative Division			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	All (Government Employees; Clients and Stakeholders)			
<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	1.1 Personnel receives the letter	None	1 Minute	ASRMS
2. Secures a received copy wherein it is stamped by the receiving personnel	2.1 Stamps the request letter and its received copy	None	1 Minute	ASRMS
	2.2 Encodes the details of the request to the Automated Communication Control System (AccSys)	None	5 Minutes	ASRMS
	2.3 Print the Communication Referral Slips and forward to the action officer	None	1 Minute	ASRMS
	2.4 Scrutinize the documents and notes actions to be taken	None	10 Minutes	Action Officer
	2.5 Encode the actions and forward to concerned office	None	1 day to 1 week	Concerned Office
<b>TOTAL:</b>		<b>None</b>	<b>1 Day to 1 Week</b>	

**CITIZENS' CHARTER- Disaster Risk Reduction Management Division (DRRMD)**

**1. Official Radio messages for transmission**

Official Radio messages from different agencies will be transmitted to other different agencies thru different LGUs via radio, skype, messenger and email.

<b>Office or Division:</b>	PADO, PDRRMD, Radio Communication unit.			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<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. Validate the information	None	1 to 2 minutes.	<i>Radio operator on duty.</i>
	1.1. Retain a copy.  1.2. Notify on the progress of the radio message via skype, messenger, email or radio.	None	1 hour to 16 hours.	<i>Radio Operator</i>
	<b>TOTAL:</b>	<b>NONE</b>	<b>Processing time depends on message content.</b>	

## 2. Emergency Call for Emergency Situation

One of the services of Radio communication unit is to provide emergency communication system to assist emergency call for emergency situation. (Vehicular accident, Fire incident, etc.)

<b>Office or Division:</b>	PADO, PDRRMD, Radio Communication unit.			
<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>		
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. Acknowledge the caller and refer him to 911.  1.1 If the caller cannot directly contact the 911, assist the caller by using radio relay method to contact Davnor 911.  1.2. Get the basic information relative to the caller and incident, and give instruction/s.	None	2 minutes.	<i>Radio operator on duty</i> PADO-PDRRMD
<b>TOTAL:</b>		<b>NONE</b>	<b>2 minutes</b>	



### 3. 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>	PADO, PDRRMD, 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>	all			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of the message to be faxed. (1 Original)		Sender		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verify if the message to be faxed is official  2. Dial 655-9407, inform the receiver that He/She has message to be fax, tell the number of pages and ask for a fax tone	1. Read the message and marked it received and have it logged.  2. A copy is filed for office reference.  3. Send it immediately and inform the agency or the sender on the status of the message.	None	2 minutes.	<i>Radio operator on duty</i> PADO-PDRRMD
<b>TOTAL:</b>		<b>NONE</b>	<b>2 minutes</b>	

#### 4. Operation Training Section – Training Facilitation

The Basic Life Support/Cardiopulmonary Resuscitation training skills, Single Rope Rescue Technique, Basic Swimming skills, Water search and Rescue Training provides assistance to any planned activities as standby medical responders.

<b>Office or Division:</b>	PADO, PDRRMD, Operation training section.			
<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 (1 Original)		1. 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 Governor’s Office or to the Division Head of PDRRMD and indicate contact number/s	1. Verify the request letter and receive for implementation  1.1. Notify the requesting entity about the confirmation of the request	None	5 minutes.	<i>OTS – Admin Support / OTS-Head Section</i> PADO-PDRRMD
<b>TOTAL:</b>		<b>NONE</b>	<b>Processing</b>	

## 5. Operation Training Section – Training Facilitation

The Basic Life Support/Cardiopulmonary Resuscitation training skills, Single Rope Rescue Technique, Basic Swimming skills, Water search and Rescue Training provides assistance to any planned activities as standby medical responders.

<b>Office or Division:</b>	PADO, PDRRMD, Operation training section.			
<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 (1 Original)  2. Request for Emergency Rescue (1 Original)		1. Origin of the letter from the office, schools, Municipality, Institutions, individual, etc. requesting the services. 2. 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 Division Head of PDRRMD and indicate contact number/s	1. Verify the request letter and receive for implementation  1.1. Notify the requesting entity about the confirmation of the request	None	5 minutes.	<i>OTS – Admin Support / OTS-Head Section</i> PADO-PDRRMD
<b>TOTAL:</b>		<b>NONE</b>	<b>Processing</b>	

## 6. DAVNOR 911 Emergency and Disaster Hotline

This service is used to report and assist any type of disaster and emergency circumstances.

<b>Office or Division:</b>	PADO, PDRRMD, DavNor 911 Emergency & Disaster Hotline			
<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. 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, 0999-226-1967,	1. Take the call and validate if the call is legitimate or prank call	None	1 minutes.	<i>Personnel on Duty Adm. Aide I</i> PADO-PDRRMD
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>Caller Taker Adm. Aide I</i> PADO-PDRRMD
3. Receive instructions to help manage the situation and wait for response team to arrive	3. The call dispatcher select an appropriate method of response based on the call received.	None	2 minutes	<i>Call Dispatcher Adm. Aide I</i> PADO-PDRRMD
	3.1. Dispatched the call to the nearest LGUs base on the incident location.  3.2. Provide pertinent information to responders and give appropriate	None	3 minutes	<i>Call Taker Adm. Aide I</i> PADO-PDRRMD

	aide and direction for proper response through the caller.			
<b>TOTAL:</b>		<b>NONE</b>	<b>9 minutes</b>	

## 7. Planning & Early Warning Section – Training Facilitation

Facilitate DRRM orientation specifically on: (1) hazards and risk management; (2) functionality of early warning instruments installed in the province; (3) basic weather forecasting and other related trainings; (4) city/Municipal DRRM planning workshops; (5) barangay DRRM planning workshops; (6) contingency planning workshop; and (7) incident command system trainings.

<b>Office or Division:</b>	PADO, PDRRMD, Planning and Early Warning Section.			
<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.  2. Forward approved request to PDRRMD.	a). Receive the request letter.  b). Check the request letter carefully, identify the signatory, the origin, date, time and venue of the requested activity.  c). Notify the requesting entity about the confirmation of the request through the contact number provided on the request letter.	None	5 minutes.	<i>Planning and Early Warning Section personnel and Planning and Early Warning Section Head.</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>5 minutes</b>	

## 8. 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>	PADO, PDRRMD, Planning and Early Warning Section.			
<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:  PDRRMD Division Head if the requesting party is from PGDDN;  or Provincial Administrator's Office if the requesting party is a private agency or individual.	1. Receive and verify the request letter.  1.1. Notify the requesting entity about the confirmation of the request through the contact number provided on the request letter.  1.2. Release to client the approved request.  1.3. Forward approved request to PDRRMD unless the client decide to facilitate.	None	5 days from the received date of the letter.	<i>PDRRMD Administrative Section Head PADO-PDRRMD or Administrative Aide III or Administrative Officer I PADO-ADMIN</i>  <i>Planning and Early Warning Section personnel and Planning and Early Warning Section Head.</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Collect the requested data at PDRRMD-Planning and Early warning section by affixing signature over printed name with date and time of getting it.	d). Issue to the client the requested data and secure a received copy from the requesting party	None	5 minutes	<i>Planning and Risk Assessment Unit Personnel and Planning and Early Warning Section Head.</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>5 days &amp; 5 minutes.</b>	



## 9. 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>	PADO, PDRRMD, Planning and Early Warning Section.			
<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		
<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 PDRRMD Davao del norte official accounts and hotline numbers listed below:  Facebook Account: Pdrmmc Davnor  Twitter Account Pdrmmc Davnor  E-mail Account pgopdrmd@gmail.com  Monitoring & Warning Hotline number: 0961-212-2015 (084) 216-0307 (084) 655-9437	a). Receive the call; Text messages; Chat; or email and identify the request/inquiry as well as the identification of the requesting party.  b). Notify and respond to the requesting party and provide information or weather update relative to the request.	None	5 - 10 minutes.	<i>Planning and Early Warning Section personnel and Planning and Early Warning Section Head</i> PADO-PDRRMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c). Log the accomplishment specifying the date, time and type of service			
<b>TOTAL:</b>		<b>NONE</b>	<b>5 to 10 minutes</b>	

**CITIZENS' CHARTER- Internal Audit Services (IAS):**

**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 Administrator's Office- IAS Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Provincial Offices of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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. Client submit approved letter request to PADO- IASD	1. Mark the request received as to when and what time, record the same on the logbook	None	(Under Normal circumstances) 5 minutes	<i>Internal Auditing Assistant</i> PADO-IAS Admin
	1.1 Receive request, set schedule, and assign to responsible IAS Technical staff		30 minutes	<i>Internal Auditor IV</i> PADO-IAS Head
	1.2 Prepare for the scheduled set, inform the requesting office for the schedule		1 hour and 30 minutes	<i>Technical Staff</i> <i>Internal Auditor I, II</i> PADO-IAS
	1.3 Ask requesting office personnel for their current/ actual processes		3 minutes	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submit approved letter request to PADO-IASD	1.4 If there is existing BPF, discuss it with the concerned office for better understanding	None	(Under Normal circumstances) 24 hours	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	1.5 If there is none existing BPF, assist the concerned office on how to craft basic BPF		48 hours	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	1.6 Let the concerned office personnel craft their own BPF		1 week	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	1.7 Make suggestions/ recommendations if necessary		3 hours	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
2. Craft and present their own BPF	2. Make the focal person present their BPF to the body		1 hour	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff	
	2.1 Advise the concerned office to let their Office Head, Provincial Administrator and Local Chief Executive, affix their signatures for their final BPF		1 week		<i>Internal Auditor I, II</i> IAS Technical Staff
	2.2 Ask for a copy from the requesting office for documentation and future reference and forward to IAS Admin for record keeping		30 minutes		<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	2.3 Receive and keep copy		5 minutes		<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	<b>TOTAL:</b>		<b>None</b>		<b>51 days, 7 hours and 12 minutes</b>

## 2. Preparation of Letter of Intent for Facilitation of Risk Assessment (RA) & 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 from the AAP or as per request from the LCE prior to the conduct of audit activities.

<b>Office or Division:</b>	Provincial Administrator's Office- IAS Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<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 request of the Local Chief Executive (LCE)- preferably written (1 Original)		Provincial Administrator'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 concerned office included in AAP or as per request of the LCE prior to audit activities	None	30 minutes	<i>Internal Auditor IV</i> PADO-IAS Head
	1.1. Prepare letter of intent to the concerned office for the conduct of RA and RMP		1 hour	<i>Internal Auditor I,</i> <i>II</i> PADO-IAS Technical Staff
	1.2. Submit to IAS Head for correction/s and approval		3 minutes	<i>Internal Auditor I,</i> <i>II</i> PADO-IAS Technical Staff

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.4 Evaluate Letter		5 minutes	<i>Internal Auditor IV</i> PADO-IAS Head
	1.5 If letter needs correction/s, advise IAS Technical Staff to make revision/s		30 minutes	<i>Internal Auditor IV</i> PADO-IAS Head
	1.6 If letter does not need any corrections, affix signature for approval		3 minutes	<i>Internal Auditor IV</i> PADO-IAS Head
	1.7 Submit letter of intent to concerned office & keep copy for documentation purposes		15 minutes	<i>Admin Internal Auditing Assistant</i> PADO-IAS
	<b>TOTAL:</b>	<b>None</b>	<b>2 hours and 26 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 Administrator's Office- IAS Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Provincial Offices of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reply letter from concerned office, relative for 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 concerned office relative to the conduct of RA and RMP		(Under Normal circumstances)	<i>Internal Auditing Assistant</i> PADO-IAS Admin
	1.2 Receive reply letter, set schedule and route to IAS Technical Staff		5 minutes	<i>Internal Auditor IV</i> PADO-IAS Head
	1.3 Inform the concerned office for the scheduled set		30 minutes	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	1.4 Discuss preliminaries and schedule of activities		5 minutes	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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 signature for approval</p>		<p>(Under Normal circumstances) 4 hours</p> <p>24 hours</p> <p>48 hours</p> <p>1 week</p> <p>3 hours</p>	<p><i>Internal Auditor I, II</i> PADO-IAS Technical Staff</p> <p><i>Internal Auditor I, II</i> PADO-IAS Technical Staff</p> <p><i>Internal Auditor I, II</i> PADO-IAS Technical Staff</p> <p><i>Internal Auditor IV</i> PADO-IAS Head</p> <p><i>Internal Auditor IV</i> PADO-IAS Head</p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.10 If the reports have corrections, advise technical staff for revision/s		(Under Normal circumstances) 3 minutes	<i>Internal Auditor IV</i> PADO-IAS Head
	1.11 Reproduce and book bind 2 copies for RA and RMP reports. One (1) copy for the concerned office and one (1) for IAS.		2 hours	<i>Internal Auditing Assistant</i> PADO-IAS Admin
	<b>TOTAL:</b>	<b>None</b>	<b>31 days, 1 hour and 43 minutes</b>	

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

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 Administrator's Office- IAS Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Provincial Offices of Davao del Norte		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete RA and RMP reports from the subject office- auditee (2 original copies)		PADO- IASD		
<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 present RA and RMP to their respective offices	1.1. Set Schedule for presentation of Risk Assessment and Risk Management Plan reports		(Under Normal circumstances) 30 minutes	<i>Internal Auditor IV</i> PADO-IAS Head
	1.2 Prepare letter of communication to the concerned office for the presentation of RA and RMP reports		30 minutes	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	1.3 Submit to IAS Head for correction/s and approval		3 minutes	<i>Internal Auditor I, II</i> PADO-IAS Technical Staff
	1.4 Evaluate letter of communication		5 minutes	<i>Internal Auditor IV-PADO-IAS</i> Head
	1.5 If communication needs correction/s, advise IAS Technical Staff to		30 minutes	<i>Internal Auditor IV-PADO-IAS</i> Head

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.5 If communication needs correction/s, advise IAS Technical Staff to make revision/s		(Under Normal circumstances) 30 minutes	<i>Internal Auditor IV-PADO-IAS Head</i>
	1.6 If communication does not need any corrections, affix signature for approval		3 minutes	<i>Internal Auditor IV PADO-IAS Head</i>
	1.7 Submit letter of communication to concerned office and keep copy for documentation purposes		15 minutes	<i>Internal Auditing Assistant PADO-IAS Admin.</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour and 56 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 stakeholder. 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 Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Provincial Offices of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reply letter from 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 concerned office relative to the presentation of RA and RMP reports		(Under Normal circumstances) 5 minutes	<i>Internal Auditing Assistant</i> PADO-IAS Admin.
	1.2 Conduct preliminaries with the concerned office		1 hour	<i>Internal Auditor IV</i> PADO-IAS Head
	1.3 Present and discuss the content of RA and RMP reports		1 hour	<i>Internal Auditor I, II</i> IAS Technical Staff
	1.4 Let the concerned office Head, Provincial Administrator and Local Chief Executive, affix their signature to the reports presented		30 minutes	<i>Internal Auditor I, II</i> IAS Technical Staff

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.5 Submit copy to the concerned office, and forward IAS copy to IAS admin		(Under Normal circumstances) 5minutes	Internal Auditor I, II PADO-IAS Technical Staff
	1.6 Reproduce and book bind 2 copies		2 minutes	<i>Internal Auditing Assistant</i> PADO-IAS Admin.
	<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 seminar/ 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 Administrator's Office- IAS Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved request letter (1 original)		Provincial Administrator's Office Provincial Governor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved letter request to PADO-IASD	1.1 Receive, log and forward letter request for seminar/ training for BPF, RA and RMP		(Under Normal circumstances) 5 minutes	
	1.2 Receive request, set schedule and assign responsible technical staff/s		30 minutes	
	1.3 Prepare for the set scheduled and inform the requesting office for the schedule		1 hour and 30 minutes	
	1.4 Prepare for preliminaries/ schedule of activities		4 hours	
	1.5 Discuss assignments of possible topics		4 hours	
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 2 hours and 5 minutes</b>	

**CITIZENS' CHARTER- Information Technology Division (ITD):**

**1. EBATS and BATS registration**

The Enhanced Biometric Attendance Tracking System (EBATS) and the Biometric Attendance Tracking System (BATS) are systems 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 fingerprints via EBATS, while employees working on shifts (between night to daybreak, Monday - Sunday) are required to do the same via BATS.

<b>Office or Division:</b>	Provincial Administrators Office – Information Technology			
<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>		
ID number (Written)		Prov'l 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	N/A	3 mins	<i>IT-HRIS Help Desk Personnel PADO-IT</i>
2. Finger print registration	2. Facilitate in the registration of the finger print	N/A	3 mins	<i>IT-HRIS Help Desk Personnel PADO-IT</i>
3. Submits biometric for EBATS/BATS registration	3. Register to EBATS/BATS	N/A	5 mins	<i>IT-HRIS Help Desk Personnel PADO-IT</i>
<b>TOTAL:</b>		<b>N/A</b>	<b>11 minutes</b>	



## 2. HRIS registration

Provincial Government employees are required to register in the Human Resource Information System (HRIS). This is a web-based application that stores the employee's personal information. It enables employees to apply for Justification, Leave of Absence, PTLOS, Pass Slips, and other information requests.

<b>Office or Division:</b>	Provincial Administrators Office – Information Technology			
<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>		
ID number (Written)		Prov'l 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	1.1. Receive/ Check Appointment and ID number	None	3 mins	<i>IT-HRIS Help Desk Personnel PADO-IT</i>
2. Provides related information	2.1. Ask information 2.2 Encodes information  2.2. Register to HRIS	None	5 mins	<i>Desk Personnel PADO-IT</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 minutes</b>	

### 3. 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 Administrators Office – Information Technology			
<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 and relays the concerns	1.1. Verify and determine the issue/s concerned  1.2. Provide the necessary actions	None	8 mins	<i>IT-HRIS Help Desk Personnel PADO-IT</i>
2. Receive updates	1.1. Give updates	None	2 mins	<i>IT-HRIS Help Desk Personnel PADO-IT</i>
<b>TOTAL:</b>		<b>N/A</b>	<b>10 minutes</b>	

#### 4. Request for Software Upgrades

Software Upgrades 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, new versions of the operating system 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 Administrators Office – Information Technology			
<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)	N/A	10 to 60 mins	<i>IT Infrastructure Development and Maintenance Section personnel PADO-IT</i>
<b>TOTAL:</b>		<b>N/A</b>	<b>60 minutes</b>	

## 5. Systems Inspection and Deletions

Systems Inspection and Deletions are services provided to employees who have concerns about unauthorized files and software registration in their computer units. The inspection and deletion are performed by the IT personnel with the presence of the user or his/her immediate supervisor.

<b>Office or Division:</b>	Provincial Administrators Office – Information Technology			
<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>FEEES 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	10 to 60 mins	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>60 minutes</b>	

## 6. Technical Assessment and Evaluation

This refers to the conduct of assessment and evaluation on all types of ICT equipment owned by the Provincial Government. This action is performed by the IT Division to check on the quality standards of the equipment and to secure appropriate documents for certain softwares, services, equipment parts under warranty.

<b>Office or Division:</b>	Provincial Administrators Office – Information Technology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government/ G2B – Government to Business Entity			
<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 1.2. Provide recommendations	None	15 mins 5 mins	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
2. Proceed to BAC for the next steps	2.1. Wait for the client to return		indefinite	
3. Contact or visit the IT-IDMS	3.1. Inspect the unit	None	5 mins	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b> <b>*time may vary depending on the delivery of the unit.</b>	

## 7. Hardware and Network Repair

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.

<b>Office or Division:</b>	Provincial Administrators Office – Information Technology			
<b>Classification:</b>	Complex			
<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	8 mins – 3 days	<i>IT Infrastructure Development and Maintenance Section personnel PADO-IT</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

## 8. Backbone Infrastructure Repair and/or Maintenance

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 Administrators Office – Information Technology			
<b>Classification:</b>	Highly Technical			
<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  2.1. Apply necessary actions (if any)	None	1 day – 10 days	<i>IT Infrastructure Development and Maintenance Section personnel</i> PADO-IT
<b>TOTAL:</b>		<b>None</b>	<b>10 days</b>	

## 9. 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 Administrators Office – Information Technology			
<b>Classification:</b>	Complex			
<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. Call or go directly to the IT-IDMS and state the query	1.1. Verify and evaluate the query 1.2. Apply necessary actions (if any)	None	1 day – 3 days	<i>IT Infrastructure Development and Maintenance Section personnel PADO-IT</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	



**CITIZENS' CHARTER- Provincial Rehabilitation Center (PRC):**

**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 and Probation Office), Bureau of Correction's and other in line agencies requirement.

<b>Office or Division:</b>	PADO-Provincial Jail			
<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. Completed Request Form (1 Original)		1. Davao del Norte Provincial Jail- PDL, s Carpeta in charge		
2. Official Receipt of Certification 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 certification of Detention.	1. Advise client to proceed to admin office.	None	20 minutes	<i>Main Gate Security</i>
1.1. Proceed to Admin Office and request accomplished request form.	1.1. Reviews/ receives accomplished request form and Courteously advises client to proceed to pay at the Provincial Treasurer's Office with the request Form from Davao del Norte Provincial Jail Office.		20 minutes	<i>Main Gate Security</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pay the fee at Provincial Treasurer's Office	2. Processes payment and issues Official Receipt	PHP 50/ person (per copy)		<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
3. Present Official Receipt	3. Inmates Carpeta in charge verify records  3.1. Issue Certificate of Detention signed by the Warden	None	20 minutes	<i>PDLs Carpeta In charge</i>
<b>TOTAL:</b>		<b>PHP 50 person (per copy)</b>	<b>40 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,) as lawyer, service provider of other supporting document for and other line agencies requirement.

<b>Office or Division:</b>	PADO-PROVINCIAL REHABILITATION CENTER			
<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 entry deposit firearm to the main gate.	1. Advise PNP, BJMP, CIDG personnel to deposit their firearms at the main gate and advises to proceed the Receiving Desk Officer's at the admin office.	None	15 seconds	<i>Main Gate Security In Charge</i>
	1.1. Receiving Desk officer to receive the deposited firearms.	None	10 seconds	<i>Main Gate Security In Charge</i>
2. Hand in the commitment order and other supporting documents to the receiving officer.	Verify necessary documents such as Commitment Order, Information, Medical Certificate, and Certificate of detention.		7minutes	<i>PGIII Manuel Dela Cruz</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Received File copy and turn-over original copy per document to the committing court.	3. Submitting documents are receive		1 minute	<i>PGIII Manuel Dela Cruz</i>
4. Request Certificate of Appearance	4. Physical Examination of the newly committed inmate.		1 minute	<i>PGIII Villiamor Escobar Receiving Officer In Charges</i>
5. Request the Certificate of Appearance	5. Issue Certificate of appearance issued by the Escorting team sign by the Provincial Warden		15 minutes	<i>Health In charge</i>
	5.1. Jail Booking Procedures: <ul style="list-style-type: none"> <li>1. Taking of Personal Data</li> <li>2. Taking of Inmates Mug Shots</li> <li>3. Finger Printing</li> </ul>		10 minutes	<i>Admin in charge</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Request the Certificate of Appearance	5.2. Orient the newly committed PDL's on the jail rules/do's and don'ts and His/her rights and Privileges		5 minutes	<i>Desk Officer/ Cell Administrator</i>
	5.3. Haircut and Dorm assignment		10 minutes	<i>Desk Officer/ Cell Administrator</i>
<b>TOTAL:</b>		<b>None</b>	<b>48 minutes and 25 seconds</b>	

### 3. Admission of PDL’s Visitor’s

The PDL’s relatives and allowed visitor’s list.

<b>Office or Division:</b>	PADO- PROVINCIAL REHABILITATION CENTER			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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. 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	1-2 minutes	<i>Main Gate Security</i>
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	1-3 minutes	<i>Main Gate Searcher</i>
3. Submit Personal Belongings for Inspection.	3. Turn-over cellphone’s and other contraband items.	None	1 minute	<i>Main Gate Searcher</i>

4. Submit left hand for stamping.	4. Put a stamp on visitor's left-hand which signal's that the visitors had undergone inspection and is clear for entry.	None	15 Seconds	Main Gate Searcher
	4.1. Guide the visitors to the designated visitor's area.		10 seconds	Main Gate Security
	4.2. Upon entry of visitor, notify PDL's to be visited and advise to entertain his/her visitor.		10 seconds	<i>Desk Officer/ Cell Administrator</i>
	4.3. After visiting hours, visitors are courteously advice to leave the area		10 seconds	<i>Desk Officer/ Cell Administrator</i>
5. At the main gate, Retrieve belongings and stamp sign out at the visitor's logbook.	5. Assisted by the Main Gate Security and the Searcher	None	10 seconds	<i>Desk Officer/ Cell Administrator</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes and 55 seconds</b>	

#### 4. Release of Inmates

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

<b>Office or Division:</b>	PADO- PROVINCIAL REHABILITATION CENTER			
<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. 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>
	Upon receipt of the release order and OCC certification (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 Issuing court.		1-3 minutes	<i>Inmates Carpeta In charge PGII Yolanda Q. Gastanes</i>
	After verification of Release Order, the Records Officer will retrieve the carpeta from the Records in Custodian for the issuance of release paper.		3-5 minutes	<i>Inmates Carpeta In charge PGII Yolanda Q. Gastanes</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Finger Printing on Release Paper	Assisted by Desk Officer		1 minute	<i>Desk Officer/ Cell Administrator</i>
	Release paper to be signed by the following: A. Releasing Officer B. Desk Officer C. Cell Administrator D. Main Gate Security Gater			<i>Assistant Provincial Warden</i>
Approval of Release			1 minute	<i>Provincial Warden</i>
PDL's Release	Release of PDL's of personal belongings upon commitment; shall be released.		1 minute	<i>Cell Administrator Desk Officer Main Gate Security</i>
<b>TOTAL:</b>		<b>None</b>	<b>11 minutes</b>	

**CITIZENS' CHARTER- Cooperative and Investment Development Division (CIDD):**

**1. Facilitation of Accreditation for Cooperatives**

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>	PAdO-Cooperative and Investment Development Division	
<b>Classification:</b>	HIGHLY TECHNICAL	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	Duly registered cooperatives	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Application Letter (1 original)	Concerned Cooperative Applicant
	2. CCDDC/MCDC Endorsement (1 original)	Municipal/City Coop Dev't. Council Concerned Cooperative
	3. Duly accomplished Application Form for NGO/Coop Accreditation (1 original)	CDA
	4. Duly approved Board Resolution (signifying intention to be accredited in the Province of Davao del Norte (1 original)	CDA
	5. Certificate of Registration with CDA; (1 original)	Concerned Cooperative applying for accreditation
	6. Organizational purposes and objectives (Articles of Cooperation) (1 original)	Concerned Cooperative applying for accreditation
	7. List of current Officers (BOD & Management) and Members with their corresponding paid up capital share; (1 original)	Concerned Cooperative applying for accreditation
	8. Annual Accomplishment Report for the immediately preceding year/ Performance/ Track Record; (1 original)	Secretary of the Cooperative applying for Accreditation

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. Minutes of Annual General Assembly certified by the coop secretary (3 years); (1 original)		Bookkeeper of the Cooperative applying for accreditation, records section of the cooperative		
10. Annual Report to CDA / CAPR (3 years); (1 original)		Concerned Cooperative applying for accreditation		
11. Financial Statement for the last 3 years duly audited by an external auditor; (1 original)		Concerned Cooperative applying for accreditation		
12. Organizational Structure; (1 original)		Concerned Cooperative applying for accreditation		
13. Official Receipt of the Accreditation fee;		PTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Checklist for Cooperative accreditation	Give Checklist of the Cooperative Accreditation		2mins	<i>Cooperative Development Specialist II, PADO – Cooperative and Investment Development Division</i>
2. Submit original copies of documents as per checklist for evaluation and check/verified by the focal person	Receive/review as to completeness of documentary requirements of Coop application for accreditation and advise client in case of lacking documents and advise them to submit in 5 sets/folders		30 mins	
3. Submit documents in 5 sets/folders	Receive complete sets of documents and schedule for the ocular visit Conduct actual evaluation/ocular visit to the area to validate client eligibility		Dependent on the action of the CSO applicant in complying the lacking requirements (1 week to 2 weeks)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pay Accreditation Fee	Conduct ocular visit/assessment to the client area		4 hours Dependent on the distance of location of the Coop applicant	
	After validation prepare assessment report to the Division Head		1 hour	
	Endorse complete documents to the PADO Admin Division for Endorsement to the SPO for inclusion in the Agenda during SP Session		Dependent on the action of the PADO Admin and Sanggunian Panlalawigan Office (1week to 2 weeks)	
	follow up to the SP Office for its approval and if approved, secure copy of the approve resolution and update client for the approval.		5 mins.	
	<b>TOTAL:</b>	<b>Php 100.00</b>	<b>15 to 20 days</b>	

## 2. Facilitation of Accreditation for Civil Society Organizations (CSO)

Accreditation for Civil Society Organizations is granted to associations 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 in case of availing financial assistance purposes.

<b>Office or Division:</b>	PAdO-Cooperative and Investment Development Division	
<b>Classification:</b>	HIGHLY TECHNICAL	
<b>Type of Transaction:</b>	G2B, G2G	
<b>Who may avail:</b>	Civil Society Organizations/Associations	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Application Letter (1 Original)	Concerned CSO
	2. Duly accomplished Application for Accreditation Form for CSO (1 Original)	PADO-CIDD – Entrepreneurial Section, Coop Officer assigned
	3. Duly approved Board Resolution signifying intention to apply for accreditation for the purpose of representation in the local special body. (1 Original)	To be prepared by the Concerned CSO
	4. Certificate of Registration or in the case of IPOs (certification issued by the NCIP (1 Original)	SEC, DOLE, NCIP
	5. List of Current Officers and Members (1 Original)	To be prepared by the Concerned CSO
	6. Original Sworn Statement issued by the Chief Executive Officer or equivalent officer of the CSO, stating that the CSO is an independent, non-partisan organization and that it will remain its autonomy while pursuing the advancement of the people’s interest through its membership in a local special body. (1 Original)	To be prepared by the Concerned CSO
	7. Latest Minutes of Annual of the immediately preceding year certified by the board of secretary; (1 Original)	Secretary of the Concerned CSO applying for accreditation
	8. Annual Accomplishment Report for the immediately preceding year;(1 Photocopy)	To be prepared by the Concerned CSO

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. Financial Statement at the Minimum, signed by the Executive Officers of the organizations also of the immediately preceding year, and indicating therein other information such as the source(s) of funds;(1 Photocopy)		To be prepared by the Concerned CSO applying for accreditation		
10. General Information Sheet (1 Original)		To be prepared by the Concerned CSO applying for accreditation		
11. Articles of Incorporation and By Laws (1 Photocopy Certified)		SEC, DOLE		
13. Certificate of Registration with BIR and current ITR, if any (1 Photocopy Certified)		BIR		
15. Official Receipt of Accreditation Fee		PTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Checklist for CSO accreditation	Give Checklist of the CSO Accreditation		2mins.	
2. Submit original copies of documents as per checklist for evaluation and check/verified by the focal person	Receive/review as to completeness of documentary requirements of CSO application for accreditation and advise client in case of lacking documents and advise them to submit in 5 sets/folders		Dependent on the completeness of the documents submitted by the client (usually 30 mins. If complete)	<i>Cooperative Development Specialist II, PADO</i> –Cooperative and Investment Development Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Submit documents in 5 sets/folders</p>	<p>Receive complete sets of documents and schedule for the ocular visit            Conduct actual evaluation/ocular visit to the area to validate client eligibility</p> <p>Conduct ocular visit/assessment to the client area</p> <p>After validation prepare assessment report to the Division Head</p> <p>Endorse complete documents to the PADO Admin Division for Endorsement to the SPO for inclusion in the Agenda during SP Session            follow up to the SP Office for its approval and if approved, secure copy of the approve resolution and update client for the approval.</p>		<p>15 mins.            Dependent on the completeness of the documents submitted</p> <p>4 hours            dependent on the distance of the location of the client area</p> <p>1 hr. and the</p> <p>dependent on the action taken by the agency concerned accepting the documents for final action</p> <p>10 mins.</p>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Pay Accreditation Fee		Php 100.00	Dependent on the action of the collection officer of PTO	
<b>TOTAL:</b>		<b>Php 100.00</b>	<b>15 days to 20 days</b>	



### 3. Membership to DNCSF

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>	PAdO-Cooperative and Investment Development Division			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	Duly registered cooperatives (Well managed coops)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly notarized Board Resolution signifying to join the DNCSF and stating the initial capital share contribution of not less than Php 100K per Bangko Central ng Pilipinas IRR and RA 10744 (1 Original)		Concerned Cooperative Applicant		
2. Certificate of Registration (1 Original)		CDA		
3. Certificate of compliance (1 Original)		CDA		
4. BIR Registration and Business Permit (1 Original)		BIR, LGU		
5. 3 year Audited Financial Statements (1 Photocopy Certified per year)		Concerned Cooperative applicant		
6. Latest aging of accounts for lending coops;		Bookkeeper of the concerned cooperative		
7. 3-year Cooperative Annual Performance Report (CAPR) (1 Photocopy Certified per year)		Concerned Cooperative applicant		
<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 Office in charge of the program and discuss the qualification/ criteria of joining the program	Orient the client about the program	5 mins.	10mins	Cooperative Development Specialist II, PADO –Cooperative and Investment Development Divisio
2. Submit the required documents	Receive documents submitted by the cooperatives and check as to its completeness		5mins.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Scrutinize the Financial Stability and Operational Status of the cooperative based on the financial records submitted and compute for the Capital to asset Ratio and other financial ratios</p> <p>If qualified in the required criteria under RA 10744, set schedule for the ocular assessment and conduct meeting with the Board of Directors of the Cooperative and key staff of the cooperative</p> <p>Conduct ocular inspection and meeting with the Board of Directors and key staff of the coop</p>		<p>Dependent on the volume of business and documents submitted by the cooperative (usually 2 hours to half day</p> <p>30 mins.</p> <p>2hours to half day dependent on the location of the cooperative and availability of the key officers and staff</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Prepare assessment report to be submitted to the Division Head and ready for the presentation to the Oversight Committee of the DNCSF during OC Meeting</p> <p>Invite Chairperson, Manger and BODs of the Coop Applicant</p> <p>Arrange with the Oversight Committee Meeting Monthly Regular Meeting for inclusion in the Agenda for its approval with the present of the coop authorize representative</p> <p>update client for the approval.</p>		<p>2hours to half day</p> <p>30 mins.</p> <p>3 weeks to 1-month dependent on the schedule of the DNCSF Oversight Committee Monthly Regular Meeting</p> <p>5 min</p>	
<b>TOTAL:</b>		<b>none</b>	<b>3 weeks to 1 month</b>	

## 4. Loan Facilitation Under DNCSF

Davao del Norte Credit Surety Fund Loan Facilitation for the working capital of the cooperative.

<b>Office or Division:</b>	PAdO-Cooperative and Investment Development Division			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	Duly registered cooperatives (Well managed coop) or Member of DNCSF only			
<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)		Concerned Cooperative Applicant		
2. Duly notarized Board Resolution stating its authorized representatives to sign and transact with the DNCSF and the Bank and sign contracts/loan agreements (1 Original)		Concerned Cooperative Applicant		
3. Latest Audited Financial Statements/Aging of Accounts for lending/CAPR /COC/Business Permit and Registration (1 Original)		Concerned Cooperative Applicant CDA, LGU, BIR		
4. Business Plan (1 Original/Photocopy)		Concerned Cooperative applicant		
<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 Office in charge of the program and discuss about the loan	Advise the coop on the requirements to be submitted and submit same to the lending bank		10 mins	<i>Cooperative Development Specialist II, PADO</i> –Cooperative and Investment Development Division
2. Submit the required documents	Receive documents submitted by the cooperatives and check as to its completeness		20mins.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Coordinate with the bank loan officer about the loan and evaluate the borrower</p> <p>Bank loan officer will prepare on the packaging of the loan and the one in charge for the determination of the credit line and amount of loan to be availed by the cooperative</p> <p>After the packaging, loan officer will feed back to DNCSF and in charge will arrange for inclusion on the agenda during the Oversight committee meeting for its approval on the loan</p> <p>Prepare reports on the borrower and its capacity to pay during the Oversight Committee Meeting</p>		<p>30mins.</p> <p>Dependent on the action taken by the loan officer of the bank</p> <p>30 mins.</p> <p>2hours to half day</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Facilitate the conduct of the Monthly and Special DNCSF Oversight Committee Meeting</p> <p>Prepare Endorsement/DNCSF Board Resolution on the approval of the loans and facilitate its notarization and to be submitted to the bank</p> <p>Prepare Surety Agreement coop and the DNCSF and facilitate its processing between the coop and the DNCSF and facilitate its notarial and to be submitted to the lending bank for its loan releases</p>		<p>Half day to one day</p> <p>2 hrs, to 1 day</p> <p>Half day to 1 day</p>	
<b>TOTAL:</b>		<b>none</b>	<b>1 month</b>	

## 5. Education and Training on Cooperative/ Association’s Development

Education and Training on Cooperative Development 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>	PADO-COOPERATIVE AND INVESTMENT DEVELOPMENT DIVISION			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>○ Cooperatives;</li> <li>○ Associations</li> <li>○ People’s Organizations</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Resolution from City/Municipal Cooperative Development Council (1copy) or Letter Request from the LGUs to avail trainings signed by Coop Council’s Chairperson (1 Original)		M/CDC’s 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. Submit C/MCDC Resolution stating the training to be requested (1copy) or Letter Request from the LGU signed by the Coop Dev’t. council Chairperson.	1. Received the CDC request for trainings.		5mins	<i>Receiving Clerk to Chief, PADO – Cooperative and Investment Development Division</i>
	2. Allocate fund from the approved budget for the training requested per CDC’s		Dependent on the approval of allotment taken from the current year approve budget	<i>PADO CIDD- Cooperative Development Specialist/ Officer assigned to LGU’s</i>
	3. Prepares Purchase Request for the Meals & Snacks to be served during trainings		1 day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4. Process Procurement of the Meals and Snacks to be served during the conduct of trainings/ seminars</p> <p>5. Coordinate with the CDCs for the Schedule/venue of the training</p> <p>6. Contact /coordinate qualified resource persons for a particular coop trainings</p> <p>7. Prepares programs/ Certificates for the conduct of trainings/ seminars</p> <p>8. Conduct Proper of the requested trainings / seminars to the concerned CDCs.</p>		<p>Dependent on the approval and completion of the required procurement process in accordance to procurement law</p> <p>20 mins.</p> <p>30mins</p> <p>3 hrs</p> <p>2 days/ Dependent on the availability of the qualified resource person</p>	
	<b>TOTAL:</b>	<b>None</b>	<b>20 days to 30 days</b>	



## 6. Awards and Recognition (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>	PADO-Cooperative And Investment Development Division			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Well Managed cooperatives with exemplary performance categorically micro, small, medium and large-scale coops.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Nomination Form from the City/Municipal Cooperative Development Councils (1 Original)		Concerned CDCs		
2. Bid Books of the nominated cooperatives by category. (1 Original/Photocopy)		Concerned coop nominee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit endorsement from the City/Municipal Cooperative Development Council/LGU as an official entry of the LGU.	Receive endorsement from the City/Municipal Cooperative Development Council/LGU.		5 mins	<i>Receiving Clerk to Chief, PADO – Cooperative and Investment Development Division</i>
2. Submit Accomplished Nomination Form from the City/Municipal Cooperative Development Councils with the Bid Book of the Coop Nominees (1 Bid Book per nominee)	Receive Bid Books containing the accomplished Nomination Form from the CDCs  Identify Validators/ Evaluators		20 mins.  30 mins.	<i>PADO CIDD- Cooperative Development Specialists/ Officer assigned as Focal Person For Gawad Parangal</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Communicate and schedule meeting for Validators on the said activity.		10 mins.	
	Conduct meeting with the validators		Half day/4hrs	
	Communicate entries/nominees for the schedule of the ocular visit and validation.		1 day	
	Conduct validation/ evaluation to the area of the coop nominees		Dependent on the availability of the validators and the officers of the coop nominees	
	Conduct validators meeting for the discussion for the final result.		Half day	
	Conduct video documentation to the winners of the 4 categories		1 week dependent on the availability of the videographer	
	Prepare video coverage for the 1 <sup>st</sup> Prize winners of the 4 categories		2weeks/dependent on the completion of the video including editing and dubbing	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare for Proper conduct of the Awarding Ceremony		Dependent on the approval of the procurement of the trophies/ catering services and approval/ availability of the cash Prizes but to be conducted not later than the culmination of the yearly coop month celebration which is every October	
<b>TOTAL:</b>		<b>none</b>	<b>3months to 4 months.</b>	

**CITIZENS' CHARTER- Davao del Norte Investment and Promotion (DNIPC):**

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

This particular training-workshop intended to all DavNor Micro, Small and Medium Entrepreneurs (MSMEs) for them to appreciate the importance of product packaging and labeling and its effect in profitability and sustainability in the market and understand the basic in business management & ignite an entrepreneurial mindset.

<b>Office or Division:</b>	Provincial Administrators Office – DNIPC			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2B and G2C			
<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>
1. Submission of request letter to PADO-Admin. Division	1. Officer-in-charge Forward the letter to P.A./ Gov. Office	none	5- 10 working days	<i>Officer of the day</i> PADO-ADMIN
	1.1 Routing slip from Admin to DNIPC		1 hr.	<i>Administrative Assistant II</i> PADO
	1.2 Coordinate with the requesting party for date schedule, venue and time		5-10 days	<i>DMO II and III</i> PADO-DNIPC
	1.3 Prepare activity design, training materials, kits, etc. and other logistics		5-7 days	<i>DMO II</i> PADO-DNIPC

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Coordinate with DNIPC on the activity	2. Actual conduct of training (on-site with the requesting party)		2 days	DMO II and III PADO-DNIPC
<b>TOTAL:</b>		<b>None</b>	<b>29 days &amp; 1 hr.</b>	

## 2. Product Packaging and Labeling Assistance

The Provincial Government of Davao del Norte through its MSMEs Development Project give this kind of assistance to all DavNor Micro, Small and Medium entrepreneurs (MSMEs) to improve the physical outlook of their products and to meet the requirements as stipulated in Food Safety Act of 2013.

<b>Office or Division:</b>	Provincial Administrators Office – Davao del Norte Investment Promotion Center (DNIPC)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B and G2C			
<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)		Requesting Party		
2. Attend training on Product Packaging & Labeling		PADO-DNIPC, DTI and DOST		
3. Sample of Products		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. Officer-in-charge forward the letter to Provincial Administrator		5- 10 working days	<i>Administrative Aide III or Administrative Officer I</i> PADO-ADMIN
	1.1 Routing slip from Admin to DNIPC		1 hr.	<i>Administrative Assistant II</i> PADO-ADMIN
2. Coordinate with DNIPC Staff	2. Discuss the design/layout and kind of packaging materials	none	1-3 days	<i>DMO II &amp; III</i> PADO-DNIPC
	2.1 Coordinate with the winning bidder/service provider for the layout/printing and packaging material		1-5 days	<i>DMO II &amp; III</i> PADO-DNIPC

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Validate the design or layout for correction or modification	3. Coordinate with the requesting party for the finalization of the final design or layout		1-7 days	<i>DMO II &amp; III</i> PADO-DNIPC
	3.1 Coordinate with the layout artist for some correction or deletion and modification		3-5 days	<i>DMO II &amp; III</i> PADO-DNIPC
4. Validate the packaging	4. Coordinate with the requesting party for the finalization of the packaging requirement		3-5days	<i>DMO II &amp; III</i> PADO-DNIPC
5. Receive the packaging and labeling assistance	5. Preparation of the documents for the release of packaging materials		1 day	<i>DMO II &amp; III</i> PADO-DNIPC
	5.1 Releasing of product labels and packaging assistance		10-20 min.	<i>DMO II &amp; III</i> PADO-DNIPC
<b>TOTAL:</b>		<b>None</b>	<b>36 days</b> <b>1.20 min.</b> <b>*may vary</b>	

### 3. Approval of New Supplier in DavNor Pasalubong Shop

The DavNor Pasalubong Shop is managed by the Davao del Norte Investment and Promotion Center. The shop is a venue for showcasing the different Davao del Norte products. Micro and Small Entrepreneurs are the clients of the Center.

<b>Office or Division:</b>	Provincial Administrators Office – DNIPC			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B and G2C			
<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 City Licensing and Business Office of Tagum City and respective LGUs where the clients belong to		
2. FDA, Municipality and City Health Office Certificate or Sanitary Permit (1 Photocopy)		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. Conduct food tasting		30 mins.	<i>Adm. Asst. I, DMO II &amp; DMO III PADO-DNIPC</i>
	1.1 Check proper packaging & labeling requirement		30 min.	<i>DMO II &amp; III PADO-DNIPC</i>
	1.2 Provide producer's profile form			<i>Adm. Asst. I PADO-DNIPC</i>
2. Fill up the producer's profile	2. Collect producer's profile for records keeping	none	10-15 mins.	<i>Adm. Asst. I PADO-DNIPC</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Deliver the products to PADO-DNIPC	3. Display or sell products		2 hrs.	<i>DMO III</i> PADO-DNIPC
<b>TOTAL:</b>		<b>None</b>	<b>2 hrs. and 45 mins</b> <b>* processing time may vary</b>	

#### 4. Processing of Sales in DavNor Pasalubong Shop (on consignment basis)

Micro and Small Entrepreneurs' products are consigned and paid every second Monday of the month and onwards.

<b>Office or Division:</b>	Provincial Administrators Office – Davao del Norte Investment Promotion Center (DNIPC)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B and G2C			
<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. Prepare Monthly Sales Report		1 day	<i>Adm. Asst. I, DMO III</i> PADO-DNIPC
	1.1 Prepare Inventory Report		1 day	<i>Adm. Asst. I DMO III</i> PADO-DNIPC
2. Verify Sales	2. Sorting of Payables by supplier	none	4 hrs.	<i>Adm. Asst. I</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		5-15 min.	<i>DMO III</i> PADO-DNIPC
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 4 hours and 5 or 15 mins</b>	

**CITIZENS' CHARTER- Employment and Workforce Development Division (EWDD):**

**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>	PAdO Employment and Workforce Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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  1.2. Make necessary arrangement and inform the organization to wait for further information	None	2 Hours & 30 Minutes	<i>Development Management Officer III</i> PAdO Employment & Workforce Development Division
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> Employment & Workforce Development Division
	2.2. Prepares request letter for the resource person	None	1 Hour	<i>Development Management Officer II</i> Employment & Workforce Development Division
3. Facilitate and participate in the livelihood training.	3.1. Conducts the training/ techno-demonstration	None	2 Days	<i>Development Management Officer II</i> PAdO Employment & Workforce Development Division
	<b>TOTAL:</b>	<b>None</b>	<b>4 Days, 3 Hours, 30 Minutes</b>	

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

Special Program for Employment of Students (SPES) is a working opportunity for students by working in any business or government institutions for 20 days with proper compensation.

<b>Office or Division:</b>	PAoO Employment and Workforce Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	15-25 Years of age In School or Out of School Youth Belongs to low income family (below PHP 119,000.00 annual income net after tax)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SPES Form 2 Birth Certificate PSA Authenticated (1 Photocopy [ bring original]) Form 138 (1 Photocopy) Recent grades (1 Photocopy) 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 in www.spes.dole11.net and print registration form; attach requirements.	1.1. Assists the client in on-line registration and secure SPES Identification (ID) Card.	None	1 Hour	<i>Administrative Aide III</i> PAoO Employment & Workforce Development Division
2. Takes qualifying exam and interview (for new applicant); updates information (for old applicant)	2.1. Facilitates the administration of qualifying exam and interview	None	1 Hour	<i>Administrative Aide III</i> Employment & Workforce Development Division
3. Attends SPES Orientation and signs Employment Contract and Certification	3.1. Facilitates the conduct of SPES Orientation Person	None	4 Hours	<i>Development Management Officer III</i> Employment & Workforce Development Division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Reports to the assigned office and serve the 20-day employment period	4.1. Prepares deployment letter to various offices in the Government Center	None	2 Days	<i>Administrative Aide III</i> PAdO Employment & Workforce Development Division
	<b>TOTAL:</b>	<b>None</b>	<b>2 Day, 6 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>	Employment and Workforce Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (1 original) NSRP Form (1 original) Certificate of Low Income (1 original) Birth Certificate (1 Photocopy) School Grade Rating Card (1 Photocopy of certified true copy) ID Picture Size 2x2 (2 copies)		PAdO EWDD PAdO EWDD Office of the Barangay Captain Local Civil Registrar School's Registrar (Any studio shop)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up NSRP form and application form and submit requirements	1.1. 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 Employment & Workforce Development Division
2. Take the qualifying examination and scholarship interview	2.1. Facilitate the administration of qualifying exam and interview	None	30 Minutes	<i>Senior Labor &amp; Employment Officer</i> Employment & Workforce Development Division
3. Attend Provincial Scholarship Program Orientation	3.1. Inform all the grantees of the schedule and venue; invite TVIs to present programs and services	None	4 Hours	<i>Senior Labor &amp; Employment Officer</i> Employment & Workforce Development Division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. As scholarship grantees, read and sign the Memorandum of Undertaking and scholarship certification	4.1. Prepare the Memorandum of Undertaking and scholarship certification	None	4 Hours	<i>Administrative Aide III</i> PAoO Employment & Workforce Development Division
5. Enroll in the courses preferred in the TVIs located in the province	5.1. Assist the grantees in complying the requirements for enrollment to ensure his/her scholarship.	None	4 Hours	<i>Administrative Aide III</i> PAoO Employment & Workforce Development Division
6. Inform the province thru Provincial Administrator's Office-Employment and Workforce Development Division of the completion of the Technical-Vocational Course	6.1. Issue the certificate of completion and awarding of medal	<b>None</b>	<b>1 hour</b>	<i>Senior Labor &amp; Employment Officer</i> Employment & Workforce Development Division
7. Attend Special Recruitment Activity (SRA)/Pre-employment Seminar for Local Applicant (PESLA.)	7.1. Conduct PESLA/SRA to all Grantees after one year as scholarship grantee	<b>None</b>	<b>4 hours</b>	<i>Senior Labor &amp; Employment Officer</i> Employment & Workforce Development Division
	<b>TOTAL:</b>	<b>None</b>	<b>2 Day, 1 Hour, 35 minutes</b>	

**CITIZENS' CHARTER- Tourism Division (TD):**

**1. Subsidies to Local Government Units (LGUs) for Site Development**

Pursuant to the Strategic Direction of the Logical Framework of Provincial Tourism Division that is to develop and market competitive products and destinations; improve market access; connectivity and destinations infrastructure; and institutionalizing tourism governance. The Provincial Tourism Office through the Tourism Development Program -Site Development Project facilitate the transfer of funds for Subsidies to City/Municipality of Davao Del Norte for Tourism Sites Development.

<b>Office or Division:</b>	Provincial Administrators Office – Tourism			
<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>		
1. Request letter for transfer of funds signed by respective Local Chief Executive (1 Original)		Requesting LGUs		
2. Program of Works (1 Original)		Requesting LGUs		
3. Memorandum of Agreement (1 Original)		Requesting LGUs and Provincial Government of Davao Del Norte		
4. SP Resolution (1 Original)		Provincial Government of Davao Del Norte		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the following requirements to PADO-Tourism Division:	1.Verifies the requests and the attached requirements	none		<i>Administrative Assistant VI</i> PADO-Tourism
1.Letter Request signed by the Local Chief Executive	1.1. Forwards the complete documents to respective officials for Signature and approval i, e PBO, PADO & PGO		at least 2 months (depends on the approval of the Program of Work (POW)and Issuance of SP Resolution	
2. Program of Works				
3. SP Resolution				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.Pre pares Obligation Request, Memorandum of Agreement and Disbursement Voucher for processing		1 Week processing	<i>Admin Aide III</i> PADO-Tourism
<b>TOTAL:</b>		<b>None</b>	<b>2 months &amp; 1 week</b>	

## 2. Subsidies to Local Government Units (LGU) for Festival Banner

Pursuant to the Strategic Direction of the Logical Framework of Provincial Tourism Division that is to develop and market competitive products and destinations; improve market access; connectivity and destinations infrastructure; and institutionalizing tourism governance. The Provincial Tourism Office through the Tourism Development Program -Marketing and Promotion Project facilitate the transfer of funds Subsidies to City or Municipalities of Davao Del Norte for Festival banner.

<b>Office or Division:</b>	Provincial Administrators Office – Tourism			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Local Government Units of Davao Del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter for transfer of funds signed by respective Local Chief Executive (1 Original)		Requesting LGUs		
2. Activity Design (1 Original)		Requesting LGUs		
<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 requirements	1. Verifies the complete documents	None		Administrative Asst.VI PADO-Tourism
	1.1. Forwards the complete documents to respective Officials for Signature and approval, i.e. PBO, PADO & PGO		At least 1-month subject to the approval of the Activity design	Provincial Tourism Officer PADO-Tourism
	1.2. Prepares Obligation Request and Disbursement Voucher for processing		1-week processing	Admin Aide III PADO-Tourism
<b>TOTAL:</b>		<b>none</b>		

### 3. Issuance of Foreshore Lease Certification

The Provincial Administrator's Office thru the Tourism Division issued certification to resort owner; Business entity that states that he/she has no pending case filed. The aforesaid certification is issued to affirm the validity of information.

<b>Office or Division:</b>	Provincial Administrators Office – Tourism			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business Entity (Resort Owner, Businessman			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Land Title (1 Photocopy)		Register of DEEDS		
2. Barangay Resolution (1 Original)		Barangay where the property is located		
3. DENR Recommendation (1 Original)		DENR Panabo City		
4. Letter Request for Issuance of FORESHORE certification (1 Original)		Property owner		
5. Site Development Plan of FORESHORE LEASE (1 Photocopy)		Property Owner		
<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 requirements	1.Verifies and assess the completeness of the requirements 1.1. Issue the Foreshore lease certification	None	10 minutes	Senior Tourism Operation Officer PADO-Tourism
<b>TOTAL:</b>			<b>10 minutes</b>	

#### 4. Availment of Tourism Trainings

To ensure high standards of quality and efficiency in tourism services, the Provincial Administrator's Office thru the Tourism Division in partnership with the Department of Tourism, Region XI facilitate the conduct of series of tourism related trainings.

<b>Office or Division:</b>	Provincial Administrators Office – Tourism			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B and G2G			
<b>Who may avail:</b>	Tourism Stakeholders, Businessman etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Training Proposal (1 original or soft copy)		Requesting LGUs, Business Entity		
<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 list of training proposal via e-mail	1. Officer in charge consolidates training proposals	none		<i>Provincial Tourism Officer</i> PADO-Tourism
	1.1. Submits training proposal to Department of Tourism (DOT) Regional Office (REG XI for approval and schedule	none	At least 1-month subject to the availability of resource person and approval of prepared Activity Design	<i>Admin Asst. II</i> PADO-Tourism
<b>TOTAL:</b>		<b>none</b>	<b>1 month</b>	

**CITIZENS' CHARTER- Special Programs and Project Division (SPPD):**

**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 Administrators Office – Special Project and Program Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government Services to Transacting Beneficiaries			
<b>Who may avail:</b>	Housing Beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter 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>
Submit the letter Request	Endorsed the letter to the National Housing Authority and the Provincial Administrator for comment and action.	None	2 Minutes	( <i>Project Development Officers</i> )
<b>TOTAL:</b>		<b>None</b>	<b>2 Minutes</b>	



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

1. Certification of Employment and/or Certification of Employment with Compensation
2. Certification of No Pending Administrative Case
3. Certification of Good Moral Character
4. Certification of Actual Duties and Responsibilities
5. Service Record
6. Processing of Pay Slip for Loan Purposes
7. Processing of GSIS Loan Confirmation
8. Loan Certifications
9. Preparation of Travel Authority

**CITIZENS' CHARTER- APRD:**

**1. Certification of Employment and/or Certification of Employment with Compensation**

These two (2) types of Certifications are 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 – Appointment and Personnel Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2B- Government to Business Entity			
<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>		
Requisition Slip (1 Original)		PHRMO-Administrative Division		
Official Receipt for Payment of Secretary's Fee (if personal purpose)		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 employee's Name, Position, Office, Status of Employment and mark check (✓) on the space provided opposite to the desired document to be requested.	Accommodate the client / check the significant information stipulated in the requisition slip and return the accomplished requisition slip to the client as payment reference to the PTO	None	5 minutes	<i>Administrative Staff</i> PHRMO-AD
2. Pay the corresponding fee at Cashier's Division of PTO, then submit back to PHRMO the accomplished requisition slip with the payment's Official Receipt.	Draft the certification and submit to PHRMO-AOV/SAO and PHRMO-Payroll Incharge for review of the employment and compensation details respectively.	None	20 minutes	<i>a. Administrative Assistant</i> PHRMO-APRD <i>b. Admin. Officer V and SAO-</i> PHRMO <i>c. Payroll Incharge-</i> PHRMO-CBD (for cert. with compensation).

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Wait while document is being prepared	Effect correction/s (if there's any), finalize the certification and facilitate the signing of the same.	None	5 minutes	<i>Administrative Assistant PHRMO-APRD</i>
	Sign and return the said Certification to the Administrative staff of APRD for release.	None	7 minutes	a) <i>Supervising Administrative Officer of PHRMO-APRD</i> (if the requesting party is below managerial level); b) <i>PHRMO-PG Department Head</i> (if requesting party is holding managerial position and/or an official of the province.)
4. Receive the Certificate of Employment and Compensation	Release the signed/approved certification	None	3 minutes	<i>Administrative Assistant PHRMO-APRD</i>
<b>TOTAL:</b>		<b>Php 12.00-current employees Php 100.00-for under-current</b>	<b>40 minutes</b>	



## 2. Certification of No Pending Administrative Case

The Certificate of No Pending Administrative Case is issued to current employees of the Provincial Government of Davao del Norte as attachment to the fidelity bond application, scholarship grant application and other purposes.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Appointment and Personnel Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C- Government to Client			
<b>Who may avail</b>	Current employees of the Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Slip (1 Original)		PHRMO-Administrative Division		
Official Receipt for Payment of Secretary's Fee (if personal purpose)		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 employee's Name, Position, Office, Status of Employment and mark check (✓) on the space provided opposite to the desired document to request	Accommodate the client / check the significant information stipulated in the requisition slip.  For scholarship grant application and other personal purposes, accomplished requisition slip shall be returned to the client as payment reference to the PTO	None	5 minutes	<i>Administrative Staff</i> PHRMO-AD
2. Pay the corresponding fee to the Cashier's Division of PTO, then submit back to PHRMO the accomplished requisition slip with the payment's Official Receipt.	Prepare and facilitate the signing of the letter to the Provincial Legal Officer (PLO) for verification of any administrative case filed against the employee. the date of their receipt.	None	20 minutes	<i>Administrative Assistant</i> PHRMO-APRD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
.	(Advise the requesting party of this process- PLO's response will usually be available within 2-3 days from the date of their receipt.			
3. Wait while document is being prepared	Draft Certificate based on PLO's response and submit to PHRMO-AO V/SAO for review/correction.	None	5 minutes	<i>a. Administrative Assistant PHRMO-APRD b. Admin. Officer V and SAO of PHRMO-APRD</i>
	If the employee has a pending case based on the verification made at PLO, advise him/her that the requested certification cannot be issued or granted.	None	5 minutes	<i>Supervising Administrative Officer- PHRMO-APRD</i>
	Effect correction/s (if there's any), finalize the certification and facilitate the signing of the same.	None	5 minutes	<i>Administrative Officer V PHRMO-APRD  Administrative Assistant PHRMO-APRD</i>
	Affix initials on the document which is for signature of the Governor. Advise the requesting party on this process, usually it would take 2-3 days before the document would be signed and returned to us from the Governor's Office.	None	5 minutes	<i>a. PHRMO-PG Department Head; b. Supervising Administrative Officer PHRMO-APRD (if Officer-in-Charge) c. Administrative Asst. I- APRD (to give the advice to the client).</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Receive the Certificate of No Pending Administrative Case upon advice.	Call/contact the client for the Release of the signed/approved certification.	None	5 minutes	<i>Administrative Assistant</i> PHRMO-APRD
<b>TOTAL:</b>		<b>Php 12.00</b>	<b>50 minutes (PHRMO process only)</b>	

### 3. Certification of Good Moral Character

The Certificate of Good Moral Character is issued to both current and undercurrent employees 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 – Appointment and Personnel Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Client			
<b>Who may avail</b>	Both current and former employees of the Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Slip (1 Original)		PHRMO-Administrative Division		
Official Receipt for Payment of Secretary's Fee (if personal purpose)		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 employee's Name, Position, Office, Status of Employment and mark check (✓) on the space provided opposite to the desired document to request	Accommodate the client / check the significant information stipulated in the requisition slip and return the accomplished requisition slip to the client as payment reference to the PTO	None	5 minutes	<i>Administrative Staff</i> PHRMO-AD
2. Pay the corresponding fee to the Cashier's Division of PTO, then submit back to PHRMO the accomplished requisition slip with the payment's Official Receipt.	Draft the certification and submit to PHRMO-AOV for review (check appropriate 201 file documents as reference for any derogatory record).	None	20 minutes	<i>Administrative Assistant</i> PHRMO-APRD

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Wait while document is being prepared	Effect correction/s (if there's any), finalize the certification and facilitate the signing of the same.	None	5 minutes	<i>Administrative Officer V</i> PHRMO-APRD  <i>Administrative Assistant</i> PHRMO-APRD
	Affix initials on the document which is for signature of the Governor. Advise the requesting party on this process, usually it would take 2-3 days before the document would be signed and returned to us from the Governor's Office.	None	5 minutes	<i>a. PHRMO-PG Department Head;</i> <i>b. Supervising Administrative Officer</i> PHRMO-APRD (if Officer-in-Charge) <i>c. Administrative Asst. I- APRD (to give the advice to the client).</i>
4. Receive the Certificate of Good Moral Character upon advice.	Call/contact the client for the Release of the signed/approved certification.	None	5 minutes	<i>Administrative Assistant</i> PHRMO-APRD
	<b>TOTAL:</b>	<b>Php 12.00-current employees</b> <b>Php 100.00-for undercurrent</b>	<b>40 minutes</b>	

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

The Certification of Actual Duties and Responsibilities is issued to both current and former employees of the Provincial Government of Davao del Norte as one of the requirements for obtaining 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 – Appointment and Personnel Records Division			
<b>Classification:</b>	Simple			
<b>Who may avail:</b>	Current and former employees of the Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Slip (1 Original)		PHRMO-Administrative Division		
Official Receipt for Payment of Secretary's Fee (if personal purpose)		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 employee's Name, Position, Office, Status of Employment and mark check (✓) on the space provided opposite to the desired document to request	Accommodate the client / check the significant information stipulated in the requisition slip and return the accomplished requisition slip to the client as payment reference to the PTO	None	5 minutes	<i>Administrative Staff</i> PHRMO-AD
2. Pay the corresponding fee at Cashier's Division of PTO, then submit back to PHRMO the accomplished requisition slip with the payment's Official Receipt.	Draft the certification and submit to PHRMO-AOV/SAO for correction/ verification. Use approved IPCRs and other documents as reference for the actual tasks and functions.	None	1 hour	<i>Administrative Assistant</i> PHRMO-APRD Admin. Officer VI/ SAO- APRD

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Wait while document is being prepared	Effect correction/s (if there's any), finalize the certification and facilitate the signing of the same.	None	5 minutes	<i>Administrative Officer V</i> PHRMO-APRD  <i>Administrative Assistant</i> PHRMO-APRD
	Sign the Certification	None	5 minutes	<i>PG Department Head-</i> PHRMO
4. Receives the Certificate of Actual Duties and Responsibilities	Release the signed/approved certification	None	5 minutes	<i>Administrative Assistant</i> PHRMO-APRD
<b>TOTAL:</b>		<b>Php 12.00 current employees</b> <b>Php 100.00 former employees</b>	<b>1 hour &amp; 20 minutes</b>	

## 5. Service Record

The Service Record is issued to both current and former employees of the Provincial Government of Davao del Norte as one of the requirements for GSIS policy maturity claims, Retirement/Separation Benefit Claims, HDMF Provident Claims, Loyalty Bonus and updating of employees' records and other personal purposes.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Appointment and Personnel Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Client			
<b>Who may avail:</b>	Current and former employees of the Provincial Government of Davao del Norte			
<b>CHECLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Slip (1 Original)		PHRMO-Administrative Division		
Official Receipt for Payment of Secretary's Fee (if personal purpose)		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 employee's Name, Position, Office, Status of Employment and mark check (✓) on the space provided opposite to the desired document to request	Accommodate the client / check the significant information stipulated in the requisition slip.  For personal purposes, accomplished requisition slip and advise the client to proceed to PTO-Cash Div. for the fee payment.	None	5 minutes	<i>Administrative Staff</i> PHRMO-AD



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pay the corresponding fee at Cashier's Division of PTO, then submit back to PHRMO the accomplished requisition slip with the payment's Official Receipt (for personal purpose).	Reviews Service Record (SR) in the APRD system	None	30 minutes	<i>Administrative Officer PHRMO-APRD</i>
3. Wait while document is being prepared	Print SR and facilitate the signing of the document	None	5 minutes	<i>Administrative Officer PHRMO-APRD</i>
	Review and sign the SR	None	5 minutes	<i>PHRMO – Department Head (for GSIS, HDMF and other official purposes)  PHRMO – SAO (APRD)-for loyalty bonus claims and for 201 file updating purposes</i>
4. Receives the Service Record	Release the signed Service Record	None	5 minutes	<i>Administrative Officer PHRMO-APRD</i>
	<b>TOTAL:</b>	<b>Php 12.00/set for current employees Php 100.00/set-for former employees</b>	<b>50 mins.</b>	

**CITIZENS' CHARTER- CBD:**

**1. Processing of Pay slip for Loan Purposes**

Pay slip for loan purposes issued to individuals who will avail loans in Pag Ibig Fund, Land Bank of the Philippines, Tagum Cooperative and other Lending Institutions.

<b>Office or Division</b>	Provincial Human Resource Management Office- Compensation and Benefits Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government Employee			
<b>Who may avail:</b>	<p><b>1. Co- Terminous, Job Order, Contract of Service &amp; Honorarium employees-</b> loan application for Pag-Ibig Salary and Calamity loan and other lending institution.</p> <p><b>2. Permanent and Casual employees-</b> loan application for Davao Province Government Employees Association (DPGEA), Davao del Norte Government Employees Cooperative (DAGOEMC) and other lending institution.</p>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt (1 Original)		PTO		
Request for Pay slip form		PHRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employee will pay the fee at Provincial Treasurer's Office (PTO)	1. Review the Official Receipt	PHP 12.00	1 minute	<i>Admin. Officer</i> PTO
2. Fill out and sign request form found at Admin. Division table and submit it to Compensation and Benefits Division- Payroll Section	2. Received and review the submitted request form for verification purposes	None	1 minute	<i>Admin. Officer</i> PHRMO-CBD
3. Wait while documents are being processed	3. Print pay slip as requested and let it signed by PG Dept. Head or CBD- Supervising Officer	None	1 minute	<i>Admin. Officer</i> PHRMO-CBD

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Receives the pay slip	4. Releases the approved pay slip	None	30 seconds	<i>Admin. Officer</i> PHRMO-CBD
	<b>TOTAL:</b>	<b>PHP 12.00</b>	<b>3 minutes and 30 Seconds</b>	

## 2. Processing of GSIS Loan Confirmation

The Agency Authorized Officer (AAO) is the official representative of the agency who not only approves loans such as Consolidated loan, Emergency Loan & Policy loan, but also serves as a partner of GSIS in the timely submission of updated information of the agency employees.

<b>Office or Division</b>	Provincial Human Resource Management Office- Compensation and Benefits Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G- Government to Government Employee			
<b>Who may avail:</b>	Permanent, Co- Terminous and Casual employees of Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Loan Confirmation form (1 Original)		PHRMO		
<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 and sign request form and give it to Compensation and Benefits Division- Payroll Section	1. Received and review the submitted request form to verify Net Pay and Leave Balances	None	1 minute	<i>Admin. Officer</i> PHRMO- CBD
2. Wait while documents are being processed/ confirmed	2. Endorse verified request form to Agency Authorized Officer (AAO) for loan confirmation.  2.1 AAO will decide to confirm/deny loan application thru GSIS website. If denied, employee will be notified immediately.	None	3 days	<i>Admin. Officer / AAO</i> PHRMO-CBD
<b>TOTAL:</b>		<b>None</b>	<b>1 Minute and 3 Days</b>	

### 3. Loan Certifications

The Provincial Human Resource and Management Office thru Compensation and Benefits Division, Loan Certification is issued to employees who avail loan from outside Lending Institution's to affirm the validity of information they provide when applying personal loan.

<b>Office or Division</b>		Provincial Human Resource Management Office- Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G- Government to Government Employee		
<b>Who may avail:</b>		All employees of the Provincial Government of Davao del Norte		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for personal loan (1 Original)		Lending Institution where loan is being availed		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled out loan application form	1. Received and review the submitted loan application form	None	1 minute	<i>Admin. Officer</i> PHRMO-CBD
2. Wait while documents are being processed	2. Endorse the reviewed loan application form to CBD- SAO or PG- Dept. Head for signature of certification.	None	2 minutes	<i>Admin. Officer</i> PHRMO-CBD
3. Received the certified loan application form	3. Release the approved loan application form	None	30 seconds	<i>Admin. Officer</i> PHRMO-CBD
	<b>TOTAL:</b>	<b>None</b>	<b>3 Minutes and 30 Seconds</b>	

**CITIZENS' CHARTER- HRDD:**

**1. Preparation of Travel Authority**

The Travel Authority is issued to Government Officials and Employees who will be travelling outside of the country, 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		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Government Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Request Letter from Provincial Administrator (1 Original) 2. Accomplished Leave Form (1 Original)		1. Provincial Administrator’s Office 2. Respective 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 request letter to PHRMO with the Accomplished Leave Form.	1. Preparation of the Travel Authority.		2 minutes	<i>Admin. Assistant II/ HRDD</i>
	1.1 Submit the Travel Authority Letter to Provincial Administrator for initial and Provincial Governor for Signature.		3 Days	<i>Senior Admin. Assistant II/ AD</i>
2. Receive the duly signed Travel Authority in the respective office.	1. Deliver the Approved Travel Authority to the respective office.		2 minutes	<i>Admin. Assistant I/HRDD</i>
<b>TOTAL:</b>		<b>None</b>	<b>3 days and 4 mins.</b>	



## **Provincial Information, Communication and Knowledge Management Office (PICKMO)**

1. Request for Visual Presentation
2. Request for Kapihan sa Kapitolyo Guesting
3. Request for Loop
4. Request for Coverage of Events
5. Request for Voice Over of News Materials & Full Length AVP
6. Request for Lay-out of IEC Materials
7. Request for Governor's Messages or Speech
8. Avail Davao del Norte Learning Institute (DNLI) Special Academic Programs
9. Request for publication to PG-DDN Official Websites & Social Media Accounts
10. Request for Administrative and Logistics Support for the Use of Bulwagan Hall/Function Rooms & Led Wall

# 1. Request for Audio Visual Presentation

The Broadcast Division provides services through preparation of an Audio-Visual Presentation to the Provincial Government Offices to be used as materials for any provincial events and any activities. The AVPs may also be used for social publications.

<b>Office or Division:</b>	Broadcast Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may Avail:</b>	Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request Letter (1, Original Copy) Flashdrive with Script		Concerned Provincial Government Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RELIABLE</b>
1. Submit the Request letter to the receiving staff/officer.	1. Receive the required document and check for completeness.	None	2 minutes	<i>Administrative Assistant / Receiving staff - Administrative Division</i>
2. Submit the Flash drive with the Script and footages to the broadcast division.	2. Consultation with requisitioning party and Broadcast Team	None	2 minutes	<i>Division Head – Broadcast Division</i>
	2.1 Process the request AVP		15 minutes	<i>Administrative Assistant - Broadcast Division</i>
	2.2 Edit the AVP		3 -15 days (depending of the length / complexity of the AVP)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RELIABLE
3. Receive the final output of the Audio-Visual Presentation from the broadcast division.	4. Inform the client for the completion of the AVP.	None	5 minutes	
<b>TOTAL:</b>		None	<b>3 - 15 days</b> (depending on the length / complexity of the AVP)	

## 2. Request for Kapihan sa Kapitolyo Guesting

The Kapihan sa Kapitolyo provides information on the current events in the Provincial Government of Davao del Norte which can be aired via live broadcast or delayed telecast on radio or TV. Hence, guests with significant information pertaining to the above mentioned may submit their request to the said office.

<b>Office or Division:</b>	Broadcast Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may Avail:</b>	Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 RELIABLE</b>
1. Submit the request letter to the receiving staff/officer.	1. Receive the invitation	None	2 minutes	<i>Administrative Assistant / Receiving staff – Administrative Division</i>
2. Proceed to Broadcast Division	2.1 Forward and assist the Client to Broadcast Division	None	5 minutes	<i>Division Head - Broadcast Division</i>
	2.2 Conduct meeting with the Client		20 minutes	
	2.3 Topic Preparation			
3. Attend the program proper	3. Studio Preparation	None	5 minutes	<i>Administrative Assistants - Broadcast Division</i>
	3.1 Conduct of Kapihan sa Kapitolyo – live airing		1 hour	
	3.2 Serve the Meals (if any)			
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 30 minutes</b>	

### 3. Request for Loop

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

<b>Office or Division:</b>	Broadcast Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may Avail:</b>	Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request Letter (1 Original Copy)		Requesting Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RELIABLE</b>
1. Submit the Request letter to the receiving staff/Officer	1. Receive the required document and check for Completeness	None	2 minutes	<i>Administrative Assistant / Receiving staff – Administrative Division</i>
2. Submit the Flash drive with the details of the loop content to the Broadcast division.	2. Forward to Broadcast division for Loop Preparation.  2.1. Process the request on the details of the loop content.  2.2 Edit the Loop.	None	10 minutes  2 hours	<i>Division Head – Broadcast Division</i>
3. Get the Flash drive from Broadcast Division.	3. Provide copy of the finished loop.	None		<i>Administrative Assistant - Broadcast Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 12 minutes</b>	

#### 4. Request for Coverage of Events

The Broadcast Division accepts requests for coverage of Provincial Events, Regional Meetings/conferences, Courtesy Calls and other activities in the Province of Davao del Norte.

<b>Office or Division:</b>	Broadcast Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may Avail:</b>	Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Letter Request (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 RELIABLE</b>
1. Submit a Formal Letter containing the important information of the event to the receiving staff/officer.	1. Receive the letter request for coverage.	None	2 minutes	<i>Administrative Assistant / Receiving staff – Administrative Division</i>
	1.1 Approval of the PG Department Head.		5 minutes	
2. Provide instructions and information on the specific location of the events to be covered.	2 Schedule the event with the Broadcast Division.	None	1 Day	<i>Division Head of Broadcast Division</i>
	2.1 Assign a Team for Documentation.			
	2.2. Cover/ Document the event.			
<b>TOTAL:</b>		<b>NONE</b>	<b>1 day and 7 minutes</b>	

## 5. Request for Voice Over of News Materials & Full Length AVP

The Broadcast Division provides services that requires Voiceover of news, short and full length AVP, and any related requests coming from the Local Government of the Province of Davao del Norte.

<b>Office or Division:</b>	Broadcast Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may Avail:</b>	Provincial Government Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request Letter (1 Original Copy) Flash drive 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 RELIABLE</b>
1. Submit the Request letter	1.1 Receive the required document and check for Completeness	None	2 minutes	<i>Administrative Assistant /Receiving staff – Administrative Division</i>  <i>Division Head - Broadcast Division</i>
	1.2 Forward or assist the client to Broadcast Division for Administrative Action		2 minutes	
2. Submit the Flash drive with the Script and materials to be used and other instructions	2.1 Process the request for the voice over	None	1 day	<i>Administrative Assistant - Broadcast Division</i>
	2.2 Script Familiarization			
	2.3 Edit the Voice Over			
3. Receive the final cut of the Voice-over requested.	3. Provide the final cut of the Voice-over.	None	2 minutes	<i>Administrative Assistant - Broadcast Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 6 minutes</b>	

## 6. Request for Lay-Out of IEC Materials

Lay-out for Information, Education and Communication (IEC) materials as well as for logo, seal, icon and/or picture related to programs, projects and activities of the different offices of the Provincial Government are offered by PICKMO.

<b>Office or Division:</b>	News and Printing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<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/ 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 RELIABLE</b>
1. Submit letter of request or intent to Provincial Admin Office.	1. Administrative Action	None	1 day	<i>Provincial Administrator</i> PADO
	1.1. Once approved, the PADO will submit it to PICKMO for processing.	None	10 minutes	
2. Submit the approved Request letter.	2.1. Receive the required document and check for Completeness	None	1 minute	<i>Administrative Asst. / Receiving Staff</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/ Print Division</i> PICKMO
	2.3. Lay-outing and editing of IEC Materials.	None	1-2 days	<i>Administrative Assistant</i> PICKMO-Print division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RELIABLE</b>
3. Get the Flash drive or check e-mail.	3. Provide copy of the finished IEC materials/ output	None	5 minutes	<i>Administrative Assistant</i> PICKMO
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 6 minutes</b>	

## 7. 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 well as to other interested parties. He is requested to give a speech related to the occasion or event.

<b>Office or Division:</b>	News and Printing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<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 RELIABLE</b>
1. Proceed to Receiving Area to submit the Letter of Request.	1. Receive the letter Request	None	2 minutes	<i>Administrative Asst. / Receiving Staff</i> PICKMO
2. Proceed to Print Division and Submit vital information needed for the drafting of Governor's Message/speech.	2. Assist the Client	None	5 minutes	<i>Division Head</i> PICKMO-Print Division
	2.1. Validate the information needed for the Request.	None	5 minutes	
	2.2. Composing/ Writing of Message	None	1 day	<i>Information Officer</i> PICKMO-Print Division
3. Receive the printed/ soft copy or emailed copy of message/ speech.	3. Print/ email speech/ Message.	None	5 minutes	<i>Information Officer</i> PICKMO
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 6 minutes</b>	



**CITIZENS' CHARTER- DNLI:**

**8. 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>	PICKMO-Knowledge & Information Management Division (KM)	
<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	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 Partner Higher Education Institution (HEI).	None	10 Minutes	<i>DnLI Secretariat</i> PICKMO-KM
2. Take the Partner HEI's Assessment & Qualifying Exam. Present DnLI Application Form Phase 1 to Partner HEI.	2.1 Partner HEI facilitates standardized written examination.	None	4 Hours	<i>Guidance Office</i> Partner HEI

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Await results of Assessment & Qualifying Examination.	3.1 Endorse to DNLI PAB for Approval of Scholarship Grant and/or Admission to the Special Program based on results of Assessment Exam.	None	15 days	<i>DNLI Secretariat</i> PICKMO-KM
4. Read and Sign Memorandum of Agreement.	4.1 Provide the manuscripts and assists the parties in the Ceremonial Signing.	None	4 Hours	<i>DNLI Secretariat</i> PICKMO-KM
5. Proceed with the Enrolment Process of the Partner HEI. Present DNLI Application Form Phase 2 to Partner HEI.	5.1 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	<i>Registrar's Office</i> Partner HEI
<b>TOTAL:</b>		<b>Refer to approved Scholarship Package</b>	<b>17 Days, 10 Minutes</b>	

## 9. 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 KM 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>	PICKMO-Knowledge & Information Management Division (KM)			
<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>		
Formal Request (1 Original)		Department Heads 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-KM request for uploading of any content.	1.1 Evaluate urgency, appropriateness & relevance of any content/information to be posted. 1.2 Advise client on prescribed format specifications.	None	10 Minutes	<i>Division Head</i> PICKMO-KM
2. Submit pertinent supporting materials – photos, audios, videos, narratives, etc., as may be required to meet prescribed format specifications.	2.1 Publish content to appropriate medium/platform.	None	1 Hour	<i>Website Dev't. &amp; Mgt. Section Head</i> PICKMO-KM
<b>TOTAL:</b>		<b>Refer to approved Scholarship Package</b>	<b>1 Hour, 10 Minutes</b>	

## 10. Request for Administrative & Logistics Support for the Use of Bulwagan Hall/Function Rooms & Led Wall

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

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

<b>Office or Division:</b>	PICKMO-Knowledge & Information Management Division (KM)			
<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>		
Specific and Formal Request duly approved by the Provincial Administrator. (1 Original)  Note: Use of any equipment is exclusive only to activities done 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-KM duly approved Formal Request.	1.1 Verify availability of requested venue/logistics support.	None	15 Minutes	<i>Division Personnel</i> PICKMO-KM
2. Furnish PICKMO-KM details (Name & Contact Number) of Focal Person for the said request.	2.1. Inform client of the availability of requested venue/logistics support, existing policies for its appropriate use, and corresponding fees.	Bulwagan Hall/Classroom = None  Led Wall = ₱15,000/day per Provincial Ordinance No. 2018-001	15 Minutes	<i>Division Personnel</i> PICKMO-KM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Informs Utility Personnel/LED Wall Operator of the approved schedule.	Overtime Pay of LED Wall Operator =₱500/day, if it falls beyond Official Work Schedule (Monday-Friday & 8AM-5PM).		
<b>TOTAL:</b>	<b>Refer to Actual Computed Fees</b>	<b>30 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. Data/information on programs, projects, activities and development direction of Davao del Norte reflected in various planning documents
3. Socio economic and ecological profile data / information dissemination

**CITIZENS' CHARTER- Monitoring and Evaluation:**

**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; G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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. Present the request letter at the receiving section (Administrative Section)	Receive and facilitate the request	None	2 minutes	<i>Admin Aide IV; Admin Officer V</i>
2. Requesting party shall be directed to the concerned staff of the Division	The Division shall provide the requested data either/or:  1. Hard copy 2. Electronic copy	None	8 minutes	<i>Project Evaluation Officer II; Project Evaluation Officer III</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	



**CITIZENS' CHARTER- Plans and Programs:**

**1. Data/Information on Programs, Projects, Activities and Development Direction of Davao Del Norte Reflected in Various Planning Documents**

The Plans and Program Division, of this office is responsible in the formulation of planning documents through series of pre-planning activities up to final approval of the plan, such as, Provincial Development and Physical Framework Plan (PDPFP), Provincial Development Investment Plan (PDIP), and Annual Investment Plan (AIP), these plans serve as an effective delivery tool and strategy to provide direction for physical development and accelerating economic growth of the province.

<b>Office or Division:</b>	Provincial Planning and Development Office / Plans and Programs Division			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C; G2G; G2B			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter from requesting party (1 original)		Prepared by requesting party and hand carried to PPDO Administrative Section		
Order of Payment (1 original)		PPDO – Administrative Section		
Official Receipt (1 original)		Provincial Treasurer 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. Present the request letter at PPDO Admin-receiving	Receive and facilitate the request	none	2 minutes	<i>Admin Officer V; Admin Aide IV</i>
2. Requesting party shall be directed to the concerned staff of the Division	The Division shall prepare/facilitate the requested data either/or: Hard/soft copy	none	5 minutes	<i>Planning Officer II; Planning Officer I</i>
3. Requesting Party shall secure Order of Payment from PPDO-Admin	PPDO Admin Section shall prepare Order of Payment	none	1 minute	<i>Admin Officer V; Admin Aide IV</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Advice Requesting Party to pay the required fees to PTO and secure Official Receipt	Accept the payment based on the Order of Payment and issue Official Receipt  1. Hard copy <ul style="list-style-type: none"> <li>• PDPF P</li> <li>• LDIP/ AIP</li> </ul> 2. Electronic Copy	For Government Agencies No Fees  For other entities ₱ 2,500.00  ₱ 250.00  ₱ 200.00	5 minutes	<i>PTO Cashier</i>
5. Back to PPDO Administrative Section present the Official Receipt	Receive and photocopy Official Receipt and provide to client the requested data	none	2 minutes	<i>Admin Officer V;</i> <i>Admin Aide IV</i>
<b>TOTAL:</b>			<b>15 minutes for other entities / 7 minutes for Government Agencies</b>	

## CITIZENS' CHARTER- Research and Statistics:

### 1. 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; G2G; G2B			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter from requesting party (1 original)		Prepared by requesting party and hand carried to PPDO Administrative Section		
Order of Payment (1 original)		PPDO – Administrative Section		
Official Receipt (1 original)		Provincial Treasurer 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. Present the request letter at PPDO Admin-receiving	Receive and facilitate the request	None	2 minutes	<i>Admin Officer V; Admin Aide IV</i>
2. Requesting party shall be directed to the concerned staff of the Division	The Division shall prepare/facilitate the requested data either/or : Hard/soft copy		5 minutes to 1 day depending on the type and volume of data requested	<i>Proj. Dev't. Officer III; Proj. Dev't. Officer II; Statistician II</i>
3. Requesting party shall secure Order of Payment from PPDO-Admin.	PPDO Admin Section shall prepare Order of Payment	none	1 minute	<i>Admin Officer V; Admin Aide IV</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Advice Requesting Party to pay the required fees to PTO and secure Official Receipt	Accept the payment based on the order of Payment and issue Official Receipt  1. Hard copy  2. Electronic copy	For Government Agencies No Fees  For other entities ₱ 500.00 per copy of SEP Book  ₱ 200.00	5 minutes	<i>PTO-Cashier</i>
5. Back to PPDO Administrative Section present the Official Receipt	Receive and photocopy Official receipt and provide to client the requested data	none	2 minutes	<i>Admin Officer V; Admin Aide IV</i>
<b>TOTAL:</b>			<b>15 minutes to 1 day for other entities / 7 minutes to 1 day for Government Agencies</b>	



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

1. Issuance of Bidding Documents and Registration
2. Processing of Payment of the Delivered Supplies and Services
3. Processing of Payment of the Delivered Supplies and Services
4. Processing of Payment of the Delivered Supplies and Services
5. Acceptance and Inspection of Delivered Supplies and Equipment from Suppliers
6. Delivery of Supplies and Equipment to Different Offices of Davao del Norte

## 1. Issuance of Bidding Documents and Registration

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>	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>		
PhilGEPS Registration (1 printed copy)		PhilGEPS Website <a href="https://www.philgeps.gov.ph/">https://www.philgeps.gov.ph/</a>		
DTI / SEC (Photocopy)		DTI /SEC		
Business/Mayor’s Permit for CY Latest (Photocopy)		Licensing Office		
BIR Tax Clearance – Latest (Photocopy)		BIR		
Certificate of Registration (COR) duly authenticated by the BIR		BIR		
Official Receipt for the payment of Accreditation/Registration fee		PTO		
Statement of Accounting/Billing Statement		BIR		
Fill-out Supplier Registration Information Form		BAC Secretariat		
<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	Fill-up Order of Payment		3 minutes	BAC Secretariat
2. Presents Order of Payment & pay the fee to PTO	Processes payment and issues Official Receipt	<p>Registration Fee - <b>P500.00</b></p> <p>Cost of Bidding Documents:</p> <p><b>P500.00</b> (ABC for the Contract P500,000.00 &amp; below)</p> <p><b>P1,000.00</b> (ABC for the Contract P500,000.00 up to 1 million)</p> <p><b>P5,000.00</b> (ABC for the Contract P 1million up to 5 million)</p> <p><b>P10,000.00</b> (ABC for the Contract P 5 million up to 10 million)</p> <p><b>P25,000.00</b> (ABC for the Contract P 10 million up to 50 million)</p> <p><b>P50,000.00</b></p>	2 minutes	PTO - LRCO

		(ABC for the Contract P 50 million up to 500 million)  <b>P75,000.00</b> More than 500 million		
3. Presents the original copy of Official Receipt	Validates the Official Receipt and copy of Order of Payment		1 minute	BAC Secretariat
4. Receives Bidding Documents			5 minutes	BAC Secretariat
<b>TOTAL:</b>		<b>Refer to the correspond ABC range as indicated</b>	<b>11 minutes</b>	



## 2. Processing of Payment of the Delivered Supplies and 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>	PGSO – Procurement and Warehousing Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G-Government to Government G2B – Government to Business	
<b>Who may avail:</b>	Business Entity (Suppliers, Contractors)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Direct Contracting:</b> <ol style="list-style-type: none"> <li>a. Disbursement Voucher (3cps)</li> <li>b. Obligation Request (2cps)</li> <li>c. Purchase Request (1copy)</li> <li>d. Direct Contract Award (1cpy)</li> <li>e. Statement of Account/Billing Statement (1cpy)</li> <li>f. Purchase Order/Contract/MOA (1cpy)</li> <li>g. Transmittal of PO/Contract/MOA to COA (1cpy)</li> <li>h. Certificate of Exclusive Distributorship (Certified Photocopy by PGSO) (1cpy)</li> <li>i. Price-List/Quotations/Pro-Forma Invoice (1cpy)</li> <li>j. Notice of Delivery received by the concerned department (1cpy)</li> <li>k. Acceptance &amp; Inspection Report (Stamped by COA) (1cpy)</li> <li>l. Certificate of Product Registration (for drugs &amp; meds) duly certified by PGSO (1cpy)</li> <li>m. Certificate of Sampling (Original Copy – for drugs &amp; meds only)</li> </ol>		PGSO - BAC Secretariat

(1cpy) n. Parts & Materials Requirement (when applicable) (1cpy) o. Report of Waste Material (when applicable) (1cpy) p. Property Issue Slip/Requisition & Issue Slip (when applicable) (1cpy) q. Property Acknowledgement Receipt (1cpy) r. Project/Activity Design/Logframe/POW (for Infra Projects) (1cpy) s. Statement of Work Accomplished (1cpy) t. Notice of Project Suspension/Notice to Resume (for Infra Projects) (1cpy) u. Notice to Proceed/Commence Work (1cpy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prepare and attach all necessary documents for processing of payments  Forward to PACCO	none	15 minutes	PGSO – Admin. Aide - III
1. Follow – up vouchers	Trace the vouchers through database  Inform the client the status of their vouchers  Give the OBR Number, PO Number for them to verify to PACCO	none	5 minutes	PGSO – Admin. Aide - I
2. Presents to	Verify and check		2 minutes	PACCO

PACCO, give the OBR number and PO number	the OBR number and PO number through Fund Management System (FMS)  Inform the client the status of the vouchers			
3. Proceed to PTO, give the OBR number and PO number	Verify and check the OBR number and PO number through Fund Management System (FMS)  Check for payment will be released after the advice from PACCO		2 minutes  1 day	PTO - LRCO
<b>TOTAL:</b>		<b>none</b>	1 day and 14 minutes	

### 3. Processing of Payment of the Delivered Supplies and 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>	PGSO – Procurement and Warehousing Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G-Government to Government G2B – Government to Business	
<b>Who may avail:</b>	Business Entity (Suppliers, Contractors)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Competitive Bidding/Negotiated Procurement:</b> <ol style="list-style-type: none"> <li>a. Disbursement Voucher (3cps)</li> <li>b. Obligation Request/Trust Fund Control Slip/General Fund – Trust Liability (2cps)</li> <li>c. Purchase Request (1cpy)</li> <li>d. DR/Charge Invoice/Statement of Account/Billing Statement/Cash Invoices/Official Receipts (1cpy)</li> <li>e. Authenticated photocopy of the approved APP and any amendment thereto (if applicable) (1cpy)</li> <li>f. Purchase Order (1cpy)</li> <li>g. Transmittal of P.O (1cpy)</li> <li>h. Bid Forms/Bidding Documents (1cpy)</li> <li>i. Abstract of Bids(with Bidders Technical/Financial proposal) (1cpy)</li> <li>j. Samples and brochures/photography if applicable (1cpy)</li> <li>k. Certificate of product registration, license to operate and good manufacturing practice from DFA, if applicable(1cpy)</li> <li>l. Batch Release Certificate from DFA, if applicable (1cpy)</li> </ol>		PGSO - BAC Secretariat

- m. Certificate of Analysis (from the Quality Control Department of the manufacturer (1cpy)
- n. Minutes of Pre-Bid Conference (Approved Budget Contract of P1.0M and above (1cpy)
- o. Agenda and/or Supplemental Bulletins, if any (1cpy)
- p. Minutes of Bid Opening (1cpy)
- q. Notice of Post Qualifications (1cpy)
- r. Bid Evaluation Report with Post Qua Report of the TWG (1cpy)
- s. BAC Resolution declaring winning bidder (1cpy)
- t. Notice of Award (1cpy)
- u. Performance Security (1cpy)
- v. BIR Certificate of Registration (when applicable) (1cpy)
- w. Notice to Proceed indicating the date of receipt (1cpy)
- x. Printout copy of Advertisement posted in PhilGeps (1cpy)
- y. Certificate from the Head of BAC Secretariat on the posting of advertisement at conspicuous places (1cpy)
- z. Printout copies and advertisement posted in agency website, if any (1cpy)
- aa. Minutes of Pre-procurement Conference for projects costing above P5M for infra, P2M and above for goods, and P1M and above for consulting services
- bb. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGeps (1cpy)
- cc. Evidence of Invitation of three observers in all stages of the procurement process (1cpy)
- dd. Acceptance and Inspection Report (1cpy)
- ee. Omnibus Sworn Statement (1cpy)
- ff. Notice of Delivery stamped by COA (1cpy)

gg. Letter request for Extension, if applicable (1cpy) hh. Notice of Extension approved by LCE/BAC, if applicable (1cpy) ii. BAC minutes approving/disapproving the request (1cpy) jj. Property Issue Slip/AE/ICS (1cpy) kk. Warranty Security (1cpy) ll. Result of Test Analysis, if applicable (1cpy) mm. List of Recipients indicating address and items received (1cpy) nn. Dated pictures during the activity, when applicable (1cpy) oo. Other documents peculiar to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof. (1cpy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prepare all necessary documents for processing of payments	none	15 minutes	PGSO – Admin. Aide - I
1. Follow – up vouchers	Trace the vouchers through database  Inform the client the status of their vouchers  Give the OBR Number, PO Number for them to verify to PACCO	none	5 minutes	PGSO – Admin. Aide - I
2. Presents to PACCO, give the OBR number and PO number	Verify and check the OBR number and PO number through Fund Management System (FMS)		2 minutes	PACCO

	Inform the client the status of the vouchers			
3. Proceed to PTO, give the OBR number and PO number	Verify and check the OBR number and PO number through Fund Management System (FMS)  Check for payment will be released after the advice from PACCO		2 minutes  1 day	PTO - LRCO
<b>TOTAL:</b>		<b>none</b>	1 day and 14 minutes	

#### 4. Processing of Payment of the Delivered Supplies and 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>	PGSO – Procurement and Warehousing Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G-Government to Government G2B – Government to Business	
<b>Who may avail:</b>	Business Entity (Suppliers, Contractors)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Shopping – Various Transaction (Regular/Small Value Procurement):</b> <ol style="list-style-type: none"> <li>a. Disbursement Voucher (3cps)</li> <li>b. Obligation Request (2cps)</li> <li>c. Purchase Request (1copy)</li> <li>d. Charge Invoice/Statement of Account/Billing Statement/Cash Invoices/OR (1cpy)</li> <li>e. Purchase Order/Contract/Memorandum of Agreement (1cpy)</li> <li>f. Transmittal of PO/Contract/MOA to COA (1cpy)</li> <li>g. Abstract of Quotations (1cpy)</li> <li>h. Quotation Forms (1cpy)</li> <li>i. Acceptance of Inspection Report (1cpy)</li> <li>j. Notice of Delivery stamped by COA (1cpy)</li> <li>k. Parts and Materials Requirement (1cpy)</li> <li>l. Report of Waste Material (1cpy)</li> <li>m. Property Issue Slip/Requisition &amp; Issue Slip/ICS (1cpy)</li> <li>n. Property Acknowledgement Receipt (1cpy)</li> </ol>		PGSO - BAC Secretariat



<ul style="list-style-type: none"> <li>o. Project/Activity Design/Logframe/Bill of Materials (1cpy)</li> <li>p. Program of Work (for Infra Projects) (1cpy)</li> <li>q. Statement of Work Accomplished (1cpy)</li> <li>r. Notice of Project Suspension/Notice to Resume (for Infra Project) (1cpy)</li> <li>s. Notice to Proceed/Commence Work (1cpy)</li> <li>t. Letter Request for work extension received by BAC, when applicable (1cpy)</li> <li>u. BAC Minutes approving/disapproving request (1cpy)</li> <li>v. Justification on-deliveries prior to the date when PO was served signed by the Requisitioning Officer (1cpy)</li> <li>w. BAC Resolution adopting alternative mode of procurement (1cpy)</li> <li>x. Printout copies of advertisement posted in the PhilGeps (1cpy)</li> <li>y. Printout copies of advertisement posted in the province website (1cpy)</li> <li>z. Authority from DILG (purchase of government vehicle when applicable) (1cpy)</li> <li>aa. Certificate of Tax Exemption (when applicable) (1cpy)</li> <li>bb. Attendance Report with complete address and signature, certified true and correct by authorized officer</li> <li>cc. Invitation/Call of meeting (1cpy)</li> <li>dd. Terminal Report with dated pictures taken during the activity (1cpy)</li> <li>ee. List of Recipients indicating name, signature, address (when applicable) (1cpy)</li> </ul>	
--	--

ff. Certificate of Registration (COR), when applicable (1cpy) gg. Other documents peculiar to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof. (1cpy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prepare all necessary documents for processing of payments	none	15 minutes	PGSO – Admin. Aide - I
1. Follow – up vouchers	Trace the vouchers through database  Inform the client the status of their vouchers  Give the OBR Number, PO Number for them to verify to PACCO	none	5 minutes	PGSO – Admin. Aide - I
2. Presents to PACCO, give the OBR number and PO number	Verify and check the OBR number and PO number through Fund Management System (FMS)  Inform the client the status of the vouchers		2 minutes	PACCO
3. Proceed to PTO, give the OBR number and PO	Verify and check the OBR number and PO number through Fund		2 minutes	PTO - LRCO

number	Management System (FMS)  Check for payment will be released after the advice from PACCO		1 day	
<b>TOTAL:</b>		<b>none</b>	1 day and 14 minutes	

## 5. Acceptance and Inspection of Delivered Supplies and Equipment from Suppliers

The delivery of supplies, materials and equipment must be made by the Supplier/Manufacturer/Contractor. In accordance with the specifications, terms and conditions provided in the Contract/Purchase Order within the stipulated period and at the place/s indicated in the PO or contract. The deliveries are subject to inspection for conformity with specifications, and records all deliveries/issuances for proper inventory.

<b>Office or Division:</b>	PGSO – Procurement and Warehousing Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B-Government to Business			
<b>Who may avail:</b>	Business Entity (Suppliers, Contractors)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Order		Requisitioning Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Deliver Supplies/ Equipment  Place of Delivery: PGSO - Warehouse	Receive and check supplies and equipment based on P.O as reference  Forward <b>Delivery Receipt</b> and <b>Charge Invoice</b>	none	15 minutes  2 minutes	PGSO – Administrative Officer III
	Consolidate and prepare all supporting documents  Forward all supporting documents to COA to sign the <b>Notice of delivery</b>  Prepares and		10 minutes  5 minutes	PGSO – Administrative Aide I

	forward Letter of Request for Inspection to the Inspectorate Team		2 minutes	
	Conduct and sign Acceptance and Inspection Report	none	15 minutes	Inspectorate Team
<b>TOTAL:</b>			49 minutes	

## 6. Delivery of Supplies and Equipment to Different Offices of Davao Del Norte

Supplies and Equipment delivered in good order and condition and issue the same to its respective end-users.

<b>Office or Division:</b>	PGSO – Procurement and Warehousing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acceptance and Inspection Report duly signed by the Inspectorate Team		PGSO – Warehouse Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Deliver the supplies and equipment to the concerned office together with pertinent documents for processing of payments	none	15 minutes	PGSO - AO – I (Supply Officer)
	Furnish a copy the Requisition and Issue Slip (RIS) and Acceptance & Inspection Report (AIR) duly signed by the Requisition Officer		5 minutes (depending on the availability of the R.O)	
Return the RIS and AIR to the PGSO - Warehouse	Sign the RIS	none	1 minute	PGSO - AO – V
	Check/verify the completeness of documents	none	5 minutes	PGSO – Administrative Aide - I
<b>TOTAL:</b>			26 minutes	



## **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

## 1. Certifying Obligation Request

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

<b>Office or Division:</b>	Provincial Budget Office			
<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 with proper supporting documents.	1.1 Receive OBR	n/a	2 minutes	<i>Administrative Aide II</i> Provincial Budget Office
	1.2 Obligate, validate (print) and forward OBR for signature of the Provincial Budget Officer	n/a	5 minutes	<i>Administrative Officer IV / Sr. Administrative Assistant I and Administrative Aide II</i> Provincial Budget Office
	1.3 Sign/Certify OBR and forward to Administrative Aide II for release	n/a	2 minutes	<i>PG Department Head / PG Assistant</i> <i>Department Head / Supervising Administrative Officer / Signing Official</i> Provincial Budget Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Receive the certified Obligation Request	2.1 Release the certified Obligation Request	n/a	1 minute	<i>Administrative Aide II</i> Provincial Budget Office
<b>TOTAL:</b>		<b>n/a</b>	<b>10 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			
<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>		
Detailed Financial Plan and Logical Framework for Programs		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 and/or Activity Design	1.1 Receive and forward to Administrative Assistant III for preparation	n/a	2 minutes	<i>Administrative Aide IV</i> Provincial Budget Office
	1.2 Evaluate and prepare (print) Allotment Release Order	n/a	15 minutes	<i>Administrative Assistant III</i> Provincial Budget Office
	1.3 Review and counter sign Allotment Release Order	n/a	3 minutes	<i>PG Assistant</i> <i>Department Head</i> Provincial Budget Office
	1.4 Sign ARO	n/a	2 minutes	<i>Department Head</i> Provincial Budget Office
	Record and release to Provincial Administrator's Office for signature of the Local Chief Executive	n/a	2 minutes	<i>Administrative Aide IV</i> Provincial Budget Office
	After the approval of the 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>
	1.5 Receive approved Allotment Release Order	n/a	1 minute	<i>Administrative Aide IV</i> Provincial Budget Office
	1.6 Tag approved Allotment Release Order to the system	n/a	1 minute	<i>Administrative Assistant III</i> Provincial Budget Office
<b>TOTAL:</b>		<b>n/a</b>	<b>26 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			
<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>		
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 letter request.	n/a	1 minute	<i>Administrative Aide II</i> Provincial Budget Office
	1.2 Forward the letter to the PG Department Head.	n/a	1 minute	<i>Administrative Aide II</i> Provincial Budget Office
	1.3 Evaluate and instruct Supervising Administrative Officer (SAO) for determination of source of fund; Letter request forwarded to SAO.	n/a	10 minutes	<i>PG Department Head</i> Provincial Budget Office
	1.4 Consolidate other requests for funding and look for possible source of funds.	n/a	50 minutes	SAO Provincial Budget Office
	1.5 Prepare letter request for certification of availability of funds by PACCO & PTO.	n/a	10 minutes	SAO Provincial Budget Office
	1.6 Sign letter request.	n/a	2 minutes	<i>PG Department Head</i> Provincial Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.Preparation of Supplemental Budget for Local Finance Committee			
	2.1 Receive certification of source of fund from PACCO	n/a	1 minute	<i>Administrative Aide II</i> Provincial Budget Office
	2.2 Prepare a draft of list for funding and forward to the Department Head for review	n/a	50 minutes	SAO Provincial Budget Office
	2.3 Review consolidated list for funding and forward to Local Finance Committee (LFC) for deliberation.	n/a	60 minutes	<i>PG Department Head</i> Provincial Budget Office
	3.Local Finance Committee Meeting			
	3.1 Check, review and reproduce copies of consolidated lists for funding for deliberation by the LFC member	n/a	50 minutes	SAO Provincial Budget Office
	3.2 Finalize all the requests approved for supplemental budget	n/a	60 minutes	SAO Provincial Budget Office
	4.Preparation of Supplemental Budget for approval of the Governor.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1 Prepare supplemental budget together with other pertinent documents and forward to PG Assistant Department Head for review.	n/a	100 minutes	SAO Provincial Budget Office
	4.2 Review Supplemental Budget as to correctness and accuracy.	n/a	30 minutes	<i>PG Assistant Department Head</i> Provincial Budget Office
	4.3 Forward to PG Department Head for signature.	n/a	10 minutes	<i>Administrative Aide IV</i> Provincial Budget Office
	4.4 Affix signature and forward to Supervising Administrative Officer for Governor's signature.	n/a	10 minutes	<i>PG Department Head / Administrative Aide IV</i> Provincial Budget Office
	5.SP Approval			
	5.1 Forward to the Sanggunian Panlalawigan for approval through enactment of Appropriation Ordinance.		5 minutes	<i>Supervising Administrative Officer</i> Provincial Budget Office
	<b>TOTAL:</b>	n/a	<b>7 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.

<b>Office or Division:</b>	Provincial Budget Office			
<b>Classification:</b>	Complex			
<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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Forwarded documents from the Office of the Secretary to the Sanggunian.	1.1 Receive the documents from the Office of the Secretary to the Sanggunian and forward to PG Department Head.	n/a	5 minutes	<i>Administrative Aide II</i> Provincial Budget Office
	1.2 PG Department Head forwarded the documents to SAO.	n/a	2 minutes	<i>Supervising Administrative Officer</i> Provincial Budget Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.3 Instruct the Staff to review the Appropriation Ordinance and Augmentation Ordinance	n/a	5 minutes	<i>Supervising Administrative Officer / Provincial Budget Officer</i> Provincial Budget Office
	1.4 Receive and review the document. Checking for compliance with the law and budget circulars.	n/a	19 days	<i>Administrative Assistant VI / Administrative Assistant II / Administrative Aide IV</i> Provincial Budget Office
	1.5 Submit to Supervising Administrative Officer to evaluate the work performed by the staff as to whether the Appropriation/Augmentation Ordinance is in accordance with law. Then, forward to PG Department Head	n/a	30 minutes	<i>Administrative Assistant VI / Administrative Assistant II / Administrative Aide IV</i> Provincial Budget Office
	1.6 Review the Drafted Review Letter, put some remarks (if any).	n/a	30 minutes	<i>Supervising Administrative Officer / Provincial Budget Officer</i> Provincial Budget Office
	1.7 Route to LFC Members for signature and comments: Provincial Budget Officer; Provincial Treasurer; and Provincial Planning and Development Officer.	n/a	2 hours	<i>Administrative Assistant VI / Administrative Assistant II / Administrative Aide IV</i> Provincial Budget Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.8 Print the final review letter and transmittal letter	n/a	30 minutes	<i>Administrative Assistant VI / Administrative Assistant II / Administrative Aide IV</i> Provincial Budget Office
	1.9 Affix the signature below the position title of LFC Chairperson in the Final Review Letter and Transmittal Letter. SAO affix signature.	n/a	3 minutes	<i>Provincial Budget Office / Local Finance Committee</i> Provincial Budget Office
	1.10 Submit the Final Review Letter and Transmittal Letter to the Committee on Finance, Budget and Appropriation.	n/a	20 minutes	<i>Administrative Assistant VI / Administrative Assistant II / Administrative Aide IV</i> Provincial Budget Office
	<b>TOTAL:</b>	<b>n/a</b>	<b>19 days, 4 hours and 5 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 of 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>	PACCO- Financial Resources & Expenditure Mgt 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>		
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 TIM</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Disbursement Voucher for Cash Advance	-Verifies if there is existing unliquidated cash advance -Prepares certification	None	15 mins	-Benefits and Claims Processing Division staff assigned (carding) -Financial Resources and Exp. Mgt Division staff assigned
<b>TOTAL:</b>		<b>None</b>	<b>15 mins</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>	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>		
Letter Request (1 Original)		Requesting Client		
<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	Verifies files (electronic and/or hardcopy)	Php 100/ person	5 mins	<i>-Remittance Division staff assigned</i>
<b>TOTAL:</b>		<b>Php 100 (per person)</b>	<b>5 mins</b>	

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

The Certificate of Tax Withheld is attached to disbursement vouchers with tax deductions.

<b>Office or Division:</b>	PACCO- Remittance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Checks attached to disbursement vouchers with Accountant's Advice duly received by LBP		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. Approved Checks attached to disbursement vouchers with Accountant's Advice duly received by LBP	Prepares the Certificate of Tax Withheld	None	5mins	<i>-Remittance Division staff assigned</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 mins</b>	



## **Provincial Legal Office (PLO)**

1. Legal Representation
2. Legal Advice or Consultation
3. Legal Opinion
4. Legal Assistance
5. Drafting of Legal Documents

## 1. Legal Representation

This service is provided to representation 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			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Provincial Government of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government-issued Identification Card		Any governmental office		
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. If there is a need for research, it is submitted to the legal researcher	None	2 minutes	<i>Administrative Aide II</i> Provincial Legal Office
	1.1. The researcher concerned shall render the necessary legal opinion		3 to 15 days, subject to the complexity of the inquiry	<i>Administrative Aide II</i> Provincial Legal Office
	1.2. If there is merit to such concern, the Legal Officer may act upon such concern and aid in the preparation of pleading		Subject to the sound discretion of the Provincial Legal Officer if there is merit	<i>Provincial Legal Officer</i> Provincial Legal Office
<b>TOTAL:</b>		<b>None</b>	<b>Indefinite</b>	

## 2. 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			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2G, G2C, G2B			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 the necessary sheet in the front desk  1.1. Present the legal question to the lawyer concerned	1. Give oral or written advice to the client concerned (if necessary, perform a legal research)	None	5 hours (maximum)	<i>Provincial Legal Officer, PG Assistant Department Head, Administrative Officer V or Legal Consultant Provincial Legal Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 hours</b>	



### 3. Legal Opinion

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

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2G, G2C, G2B			
<b>Who may avail:</b>	Government Agencies or Offices, or Clients within Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government-issued Identification Card		Any governmental office		
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 document/s to the front desk	1. Drafting of legal opinion and submission to the PG Assistant Department Head for review	None	3 to 15 days, subject to the complexity of the inquiry	<i>Legal Researcher and PG Assistant Department Head</i> Provincial Legal Office
2. Receive the legal opinion	2. Approval by the Provincial Legal Officer		1 to 10 days depending on the complexity of the inquiry	<i>Provincial Legal Officer</i> Provincial Legal Office
	3. Forward the approved legal opinion to the office concerned		2 minutes	<i>Administrative Aide II</i> Provincial Legal Office
<b>TOTAL:</b>		<b>None</b>	<b>4 days and 2 minutes to 25 days and 2 minutes</b>	

#### 4. Legal Assistance

This service refers to the rendering of legal aid in order to facilitate in the aid of 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			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2G, G2C, G2B			
<b>Who may avail:</b>	All individuals within the jurisdiction of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government-issued Identification Card		Any governmental office		
Formal 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 legal request for assistance	1. Render the necessary legal assistance	None	It depends upon the complexity and upon the submission of the necessary documents therein	<i>Provincial Legal Officer, PG Assistant Department Head, Administrative Officer V or Legal Consultant Provincial Legal Office</i>
2. Receive the documents	1.1. Prepare the documents 2. Forward the documents to the client either personally or through registered mail			
<b>TOTAL:</b>		<b>None</b>	<b>Indefinite</b>	

## 5. Drafting of Legal Documents

It involves drafting of official legal documents such as, but not limited to, Pleadings, Memorandum of Agreements, Affidavits, Contracts, etc.

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2G, G2C, G2B			
<b>Who may avail:</b>	All who are within the jurisdiction of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Submission of formal request		Concerned office		
Attached documents		If it is a government document, from the government office concerned; If it is a private or personal document, then from the private office or upon the private individual concerned		
Government-Issued Identification Car		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. Submission of the necessary written documents presenting a legal issue	1. Drafting of the document/s	None	3 days for simple documents  Minimum of 10 days if it is complicated	<i>Provincial Legal Officer, PG Assistant Department Head, Administrative Officer V or Legal Consultant</i> Provincial Legal Office
2. Receive the documents	2. Approval by the Department Head		1 to 10 days, depending on the complexity of the inquiry	<i>Provincial Legal Officer</i> Provincial Legal Office
	3. Release the documents			<i>Administrative Aid II</i> Provincial Legal Office
<b>TOTAL:</b>		<b>None</b>	<b>4 to 20 days</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

## 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			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2C, G2B			
<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)		Any Notary Public		
2. Tax Declaration (Current Revision)- (1 original)		Provincial/ Municipal Assessor		
3. Field Appraisal and Assessment Sheet (FAAS) – (1 original)		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 following documents:  1.1 Deed of Sale or Deed of Donation or Extra-Judicial Settlement among heirs with partition and other conveyances; and	1.1 Receives/reviews/examines the documents presented.	60% of 1% (.0060) of <b><u>Market Value</u></b> or the <b><u>total consideration</u></b> involved or whichever is higher	(Under Normal circumstances)  1 minute	<i>Local Revenue Collection Officer</i> 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>
1.2 Tax Declaration (current revision); or	1.2 Computes the transfer fee tax based on the market value of the property and the sum in consideration, whichever is higher;	25% penalty for tax due in failure to pay the tax within 60 days from the date of the notarization of the deed 20% interest rate per annum for unpaid amount of tax from the date prescribed for payment	(Under Normal circumstances) 1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
1.3 Field Appraisal and Assessment Sheet (FAAS).	1.3 Advises client to pay		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
2. Pays to the Local Revenue Collector	Receives payment, checks the Official Receipt issued		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Receives original copy of Official Receipt and document presented	Releases the original copy of Official Receipt and documents presented		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
<b>TOTAL:</b>			<b>5 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>	<b>PROVINCIAL TREASURER'S OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G G2C G2B			
<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) 2. Order of Payment from PENRO (1 original for file) <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) 2. Monthly Report of Extraction from PENRO (for reference and file – 1 original) 3. Monthly Report of Extraction from the Permittee (for reference and file – 1 original)		NORDAPQUA  PENRO  PENRO  PENRO  Davao del Norte Permittees (Quarry Operators)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Request for Issuance of Delivery Receipts (DR's)</b>			(Under Normal circumstances)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Permit holders present to the PTO-Revenue Division the following documents:  i. Official Receipt from North Davao Permittee Quarry Association (NORDAPQUA) (1 original)  ii. Order of Payment from PENRO (1 original for file)	1. Receives/ reviews/examines the documents presented	₱27.50/cum. for tax on Sand, Gravel and other quarry resources	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	1.1 Stamps the back of the Delivery Receipts (DR's) with their respective quarry location to be extracted ( <b>1 minute per stub of DR's</b> )	₱ 50.00/cum for Payment of Ecosystem Services (PES)	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	1.2 Advises clients to pay	₱ 110/stub of delivery receipt	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
		25% surcharge based on tax due for failure to pay the tax imposed	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
		2% interest per month added to the amount unpaid until the tax is fully paid but not to exceed 72%.	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
2.Pays to the Local Revenue Collector	2. Receives payment, checks the Official Receipt (OR)issued	₱38,750.00/500 cum of DRs (depends on the volume to be extracted)	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	2.1 Prepares Invoice of Delivery Receipts stubs		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
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		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
<b>TOTAL:</b>			<b>8 minutes</b>	



<p><b>B. Payment for Renewal of Sand and Gravel Permit</b></p> <p>1. Permit holders or their duly representative present the following documents:</p> <p>i. Order of Payment for Advance Deposit and Sand and Gravel miscellaneous fees from PENRO (1 original)</p> <p>ii. Monthly Report of Extraction from PENRO (for reference and file – 1 original copy per month whole duration of approved permit)</p> <p>iii. Monthly Report of Extraction from the Permittee (for reference and file – 1 original copy per month whole duration of approved permit)</p>	<p>1. Receives or reviews or examines the documents presented</p>		<p>(Under Normal circumstances)</p> <p>1 minute</p> <p>1 minute</p> <p>2 minutes</p>	<p><i>Local Revenue Collection Officer</i> Provincial Treasurer's Office</p> <p><i>Local Revenue Collection Officer</i> Provincial Treasurer's Office</p> <p><i>Local Revenue Collection Officer</i> Provincial Treasurer's Office</p>
--	---	--	--	--

2.Pays to the Local Revenue Collector	2.1 Receives payment, checks the Official Receipt (OR) issued  2.2 Prepares Invoice of Delivery Receipts stubs	₱ 30,500 (advance extraction fee and sand and gravel miscellaneous fee)	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3.Receives original copy of Official Receipt and file of documents presented	Releases original copy of OR and file copy of documents presented		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
<b>TOTAL:</b>			<b>6 minutes</b>	

### 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>	<b>PROVINCIAL TREASURER'S OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2C, G2B			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt/s of latest payment or latest Tax Clearance		Office where previous payment is made		
2. Tax Bill notice from Municipal Treasury Office		Municipal Treasurer's Office where the property is located		
3. Notice of Assessment (NOA)		Provincial Assessor's Office (PASSO)		
4. Real Property Tax Order of Payment (RPTOP) for previous revisions - for delinquent properties		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 PTO-Revenue Division, 2 of any of the required documents:	1.Receives or reviews or examines the documents presented.	1% (.01) of <b><u>the current Assessed Value</u></b> for Basic and SEF	(Under Normal circumstances)	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
i. Official Receipt/s of latest payment or latest Tax Clearance, or	1.1 Computes the real property tax based on the assessed value of the property	2% penalty per month for taxes not paid but not exceed up to 72%	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
ii. Tax Bill notice from Municipal Treasury Office	1.2 Advises client to pay		1 minute	<i>Local Revenue Collection Officer</i> 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>
iii. Notice of Assessment (NOA)  iv. Real Property Tax Order of Payment (RPTOP) for previous revisions - for delinquent properties		<b>10%</b> discount for prompt payment and <b>15%</b> discount for advance prompt payment for the succeeding year paid on or before June 30 of the current year interest rate per annum for unpaid amount of tax from the date prescribed for payment	(Under Normal circumstances) 1 minute  1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
2. Pays to the Local Revenue Collector	Receives payment, checks the Official Receipt issued		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Receives original copy of Official Receipt and document presented	Releases the original copy of Official Receipt and documents presented		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
4. Requests for Tax Clearance (property paid in PTO only)	Processes Tax Clearance  Advises client to pay	₱100/ certification	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
5. Pays to the Revenue Collector	Receives payment of Tax Clearance		1 minute	<i>Local Revenue Collection Officer</i> 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>
6. Receives copy of Original Receipt and Tax Clearance certification	Issues Tax Clearance Certificate after approval of the Acting Provincial Treasurer		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
<b>TOTAL:</b>			<b>7 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>	<b>PROVINCIAL TREASURER'S OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2B, G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Professional Regulation Commission (PRC) ID		Owner's ID PTO Revenue Division		
2. Tax Notice for business entity from PTO (1 copy for reference)				
<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	P300/ profession	1 minutes	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
2. Pays to the Local Revenue Collector	Receives payment, checks the Official Receipt issued		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Receives original copy of Official Receipt and document presented	Releases the original copy of Official Receipt and documents presented		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
<b>TOTAL:</b>		<b>P300.00</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, etc. and other 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>	<b>PROVINCIAL TREASURER'S OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Notice for business entity from PTO (1 copy for reference)		PTO Revenue Division		
2. Gross Receipts statement (annual) of the proceeding calendar year or capital investment records for newly started business		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 or reviews or examines the documents presented.	60% of 1% of the gross receipts or 1/20 of 1% of the capital investment for newly started business. 25% penalty of the amount of tax due for failure to pay within the first 20 days following of each quarter 50% for willful neglect to file and pay the tax within the prescribed period  Permit fee-	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	1.2 Computes tax due		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	1.3 Advises client to pay		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office

		Php 300.00 Sticker- Php 100.00		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pays to the Local Revenue Collector	Receives payment, checks the Official Receipt issued		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Receives original copy of Official Receipt and document presented	Releases the original copy of Official Receipt and documents presented		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
<b>TOTAL:</b>			<b>5 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 60% of 1% of the annual gross receipts, both cash and sales on account realized during the preceding calendar year.

<b>Office or Division:</b>	<b>PROVINCIAL TREASURER'S OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Notice for business entity from PTO (1 copy for reference)		PTO Revenue Division		
2. Gross Receipts statement (annual) of the proceeding calendar year or capital investment records for newly started business		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.	60% of 1% of the gross receipts or 1/20 of 1% of the capital	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	1.2 Computes the tax due	investment for newly started business.	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	1.3 Advises client to pay	25% penalty of the amount of tax due for failure to pay within the first 20 days following of each quarter	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
		50% for willful neglect to file and pay the tax within the		<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		prescribed period.		
		The franchise tax shall be payable on or before the 20 <sup>th</sup> day of January of each year  Php 550.00 – permit fee 100.00- sticker fee		
2. Pays to the Local Revenue Collector	Receives payment, checks the Official Receipt issued		1 minute	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
3. Receives original copy of Official Receipt and document presented	Releases the original copy of Official Receipt and documents presented		1 minute	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
<b>TOTAL:</b>			<b>5 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>		<b>PROVINCIAL TREASURER'S OFFICE</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B		
<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)		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	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	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	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	1.3 Advises client to pay	20% interest of the tax due per annum from date prescribed for payment Php 400. – permit fee	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office

		Php 100.00 sticker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pays to the Local Revenue Collector	Receives payment, checks the Official Receipt issued		1 minute	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
3. Receives original copy of Official Receipt and document presented	Releases the original copy of Official Receipt and documents presented		1 minute	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
<b>TOTAL:</b>			<b>5 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>		<b>PROVINCIAL TREASURER'S OFFICE</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B, G2C		
<b>Who may avail:</b>		Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 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 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)	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	1.2 Computes tax due	800.00 (6 to 8 wheelers) 1,000.00 (10 wheelers)	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	1.3 Advises client to pay	1,300.00 (more than 10 wheels) 100.00 – Provincial Official sticker 25% penalty of the amount due for failure to pay the tax on or before the prescribed period 20% interest per annum of the tax due for unpaid amount from the date prescribed.		

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pays to Local Revenue Collector	Receives payment, checks the Official Receipt issued		1 minute	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
3. Receives original copy of Official Receipt and document presented	Releases the original copy of Official Receipt and document presented		1 minute	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
<b>TOTAL:</b>			<b>5 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>	<b>PROVINCIAL TREASURER'S OFFICE</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B, G2C, G2G	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Order of Payment from Provincial Assessor's Office (PASSO) – for request of landholdings/tax declaration (1 original)	Provincial Assessor's Office	
2. Order of Payment from PEO, PPDO, PENRO, SPO, PAGRO & PVO for Secretary's fee/certification fee (1 original)	Provincial Engineer's Office (PEO), Provincial Planning Development Office (PPDO), Provincial Environment and Natural Resources Office (PENRO), Provincial Agriculturist Office (PAGRO) Provincial Veterinary's Office (PVO) and Sangguniang Panlalawigan Office (SPO)	
3. Request slip with order of payment from PHRMO for pay slips and certifications and personal claims and Income Tax Returns Certificate/certification and personal claims (1 original)	Provincial Human Resource Management Office (PHRMO) and Provincial Accountant's Office (PACCO)	
4. Order of payment from PGSO for accreditation fee, bid documents and other fees (1 original)	Provincial General Services Office (PGSO)	
5. Order of Payment from PHO- Blood Bank for drug testing and water bacteriology analysis (1 original)	Provincial Health Office (PHO) – Laboratory Division	
6. Order of payment of selling price of casted Reinforcement Concrete Pipe Culvert (RCPC) and Concrete	Provincial Economic Enterprise Development Office (PEEDO)	

Hollow Blocks (CHB)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Presents to the PTO – Revenue Division the Order of Payment or request slip:</p> <p>i. Order of Payment for PASSO, PGSO, PEO, SPO, PAGRO, PVO, PPDO's request - Request slip for PHRMO and PACCO requests as the case may be.</p> <p>ii. Permit fee of shipment from PVO</p> <p>iii. Water analysis and drug testing from PHO</p> <p>iv. Order of payment from PGSO (1 original copy per request/slip)</p>	<p>1.Receives/reviews/examines the documents presented.</p> <p>1.1. Computes tax due</p> <p>1.2. Advises client to pay</p>	<p>1. Certifications/certified photocopies issued by all provincial offices – P100.00</p>	1 minute	<p><i>Local Revenue Collection Officer</i> Provincial Treasurer's Office</p>
		<p>2. Certifications for landholdings, general clearance certificate; Tax Maps, Tax Declaration/Verification fee ₱ 100/person and ₱200/per spouse per copy</p>	1 minute	<p><i>Local Revenue Collection Officer</i> Provincial Treasurer's Office</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 – ₱ 200.00</p>	1 minute	<p><i>Local Revenue Collection Officer</i> Provincial Treasurer's Office</p>
		<p>4. Certification for sand and gravel concession area that has</p>		



		been inspected by the PEO – P200.00, plans and specifications - P800.00		
--	--	--	--	--

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		5. Inspection fee (Ocular Inspection - property re-assessment) - ₱150.00/person appraisal fee- ₱150.00/property , foreshore lease application - certification and evaluation fee - ₱ 300.00	1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>6. Copies furnished to officials/employee of the Provincial Government of Davao del Norte for Salary Loans, Medical/Phil Health Benefits and certifications related to employment of with the province of Davao del Norte - ₱ 20.00 and ₱ 100.00 for none employees</p> <p>7. Payment for loss employee's ID - ₱ 100.00</p> <p>8. Shipping permit fee: goats - ₱ 30.00/head; carabao/cattle/horses - ₱ 100.00/head; pigs (50 kgs above) - ₱ 30.00/head, pigs (10 to 49kgs) - 20.00/head; dogs/cats - ₱ 50.00/head; poultry (native chicken, turkey) ₱ 5.00/head; broiler, layer, ducks - ₱ 25.00/head; fighting cocks/exotic</p>	1 minute	<p><i>Local Revenue Collection Officer</i>  Provincial Treasurer's Office</p>

		<p>birds- ₱20.00/head</p> <p>Foodstuff (processed and fresh cuts-₱ 1.00/kilo</p> <p>Hides of carabaos/cows/ho rses —₱10.00/50 kgs., animal waste and by products – ₱ 10.00/50kgs; eggs (table/balut)- ₱.10.00/pc.</p> <p>9.Registration/ accreditation fee for all government suppliers - ₱ 500.00 and bidding documents depending on the Approved Budget for the Contract (ABC)</p> <p>10.Water analysis ₱ 300.00/sample (private use) and ₱ 200.00/sample (public use) Drug testing – ₱ 180.00/test.</p>		
--	--	--	--	--

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pays to Local Revenue Collector	Receives payment, checks the Official Receipt issued		1 minute	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
3. Receives original copy of Official Receipt and documents presented	Releases the original copy of Official Receipt and documents presented		1 minute	<i>Local Revenue Collection Officer</i>
<b>TOTAL:</b>			<b>8 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>	<b>PROVINCIAL TREASURER'S OFFICE</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Government clients only			
<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)		Requisitioning Office concerned		
2. Fidelity Bond transmittal for newly appointed accountable forms custodian (1 photocopy)		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:  i. Requisitioning Issue Slip (RIS) duly signed and approved by the Local Chief Executive (Barangay Captain/Municipal/City Mayor in 5 copies)  ii. Fidelity Bond transmittal for newly appointed accountable forms custodian (1 photocopy)	1. Receives/ reviews/examines the documents presented.	Accountable Forms 51- ₱ 190/stub Accountable Forms 56- ₱300/stub	1 minute	<i>Senior Admin. Asst. II or Designated Supply Officer</i>
	1.1 Forward the necessary documents to the local revenue collector	Community Tax Certificate Individual – ₱115/stub Community Tax Corporation- ₱155/stub	1 minute	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
	1.2 Computes tax due	Cash tickets ₱ 175/stub (₱1,2,5) (price varies depends on the costing of NPO and BIR)	1 minute	<i>Local Revenue Collection Officer Provincial Treasurer's Office</i>
	1.3 Advises client to pay			



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Pays to Local Revenue Collector	2. Receives payment, checks the Official Receipt issued		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
	2.1 Forward the original receipts and documents presented to the Sr. Admin. Asst II (Designated Supply Officer)		1 minute	<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Receives original copy of Official Receipt and documents presented	3.1 Releases the original copy of Official Receipt and documents presented		1 minute	Sr. Admin. Asst II (Designated Supply Officer)
	3.2 Prepares the accountable forms		20 minutes (time consumed depends on the volume of accountable forms purchased and packed)	Sr. Admin. Asst II (Designated Supply Officer)
4. Receives the accountable forms based on the approved RIS	Releases the accountable forms		1 minute	<i>Sr. Admin. Asst II (Designated Supply Officer)</i>
<b>TOTAL:</b>			<b>28 minutes</b>	





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

1. Issuance of Certification of Landholding
2. Issuance of Tax Declaration
3. Issuance of Tax Map or Tax Maps Control (TMCR)

## 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>	<b>Provincial Assessor's Office</b>			
<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. Completed Request Form		1. Provincial Assessor's Office – Officer of the Day		
2. Certification Fee (Official Receipt) (1 original)		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. Reviews/ receives accomplished request form. Advises client to pay at the Provincial Treasurer's Office with the request form from Provincial Assessor's Office	None	5 minutes	<i>Officer of the Day</i> Provincial Assessor's Office
2. Pay the fee at Provincial Treasurer's Office	2. Processes payment and issues Official Receipt	PHP 100/ person (per copy)		<i>Local Revenue Collection Officer</i> 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>
3. Present Official Receipt	3. Verifies electronically through Enhanced Tax Revenue Assessment and Collection System (ETRACS) with property and without property		5 minutes	<i>Records Management Staff Assigned</i> Provincial Assessor's Office
	With 1 – 5 Real Property Units and Enhanced Tax Revenue Assessment and Collection System (ETRACS)		10 minutes	
	Verifies data and records findings		15 minutes	
	3.1. Verifies manually (in case of power failure) without property		10 minutes	
	With property (1 – 5 Real Property Units)		20 minutes	<i>Records Management Staff Assigned</i> Provincial Assessor's Office
	With property (6 – more Real Property Units)		30 minutes	
4. Receive the document requested				<i>Officer of the Day</i> Provincial Assessor's Office
<b>TOTAL:</b>		<b>PHP 100/ person (per copy)</b>	<b>20 – 50 minutes</b>	

## 2. Issuance of Tax Declaration

The Tax Declaration 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>	<b>Provincial Assessor's Office</b>			
<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. Completed Request Form		1. Provincial Assessor's Office – Officer of the Day		
2. Certification Fee (Official Receipt) (1 original)		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. Reviews/receives accomplished request form. Advises client to pay at the Provincial Treasurer's Office with the request form from Provincial Assessor's Office	None	5 minutes	<i>Officer of the Day</i> Provincial Assessor's Office
2. Pay the fee at Provincial Treasurer's Office	2. Processes payment and issues Official Receipt	PHP 100/ person (per copy)		<i>Local Revenue Collection Officer</i> 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>
3. Present Official Receipt	3. Verifies electronically through the Enhanced Tax Revenue Assessment and Collection System (ETRACS) with property and without property		5 minutes	<i>Records Management Staff Assigned Provincial Assessor's Office</i>
	With 1 – 5 Real Property Units) and Enhanced Tax Revenue Assessment and Collection System (ETRACS)		10 minutes	
	Verifies data and records findings		15 minutes	
	3.1. Verifies manually (in case of power failure) without property		10 minutes	<i>Records Management Staff Assigned Provincial Assessor's Office</i>
	With property (1 – 5 Real Property Units)		20 minutes	
	With property (6 – more Real Property Units)		30 minutes	
4. Receive the document requested				<i>Officer of the Day Provincial Assessor's Office</i>
<b>TOTAL:</b>		<b>PHP 100/ person (per copy)</b>	<b>20 – 50 minutes</b>	

### 3. Issuance of Tax Map/Tax Maps Control Roll (TMCR)

The Tax Map/Tax Maps Control Roll (TMCR) 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>	<b>Provincial Assessor's Office</b>			
<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. Completed Request Form		1. Provincial Assessor's Office – Officer of the Day		
2. Certification Fee (Official Receipt) (1 original)		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. Reviews/receives accomplished request form. Advises client to pay at the Provincial Treasurer's Office with the request form from Provincial Assessor's Office	None	5 minutes	<i>Officer of the Day</i> Provincial Assessor's Office
2. Pay the fee at Provincial Treasurer's Office	2. Processes payment and issues Official Receipt	PHP 100/copy		<i>Local Revenue Collection Officer</i> Provincial Treasurer's Office
3. Present Official Receipt	3.1. Verifies Tax Maps/Tax Maps Control Roll (TMCR) electronically  1 property through GIS  2 properties		5 minutes  10 minutes	<i>Taxmapping Division Staff</i> Provincial Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3 properties		15 minutes	
	3.1. Verifies Tax Maps/Tax Maps Control Roll (TMCR) electronically			<i>Taxmapping Division Staff</i> Provincial Assessor's Office
	1 property through GIS		5 minutes	
	2 properties		10 minutes	
	3 properties		15 minutes	
	3.1. Verifies Taxmaps/Tax Maps Control Roll (TMCR) manually (in case of power failure)			<i>Taxmapping Division Staff</i> Provincial Assessor's Office
	1 property		10 minutes	
	2 – 3 properties		20 – 30 minutes	
	3.2. Photocopy of Tax Maps/Tax Maps Control Roll (TMCR)		5 – 10 minutes	<i>Taxmapping Division Staff</i> Provincial Assessor's Office
4. Receive the document requested				<i>Officer of the Day</i> Provincial Assessor's Office
<b>TOTAL:</b>		<b>PHP 100/copy</b>	<b>20 – 50 minutes</b>	



## **Provincial Health Office (PHO)**

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



## CITIZENS' CHARTER- DRUG TEST LABORATORY:

### 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>	<b>PROVINCIAL HEALTH OFFICE</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G & G2C			
<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.	Submit request form of payment slip for drug testing	None	2 minutes	<i>Medical Technologist (Analyst, Authorized specimen collector)</i> PHO
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	P 180.00	5 minutes	<i>Cashier</i> PTO
3. Secure client CCF forms and present the receipt and valid ID.	Instruct clients to fill up forms properly and prepare the official receipt and ID.	None	3 minutes	<i>Medical Technologist (Analyst, Authorized specimen collector)</i> PHO
4. Encode client information in the system (IDTOMIS)	Encode clients CCF forms in the system.	None	2 minutes	<i>Medical Technologist (Analyst)</i> PHO

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Take picture and biometric of the clients.	Take picture for personal identification to be attached in the Drug Test Result	None	3 minutes	<i>Medical Technologist (Analyst)</i> PHO
6. Give a urine container and collection of urine samples of the clients for drug testing.	Instruct clients in proper collection of the urine sample.	None	3 minutes	<i>Medical Technologist (Analyst, Authorized specimen collector)</i> PHO
7. Client waiting time for the result	7.1 Process urine specimen for examination  7.2 Record Laboratory Result 7.3 Prepare Result Form	None	10 minutes	<i>Medical Technologist (Analyst)</i> PHO
8. Print the result and Releasing of Drug Test Result to clients.	8.1 Record Result in the releasing logbook  8.2 Issue the Drug Test Report/Result to the client	None	2 minutes	<i>Medical Technologist (Analyst)</i> PHO
<b>TOTAL:</b>		<b>P 180.00</b>	<b>30 minutes</b>	

## CITIZENS' CHARTER- WATER LABORATORY:

### 2. Availment of Water Bacteriological Analysis Services

In line with the Philippines Sustainable Development Goals (SDGs) target to reduce by half the proportion of the people without access to basic sanitation and water supply by 2015, 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>	<b>Provincial Health Office / Laboratory Division</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C & G2B			
<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. Client secure schedule for water submission & secure the appropriate Sampling Bottle	1.1 Set the date of submission to client 1.2 Submit the Request Form & Sampling Bottle	None	4 Minutes	<i>Lab Aide II or Water Laboratory</i>
1.1 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)	1.1 Accept the payment based on the Order of Payment 1.2 Issue the Official Receipt	(PHP 200.00 DDN gov't.)  (PHP 300.00 private & other)	5 Minutes	<i>Cashier PHO</i>

		provinces)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2.Client submission of water for analysis on the scheduled date	2.1 Receive the water samples  2.2 Review the Request Form if properly filled-up  2.3 Record the O.R. #	None	5 Minutes	<i>Lab Aide II or Med Tech Water Laboratory</i>
3. Advice client when the result be released (5 working days after the submission)	Inform the client of the time(7days) for the result to be released	None	1 Minute	<i>Lab Aide II or Med Tech Water Laboratory</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>Med Tech Water Laboratory</i>
6.Releasing of Result (after 5 working days)	6.1 Record Result in the releasing logbook  6.2 Issue the Water Bacteriology Result to the client	None	1 Minute	<i>Lab Aide II or Water Laboratory</i>
7. Clients advice for the schedule of the next water submission	Record the schedule (date & name of establishment)	None	1 Minute	<i>Lab Aide II or Water Laboratory</i>
	<b>TOTAL:</b>	<b>(PHP 200.00 for DDN gov't.) (PHP 300.00 for Private &amp; other Provinces)</b>	<b>5 Days, 17 Minutes</b>	



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

1. Financial Assistance (FA)
2. Medical Assistance (MA)
3. Pauper's Burial Assistance (PBA)
4. Assistance to Distressed Overseas Filipino Workers (OFW)
5. Emergency Shelter Assistance (ESA)
6. Physical Restoration Assistance (PRA)
7. Burial Assistance for Veterans
8. Transportation Assistance to Stranded Clients and Trafficked Persons/VAWC
9. Support to Senior Citizen's Project: Senior Citizens Assistance for Assistive Devices
10. Senior Citizens Assistance- Financial Assistance
11. Support to Persons with Disability: Provision of Assistive Devices for Persons with Disability
12. Residential Care Facility: Client Admission to Reintegration at Women Development Center
13. Residential Care Facility: Bahay Pag-Asa Davao Del Norte Admission of Children-N –Conflict with The Law (CICL)
14. Residential Care Facility: Bahay Pag-Asa Davao Del Norte Case Management

## 1. 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; hemodialysis; chemotherapy; radiotherapy; psychiatric assessment/evaluation and treatment fee and payment for the hospital bill. Eligible clients may avail the **cash assistance** ranging One Thousand (P1, 000.00) to a maximum of Five Thousand pesos (P5, 000.00) or depending on the assessment of social worker. Client may avail once every 3 months or 90 days from date of the last assistance.

<b>Office or Division:</b>	PSWDO-Crisis Intervention Unit (CIU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<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>-Medical Certificate Certificate/Abstract/Confinement (1 original and or certified through copy from the hospital of origin and 1 photocopy)</li> <li>- Laboratory Request /Doctor's Prescription with complete name, signature and license number (1 original and 1 photocopy)</li> <li>-Hospital Bill (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> </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 Hospitals (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 Hospitals (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 Hospitals (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>- Client himself/herself and/or Barangay where the client resides</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

		<b>PAID</b>		
1. QR code scanning and get priority number	Call priority number and advise client where to proceed	None	30 seconds	<i>Administrative Aide III</i> PSWDO
2. Proceed to next step for interview and submit the required documents/requirements	Conduct interview and review all documents/requirements presented by the client. If client is eligible for the assistance, process the documents and advise client on the next step	None	5 minutes	<i>Nurse III/Social Welfare Officer I</i> PSWDO
3. Proceed to Section Head	Review the documents and affix signature.  Instruct client on the next step	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
4. Proceed to P.G. Department Head for recommending approval	Review documents and recommend.  Affix signature	None	1 minute	<i>P.G. Department Head</i> PSWDO
5. Proceed to Provincial Administrator's Office for approval	Approved and affix signature	None	1 minute	<i>Provincial Administrator</i> PROVINCIAL ADMINISTRATOR'S OFFICE
6. Proceed to PSWDO Cashier	Release amount granted	None	1 minute	<i>Administrative Officer I</i> PSWDO
<b>TOTAL:</b>			<b>9 minutes and 30 seconds</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 a maximum amount of One Thousand Five Hundred (P1, 500.00) worth of medicines. Medical supplies and supplements/ 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>	PSWDO-Crisis Intervention Unit (CIU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	All residents of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>-General Intake Form (1 original and 1photocopy)</p> <p>-Valid ID of claimant with address at Davao del Norte (1 original and 1photocopy) and/or Barangay Certification in absence of Valid ID (1 original copy)</p> <p>-Doctor's Prescription with complete name, signature and license number (1 original and 1photocopy)</p>		<p>- PSWDO- CIU</p> <p>- Client himself/herself and/or Barangay where the client resides</p> <p>-Any National Government and District Hospitals of Davao del Norte such as: DRMC, SPMC, 3 District Hospitals (Kapalong Zone, Samal Zone and Carmen Zone), CHO, MHO, PHO and PGH.</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. QR code scanning and get priority number	Call priority number and advise client where to proceed	None	30 seconds	<i>Administrative Aide III</i> PSWDO



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Proceed to next step for interview and submit the required documents/requirements	<p>Conduct interview and review all documents/requirements presented by the client</p> <p>If client is eligible for the assistance, process the documents and advise client on the next step</p>	None	5 minutes	<i>Nurse III/Social Welfare Officer I</i> PSWDO
3. Proceed to P.G. Department Head for approval	Approved and affix signature	None	30 seconds	<i>P.G. Department Head</i> PSWDO
<p>4. Wait for the Medicine releasing time schedule</p> <p>Morning Cut-off- 9:30 Am Releasing 12:30pm</p> <p>Afternoon Cut-off- 1:00 PM Releasing 4:30pm</p>	<p>Place order to accredited pharmacy and procured medicines to accredited pharmacy and have it inspected by the designated inspectors</p> <p>Release medicines to client/patient based on the prescription</p>	None	3 - 4 hours	<i>NURSE III, Social Welfare Assistant</i> PSWDO
<b>TOTAL:</b>			<b>3 hours and 6 minutes to 4 hours and 6 minutes</b>	

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

This service provides Burial Assistance, to disadvantaged bereaved family member with a fixed cash assistance of Five Hundred Pesos (P500.00) and 1 sack of rice. Eligible claimant must be an immediate family member. In the absence of any member of the immediate family, claimant must be certified by the Barangay Captain showing his/her affinity to the deceased. Validity of said assistance is 15 days after death.

<b>Office or Division:</b>	PSWDO-Crisis Intervention Unit (CIU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	All residents of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>-General Intake Form (1 original and 1 photocopy)</p> <p>-Barangay Certificate of Indigency and/or Valid ID of deceased and claimant with Davao del Norte address (1 original and 1 photocopy)</p> <p>-Registered Death Certificate (1 original and 1 photocopy)</p>		<p>- PSWDO- CIU</p> <p>-Barangay where the residence of the deceased and Client himself/herself (for claimant)</p> <p>-Local Civil Registrar</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. QR code scanning get priority number	Call priority number and advise client where to proceed	None	30 seconds	<i>Administrative Aide III</i> PSWDO
2. Proceed to next step for interview and submit the required documents/requirements	<p>Conduct interview and review all documents/requirements presented by the client</p> <p>If client is eligible for the assistance, process the documents and advise client on the next step</p>	None	5 minutes	<i>Social Welfare Officer I</i> PSWDO

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Proceed to Section Head	Review the documents and affix signature.  Instruct client on the next step	None	30 second	<i>Social Welfare Officer III</i> PSWDO
4. Proceed to P.G. Department Head for recommending approval	Review documents and recommend.  Affix signature	None	1 minute	<i>P.G. Department Head</i> PSWDO
5. Proceed to PSWDO Cashier	Release amount granted and proceed to next step for the Rice Assistance	None	1 minute	<i>Administrative Officer I</i> PSWDO
6. Proceed to office warehouse for the rice assistance	Release Rice assistance	None	1 minute	<i>Administrative Aide I</i> PGO
<b>TOTAL:</b>			<b>8 minutes</b>	

#### 4. 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 Ten Thousand pesos (P10, 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>	PSWDO-Crisis Intervention Unit (CIU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<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 1photocopy)</li> <li>--Barangay Certificate of Indigency (1 original and 1photocopy)</li> <li>-Valid ID with Davao del Norte address (1 original and 1photocopy)</li> <li>-Any Travel Documents (1 original and 1photocopy)</li> <li>-Overseas Workers Welfare Administration (OWWA) Certification (1 original and 1photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>- PSWDO- CIU</li> <li>-Barangay where client resides</li> <li>-Client himself/herself</li> <li>-Client himself/herself</li> <li>- Overseas Workers Welfare Administration (OWWA)</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. QR code scanning and get priority number	Call priority number and advise client where to proceed	None	30 seconds	<i>Administrative Aide III</i> PSWDO

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Proceed to next step for interview and submit the required documents/requirements	<p>Conduct interview and review all documents/requirements presented by the client</p> <p>If client is eligible for the assistance, process the documents and advise client on the next step</p>	None	7 minutes	<i>Social Welfare Officer I</i> PSWDO
3. Proceed to Section Head	<p>Review the documents and affix signature.</p> <p>Instruct client on the next step</p>	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
<p>4. Proceed to P.G. Department Head for recommending approval</p> <p>Proceed to Provincial Budget Office for the next step</p>	Review documents and recommend.	None	1 minute	<i>P.G. Department Head</i> PSWDO
<b>TOTAL:</b>			<b>9 minutes and 30 seconds</b>	

## 5. 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, renters and sharers.

<b>Office or Division:</b>	PSWDO-Crisis Intervention Unit (CIU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	All residents of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-General Intake Form(1 original and 1photocopy)  -Barangay Certificate of Indigency (1 original and 1photocopy)  -Bureau of Fire Protection Certificate, C/MDRRMO Certificate (1 original and 1photocopy)  -Picture of damaged house (1 original and 1photocopy)  -Valid ID with Davao del Norte address (1 original and 1photocopy)		- PSWDO- CIU  -Barangay where client resides  - Bureau of Fire Protection, City/ Municipality Disaster Risk Reduction and Management Office (C/MDRRMO)  -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. QR code scanning and get priority number.	Call priority number and advise client where to proceed	None	30 seconds	<i>Administrative Aide /// PSWDO</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Proceed to next step for interview and submit the required documents/ requirements	<p>Conduct interview and review all documents/requirements presented by the client</p> <p>If client is eligible for the assistance, process the documents and advise client on the next step</p>	None	7 minutes	<i>Social Welfare Officer I</i> PSWDO
3. Proceed to Section Head	<p>Review the documents and affix signature.</p> <p>Instruct client on the next step</p>	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
<p>4. Proceed to P.G. Department Head for recommending approval</p> <p>Proceed to Provincial budget Office for the next step</p>	Review documents and recommend.	None	1 minute	<i>Department Head</i> PSWDO
<b>TOTAL:</b>			<b>9 minutes and 30 seconds</b>	

## 6. Physical Restoration Assistance (PRA)

This service provides Physical Restoration Assistance to indigent persons with disabilities who are in need of assistive devices (i.e. wheelchair, crutches, hearing aide, cane or artificial leg, etc.) to restore his/her normal functioning. The amount to be avail is a maximum of Five Thousand pesos (P5, 000.00) upon the assessment of the social Worker or assigned staff.

<b>Office or Division:</b>	PSWDO-Crisis Intervention Unit (CIU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	All residents of Davao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-General Intake Form (1 original and 1photocopy)		-PSWDO-CIU		
-Barangay Certificate of Indigency (1 original and 1photocopy)		-Barangay where client resides		
-Medical Certificate (1 original and 1photocopy)		-Any Public hospitals		
-Price Quotation (1 original and 1photocopy)		-Pharmacy or any medical suppliers		
-Whole body picture of client (1 original and 1photocopy)		- Client himself/herself		
-Valid ID of claimant with Davao del Norte address (1 original and 1photocopy)		- 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. QR code scanning and get priority number	Call priority number and advise client where to proceed	None	30 seconds	<i>Administrative Aide</i> /// PSWDO



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Proceed to next step for interview and submit the required documents/ requirements	<p>Conduct interview and review all documents/re requirements presented by the client</p> <p>If client is eligible for the assistance, process the documents and advise client on the next step</p>	None	7 minutes	<i>Social Welfare Officer I</i> PSWDO
3. Proceed to Section Head	<p>Review the documents and affix signature.</p> <p>Instruct client on the next step</p>	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
<p>4. Proceed to P.G. Department Head for recommending approval</p> <p>Proceed to Provincial budget Office for the next step</p>	<p>Review documents and recommend.</p>	None	1 minute	<i>P.G. Department Head</i> PSWDO
<b>TOTAL:</b>			<b>9 minutes and 30 seconds</b>	

## 7. Burial Assistance for Veterans

This service provides burial benefit claims to bereaved family of the World War II Veterans, who manifested their patriotism and valor 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>	PSWDO-Crisis Intervention Unit (CIU)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Client	
<b>Who may avail:</b>	All residents of Davao del Norte	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	-General Intake Form (1 original and 1 photocopy)	- PSWDO- CIU
	-Barangay Certificate of Indigency (1 original and 1 photocopy)	-Barangay where client resides
	-Death Certificate (1 original and 1 photocopy)	-Local Civil Registrar (LCR)
	-Certification from the Veterans Post Commander-indicating membership of PVAO (1 original and 1 photocopy)	-Veterans Post Commander
	-Application of Old Age Pension issued by the Phil. Veterans Affairs (1 original and 1 photocopy)	-Philippines Veterans Affairs
	-Marriage Contract of deceased and partner (1 original and 1 photocopy)	- Local Civil Registrar (LCR)
	-Birth Certificate of authorized claimant (1 original and 1 photocopy)	- Local Civil Registrar (LCR)
	-Special Power of Attorney (1 original and 1 photocopy)	-Public Attorneys' Office/ Department of Justice (PAO/DOJ)
	-Valid ID of claimant with Davao del Norte address (1 original and 1 photocopy)	-Client himself/herself and or Punong Barangay

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>
1. QR code scanning and get priority number	Call priority number and advise client where to proceed	None	30 seconds
2. Proceed to next step for interview and submit the required documents/ requirements	Conduct interview and review all documents/requirements presented by the client  If client is eligible for the assistance, process the documents and advise client on the next step	None	7 minutes
3. Proceed to Section Head	Review the documents and affix signature.  Instruct client on the next step	None	1 minute
4. Proceed to P.G. Department Head for recommending approval  Proceed to Provincial budget Office for the next step	Review documents and recommend.	None	1 minute
<b>TOTAL:</b>			<b>9 minutes and 30 seconds</b>

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

1. 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.

2. 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>	PSWDO-Crisis Intervention Unit (CIU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to 1Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-General Intake Form (1 original and 1 photocopy)  -Valid ID and or any valid documents (1 original and 1 photocopy)  -Other related documents for VAWC cases		-PSWDO-CIU  -Client himself/ herself  -Court assigned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. QR code scanning and get priority number.	Call priority number and advise client where to proceed	None	30 seconds	<i>Administrative Aide III</i> PSWDO
2. Proceed to next step for interview and submit the required documents/requirements	Conduct interview and review all documents/requirements presented by the client  If client is eligible for the assistance, process the documents and advise client on the next step	None	7 minutes	<i>Social Welfare Officer I</i> PSWDO

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Proceed to Section Head	Review the documents and affix signature.  Instruct client on the next step	None	1 minute	<i>Social Welfare Officer III</i> PSWDO
4. Proceed to P.G. Department Head for approval	Review documents, Approved and Affix signature	None	1 minute	<i>P.G. Department Head</i> PSWDO
5. Proceed to PSWDO Cashier	Release amount granted	None	1 minute	<i>Administrative Officer I</i> PSWDO
<b>TOTAL:</b>			<b>10 minutes and 30 seconds</b>	

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

This service provide assistance to 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/Division</b>	Provincial Social Welfare Development Office- Public Service and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<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><b>FOR ASSISTIVE DEVICE:</b></p> <ul style="list-style-type: none"> <li>• Letter request from client of LGU (1 original copy)</li> <li>• Whole body picture (1 original copy)</li> <li>• Medical Certificate (1 original) from Physician or Case Summary (original copy) from the MS/CSWDO</li> <li>• Barangay Certification of indigency where he/she belongs</li> <li>• Valid ID of claimant (photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>-Client himself/herself and or Local Government Unit</li> <li>-Client himself/herself</li> <li>-Any National Government and District Hospitals of Davao del Norte or from the Rural Health Unit of the respective LGU</li> <li>-Client himself/himself or the claimant in behalf of the patient to the Barangay where the client resides</li> <li>-Claimant (if the patient is unable to transact)</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 fills-out client log book at the Information Desk	Refer to Focal Person for interview and validation of requirements	None	1 minute	<i>Administrative Aide / PSWDO</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Client submit documents to Senior citizens focal	Validate and review all documents/requirements presented by the client  If client is eligible for the assistance, process the documents and advise client on the next step	None	5 minutes	<i>Focal Person</i> PSWDO-PSO
3.Fill-out the Acknowledgment Form	If client is eligible for the assistance	None	2 minutes	
4. Proceed to P.G. Department Head for approval	Review and approved documents presented	None	2 minutes	<i>P.G. Department Head</i> PSWDO
5. Wait for the releasing of the Assistive Device	Released requested assistive device	None	3 minutes	<i>Focal Person</i> PSWDO-PSO
<b>TOTAL:</b>			<b>12 minutes</b>	

## 10. Senior Citizens Assistance- Financial Assistance

This service provides financial assistance to senior citizens who the federation presidents of the Davao del Norte Federation of Senior Citizens Association (DNFESCA) in their respective LGU's. The Financial assistance were given in monthly basis provided that they will submit monthly reports regarding the activities they conducted within their area of responsibility and to attend meetings.

<b>Office/Division</b>	Provincial Social Welfare Development Office- Public Service and Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<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>		
<ul style="list-style-type: none"> <li>Approved Activity/Project Design (1 original copy)</li> <li>Accomplishment Report (1 original copy)</li> </ul>		-PSWDO- Public Service and Development Division -Davao del Norte Federation of Senior Citizens Association (DNFESCA) Officer		
<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	Prepare and Send notice of meeting	None	1 day	<i>Focal Person, Administrative Assistant PSWDO-PSO</i>
2. Submit Quarterly Reports during the meeting	Consolidate reports, prepare, request and process documents	None	1 day	<i>Focal Person, Administrative Assistant PSWDO-PSO</i>
3. Proceed to P.G. Department Head for recommending approval	Review documents and recommend	None	1 hour	<i>P.G. Department Head PSWDO</i>
	Request for printing of payroll in PHRMO	None	2 days	<i>Admin. Assistant/Focal Person for Senior Citizens</i>
	Proceed to Provincial Budget and Accounting Office for Fund Allocation and processing and	None	3 days	<i>Admin. Assistant</i>



	releasing of Payroll			
<b>TOTAL:</b>			<b>7 days and 1 hour</b>	

## 11. Support to Persons 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 on 1992, amended by Republic Act 9442 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/Division</b>	Provincial Social Welfare Development Office- Public Service and Development Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<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>	
<ul style="list-style-type: none"> <li>• One (1) Original Copy of Letter Request signed or thumbmark from the Client of the LGU.</li> <li>• One (1) Original Whole-Body Picture of the client depicting his/her condition</li> <li>• One Original Medical Certificate</li> <li>• One Valid Identification Card of the claimant with address in Davao del Norte, and a corresponding photocopy of the I.D. In the absence of any I.D., one original copy of Barangay Certification will merit.</li> </ul>	<ul style="list-style-type: none"> <li>-Submit the letter along with the other requirements to the PSWDO-Disability Affairs Division</li> <li>-Submit whole body picture along with other requirements to the PSWDO-Disability Affairs Division</li> <li>-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)</li> <li>Valid I.D. includes primary I.D. like driver's license, Voter's I.D., Passport, Professional License, National I.D.</li> <li>In cases, when the client is minor, valid I.D. of the parent/caregiver or requesting party will merit</li> <li>Secure Barangay Certification at the office of the barangay where the client resides</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 Fills out the Client Log Book at the Information Desk	Refer to Disability Focal Person or its representative for interview, validation of required documents	None	3-5 minutes	<i>Administrative Aide I</i>
2. Processor confirmed the documents, and prepare Acknowledgment Document prior to the release of the assistive device	Client/claimant or its representative shall sign the Acknowledgment Form  Release of the Device  Photo Documentation	None	3-5 minutes	<i>Administrative Aide I</i>
<b>TOTAL:</b>			<b>10 minutes</b>	

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

This service provides temporary shelter and accommodation to disadvantaged women and girl children.

<b>Division:</b>	Residential Care Facility: 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>		
1. Referral Letter/ Court Order (1 original copy and or second copy)		-Respective Local Social Welfare & Development Office/		
2. Social Case Study Report (1 original copy)		-Respective Local Social Welfare & Development Office		
3. Medical Certificate (1 original copy)		-Davao Regional Medical Center or any government facilities		
4. Psychological Assessment (1 original copy)		-Davao Regional Medical Center or any government facilities		
5. Affidavit of Complaints/Police Report (1 original copy or photocopy)		-Philippine National Police Office		
6. Barangay Certification (1 original copy)		-Respective Barangay		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client with family & referring LGU sign in the visitor's logbook and submit self for inspection at the guard house and proceed to the admission procedure and protocol.	<ul style="list-style-type: none"> <li>Lady guard ensures to conduct inspection and to register the entry of new client including the escorts to the visitor's logbook</li> </ul>	None	5 minutes	<i>Lady Guard</i> PSWDO- WOMEN DEVELOPMENT CENTER

<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Client Submit Requirements to the centre staff	<ul style="list-style-type: none"> <li>• Receive, Check and review the completeness of the submitted requirements</li> </ul>	None	2 hours	<i>Social Welfare Officer I</i> PSWDO- WOMEN DEVELOPMENT CENTER
3. Client & referring party will proceed to Social Services Office for interview	<ul style="list-style-type: none"> <li>• Social Worker conducts initial intake interview</li> </ul>	None	10 minutes	<i>Social Welfare Officer I</i> PSWDO- WOMEN DEVELOPMENT CENTER
4. Client proceed to infirmary room for physical health assessment	<ul style="list-style-type: none"> <li>• Nursing Attendant conduct physical health assessment</li> </ul>	None	5 minutes	<i>Nursing Attendant</i> PSWDO- WOMEN DEVELOPMENT CENTER
5. Client submit personal belongings for inspection of the house parent	<ul style="list-style-type: none"> <li>• House-parent will inspect &amp; record client's personal belongings</li> </ul>	None	3 minutes	<i>House parent</i> PSWDO- WOMEN DEVELOPMENT CENTER
6. Client, escorts & referring party attend the admission conference	<ul style="list-style-type: none"> <li>• Social Worker conducts orientation and admission conference</li> </ul>	None	15 minutes	<i>Social Welfare Officer I</i> PSWDO- WOMEN DEVELOPMENT CENTER

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Client will proceed to next step for the room assignment and orientation	<ul style="list-style-type: none"> <li>• Center staff will introduce client to all staff and co-residents</li> <li>• Center staff will tour client to the entire facility for familiarization</li> <li>• Center staff will provide the client with beddings and other basic needs &amp; toiletries</li> <li>• Center staff will facilitate the House rules orientation</li> </ul>	None	5 minutes	<i>House parent and Nursing Attendant</i> PSWDO- WOMEN DEVELOPMENT CENTER
<b>TOTAL:</b>			<b>46 minutes</b>	

### 13. Residential Care Facility: Bahay Pag-Asa Davao del Norte Admission of Children-N –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/Division:</b>	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>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Children with infraction of the Philippine law with provincial prosecutors’ resolution for possible intervention program, 12 years old to 15 years old.</li> <li>• All from Davao del Norte</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>Court Order/Inquest Resolution for CICL 15 years plus 1 day old to below 18 years old (1 original copy or second copy)</p> <p>Resolution for CICL 12 years old to 15 years old (1 original copy)</p> <p>Barangay Certificate of Indigency (1 original copy)</p> <p>Social Case Study Report (1 original copy)</p> <p>PSA/ Birth Certificate of any documents proving minority of the client (1 photocopy)</p> <p>Medical Certificate (1 original copy)</p>	<p>Regional Trial Court</p> <ul style="list-style-type: none"> <li>• Branch 2 for District 1</li> <li>• Branch 32 and or 34 for District 2</li> </ul> <p>Prosecutors Office</p> <p>Barangay of Residency</p> <p>City/Municipal Social Welfare and Development Office</p> <p>Philippine Statistic Authority/ Civil Registrar</p> <p>Municipal Health Officers or Any Hospital or Medical Clinic</p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present court order or Resolution	Check if the court order is for Bahay Pag-asa If found that the order is for Bahay Pag-asa Call the Social Worker to inform of the new admission Instruct LGU Social Worker to proceed to the Office	None	1 minute	<i>Security Guard</i> PSWDO- Bahay Pag-asa
2. LGU Social Worker presents all documents to BPA Social Worker or the Officer in charge for validation	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>LGU Social Worker</i> Referring LGU  <i>Social Welfare Officer I</i> /Officer on duty PSWDO- Bahay Pag-asa
3. Minor Client submit himself for inspection	Security Guard conduct body check to new minor client	None	5 minutes	<i>Security Guard</i> PSWDO- Bahay Pag-asa
4. Hand in all belongings to the security guard for proper recording and inspection	Inspect and record belongings of the client for admission	None	15 minutes	<i>Security Guard</i> PSWDO- Bahay Pag-asa
5. Minor Client and Family proceed to the office	Turn over minor client and family to Social Worker Turn over belongings to houseparent on duty	None	1 minute	<i>Security Guard</i> PSWDO- Bahay Pag-asa



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
6. Minor, Parents/guardian of family, LGU Social Worker, PNP and Barangay Functionaries (if present) all proceed to conference room for admission conference	Discuss and orient the minor and family on the rules and policies of the center -Discuss to the family the visitation policies	None	20-30 minutes	<i>LGU Social Worker Referring LGU</i>  <i>Social Welfare Officer I /Officer on duty PSWDO-Bahay Pag-asa</i>  <i>Supervising Houseparent PSWDO-Bahay Pag-asa</i>  <i>Center Head PSWDO-Bahay Pag-asa</i>
7. LGU, Parents/ Guardian of minor and the minor client affix their signature on the following documents: admission contract, minutes of conference and attendance sheet <ul style="list-style-type: none"> <li>• For Family of the minor - the pledge of commitment and the visitation policy</li> <li>• For Minor client -the center rules and policies</li> </ul>	Social Worker give the necessary documents for signing of the persons involved	None	5 minutes	<i>LGU Social Worker Referring LGU</i>  <i>Social Welfare Officer I /Officer on duty PSWDO-Bahay Pag-asa</i>  <i>Supervising Houseparent PSWDO-Bahay Pag-asa</i>  <i>Center Head PSWDO-Bahay Pag-asa</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
8. Minor client proceed to homelife office	Social Worker endorsed minor client to supervising houseparent	None	1 minute	<i>Social Welfare Officer I</i> <i>Officer on duty</i> PSWD-Bahay Pag-asa  <i>Supervising Houseparent</i> PSWDO-Bahay Pag-asa
<b>TOTAL:</b>			<b>53 minutes to 1 hour and 3 minutes</b>	

## 14. Residential Care Facility: Bahay Pag-Asa Davao del Norte Case Management

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 through the use of various strategies and case management systems and procedures that will enable them to reflect and commit to change prior to their reintegration with their families and communities.

<b>Office/Division:</b>	Residential Care Facility: Bahay Pag-asa Davao del Norte			
<b>Classification:</b>	Complex			
<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>Children in conflict with the Law who meet the criterion and requirements</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>Court Order</b> (1 original): Notice of hearing/ Case hearing schedule, Released Order, Case Dismissed Order, Out on Pass Order, Commitment Order</p> <p><b>Fiscal/Prosecutors Order</b> (1 original): Resolution Order, out on pass order, Released Order, Inquest resolution</p> <p>Discharge/Transfer Documents (1 original)</p> <p>PCCAR (Parents, Community Capability Assessment Report) (1 original)</p>		<p>-Regional Trial Court</p> <ul style="list-style-type: none"> <li>Branch 2 for District 1</li> <li>Branch 32 and or 34 for District 2</li> </ul> <p>-Prosecutors Office</p> <p>-PSWDO- Bahay Pag-asa Davao del Norte</p> <p>- LGU where the minor be released/transferred</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Minor to attend orientation at Bahay Pag-Asa Center	Supervising houseparent Orient the minor on the structured activities, rules and policies Endorsed to houseparent	None	5 minutes	<i>Supervising Houseparent</i> PSWDO-Bahay Pag-asa  <i>Houseparent</i> PSWDO-Bahay Pag-asa

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Minor to undergo reflection	Supervising houseparent put the minor for reflection and endorse to houseparent on duty and “pointman” assigned	None	5 days	<i>Supervising Houseparent</i> PSWDO-Bahay Pag-asa  <i>Houseparent</i> PSWDO-Bahay Pag-asa
3. Minor to undergo acceptance of family	Supervising Houseparent and Houseparent will facilitate acceptance ceremony to the minor	None	15-20 minutes	<i>Supervising Houseparent</i> PSWDO-Bahay Pag-asa  <i>Houseparent</i> PSWDO-Bahay Pag-asa
4. If the Minor is accepted to the family – he will be called as Resident ✓ Resident will undergo processing	Supervising Houseparent and Houseparent conduct processing of feeling to the resident	None	2-5 minutes	<i>Supervising Houseparent</i> PSWDO-Bahay Pag-asa  <i>Houseparent</i> PSWDO-Bahay Pag-asa
5. Resident to undergo Health assessment	Nurse conduct health assessment to include distinguishing marks, weighing, height measurement and picture taking	None	15 minutes	<i>Nurse I</i> PSWDO-Bahay Pag-asa
6. Resident to undergo an Interview	Social worker will conduct general intake and make social case study report	None	2-3 days	<i>Social Welfare Officer I</i> PSWDO-Bahay Pag-asa

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
7. Resident to Undergo Psychological assessment, Mental Status exam, 5 Minutes personality Test and he will “Talambuhay”	Practicing Psychologist will conduct and facilitate Psychological Assessment, Mental Status Exam, 5 Minutes Personality Test and “Talambuhay”,	None	2-3days	<i>Practicing Psychologist</i> PSWDO-Bahay Pag-asa
8. Resident to attend and participate Daily Structured activities	Rehabilitation Team will conduct Daily Structured activities facilitated	None	6months to 2 years depending on the case committed or it will depend on the committing court decision and for fiscal decision (children on resolution) and or as per recommended by the rehabilitation staff	Center Head PSWDO-Bahay Pag-asa  <i>Social Welfare Officer I</i> PSWDO-Bahay Pag-asa  <i>Nurse I</i> PSWDO-Bahay Pag-asa  <i>Practicing Psychologist</i> PSWDO-Bahay Pag-asa ,  <i>Supervising houseparent,</i> PSWDO-Bahay Pag-asa  <i>Houseparents,</i> PSWDO-Bahay Pag-asa  <i>Administrative staff,</i> PSWDO-Bahay Pag-asa  <i>Kitchen In charge</i> PSWDO-Bahay Pag-asa

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
9. Resident to attend Court Hearing/s as per order by the honorable court	Social Worker will facilitate court hearing of minor (resident)	None	1 hour	<i>Presiding Judge</i> RTC (Regional Trial Court)  <i>Lawyers</i> PAO (Public Attorneys' Office)  <i>Social Welfare Officer I</i> PSWDO-Bahay Pag-asa
10. Bahay Pag-asa staff to attend Case conference/s	Center Head will facilitate conduct of Case conference to Program staff/ Rehabilitation team	None	1 hour	<i>Center Head</i> PSWDO-Bahay Pag-asa  <i>Program staff</i> PSWDO-Bahay Pag-asa
11. Program staff to attend LGUs Focal on CICL consultative meeting	Center Head will facilitate conduct of LGUs Focal on CICL consultative meeting	None	5 hours	<i>Center Head</i> PSWDO-Bahay Pag-asa  <i>Program staff</i> PSWDO-Bahay Pag-asa  <i>Focal on CICL</i> City / Municipal Social Welfare Office
12. Resident to attend Conference for Pre-discharge	BPA will conduct pre-discharge conference in preparation for the transfer/release of the resident from the center to his family/guardian and community	None	30 minutes to 1 hour	<i>Center Head</i> PSWDO-Bahay Pag-asa  <i>Social Welfare Officer I</i> PSWDO-Bahay Pag-asa
13. Resident to attend Disposition or Diversion	BPA will facilitate transfer of Minor where he will serve his Disposition or Diversion Program as stated in the court order	None	1 to 2 years old and or depending on the court order	<i>Social Welfare Officer I</i> PSWDO-Bahay Pag-asa  <i>LGU Social Worker</i> City /Municipal Social Welfare Office (where the resident will serve his disposition/diversion)

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
14. Proceed to Center Head for recommending approval	Review documents, affix signature and endorsed to P.G. Department Head for approval	None	1 minute	<i>Center Head</i> PSWDO-Bahay Pag-asa
15. Proceed to P.G. Department Head for approval	Approved and affix signature	None	30 seconds	<i>P.G. Department Head</i> PSWDO
16. Resident to attend Discharge conference	Conduct discharge conference to ensure continuity of care	None	1 hour	<i>Center Head</i> PSWDO-Bahay Pag-asa  <i>Social Welfare Officer I</i> PSWDO-Bahay Pag-asa  Agency/Personnel where the resident will be discharged:  <i>LGU Social Worker</i> City /Municipal Social Welfare Office Religious sector (optional) <i>Barangay Functionaries</i> Barangay  <i>Members</i> LCPC (Local Council for the Protection of Children) (optional)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
17. Resident to comply with the Aftercare program	Conduct of aftercare program to ensure aftercare contract was fully implemented	None	3 months to 6 months	Agency/Personnel where the resident was discharged:  <i>Social Worker</i> City /Municipal Social Welfare Office  Religious sector  <i>Barangay Functionaries</i> Barangay  <i>Members</i> LCPC (Local Council for the Protection of Children) (optional)
<b>TOTAL:</b>			<b>1 year 9 months 2 days and 67 minutes to 4 years 6 months 3 days 4 hours and 45 minutes and or depending on the committing court and performance and readiness of the residents, family and community</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 Technical Assistance to Crops and Aquaculture
8. Provision of Information Education Campaign (IEC) Materials
9. Provision of Plant Pest and Disease Diagnostic Services
10. Availment of Farm Tractor Services
11. Provision of Marketing Directory
12. Facilitation of Loan Application (Individual, Cooperatives, Micro and Small Enterprise)
13. Facilitation of Loan Application (SURE AID)
14. Availment of Vegetable Seeds
15. Availment of High Value Fruit Seedlings
16. Availment of Fingerlings

# 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 – Research and Agricultural Support Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original)		Laboratory Technician for 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	Refers the client to Laboratory Technician / In charge		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Approach Laboratory Technician / In charge	Interview and gather clients' information and inquiry  If requested product is not available, advise client on the schedule of availability		5 minutes	<i>Lab. Technician / In Charge RASSD</i>
3. Fill up logbook	If the requested product is available, issue withdrawal or order slip for payment		3 minutes	<i>Lab. Technician / In Charge RASSD</i>
4. Submit Order slip for payment	Receive payment and issue Official Receipt  If OR is not available Lab Technician proceeds to Treasurer's Office for payment	Pure Culture = P 100.00/ bot Mother Spawn = P 50.00/bag Fruiting bag = P 20.00/bag Spawn = P 8.00/bag	5 minutes  15 minutes	<i>Admin Officer V ATSD</i>  <i>Lab. Technician / In Charge RASSD</i>
5. Show OR to Lab In charge	Release product		*10minutes	<i>Lab. Technician / In Charge RASSD</i>
<b>TOTAL:</b>		<b>-</b>	<b>*40 min.</b>	

\* depends on the quantity of product for release  
Prices based on PTO No. 2016-001 (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 are both effective and eco-friendly at a minimum price.

<b>Office or Division:</b>		Provincial Agriculturist's Office – Research and Agricultural Support Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original)		Laboratory Technician for desired commodity		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	Refers the client to Laboratory Technician / In charge		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Approach Laboratory Technician / In charge	Interview and gather client's information and inquiry  If requested product is not available, advise client on the schedule of availability		5 minutes	<i>Lab. Technician / In Charge RASSD</i>
3. Fill up logbook	If the requested product is available, issue withdrawal or order slip for payment		3 minutes	<i>Lab. Technician / In Charge RASSD</i>
4. Submit Order slip for payment	Receive payment and issue Official Receipt  If OR is not available Lab Technician proceeds to Treasurer's Office for payment	<i>Trichoderma</i> P 20.00 / pack  <i>Trichogramma</i> P 1.00 / card	5 minutes  15 minutes	<i>Admin Officer V ATSD</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Show OR to Lab In charge	Release product		*10minutes	<i>Lab. Technician / In Charge</i> RASSD
<b>TOTAL:</b>		-	<b>*40 min.</b>	

\* depends on the quantity of product for release  
Prices based on PTO No. 2016-001 (Revenue Code)

### 3. Availment of Biopesticides

In order 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 – Research and Agricultural Support Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original)		Laboratory Technician for 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	Refers the client to Laboratory Technician / In charge		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Approach Laboratory Technician / In charge	Interview and gather clients' information and inquiry  If requested product is not available, advise client on the schedule of availability		5 minutes	<i>Lab. Technician / In Charge RASSD</i>
3. Fill up logbook	If the requested product is available, issue withdrawal or order slip for payment		3 minutes	<i>Lab. Technician / In Charge RASSD</i>
4. Submit Order slip for payment	Receive payment and issue Official Receipt  If OR is not available Lab Technician proceeds to Treasurer's Office for payment	Per Liter OHN=P100.00 FFJ= P 50.00 FPJ= P 20.00 Vermitea = P 20.00 Liquid Trichoderma Solution = P 100.00	5 minutes  15 minutes	<i>Admin Officer V ATSD</i>  <i>Lab. Technician / In Charge RASSD</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESS ING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Show OR to Lab In charge	Release product		*10minutes	<i>Lab. Technician / In Charge</i> RASSD
<b>TOTAL:</b>		-	<b>40 min.</b>	

\* depends on the quantity of product for release  
Prices based on PTO No. 2016-001 (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 – Research and Agricultural Support Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original)		Laboratory Technician for 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	Refers the client to Laboratory Technician / In charge		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Approach Laboratory Technician / In charge	Interview and gather client's information and inquiry  If requested product is not available, advise client on the schedule of availability		5 minutes	<i>Lab. Technician / In Charge RASSD</i>
3. Fill up logbook	If the requested product is available, issue withdrawal or order slip for payment		3 minutes	<i>Lab. Technician / In Charge RASSD</i>
4. Submit Order slip for payment	Receive payment and issue Official Receipt If OR is not available Lab Technician proceeds to Treasurer's Office for payment	Seedlings = P 18.00/piece	5 minutes  15 minutes	<i>Admin Officer V ATSD</i>  <i>Lab. Technician / In Charge RASSD</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESS ING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Show OR to Lab In charge	Release product (maximum number of seedlings available for walk in clients = 1,000 pieces / day)		*60 minutes	<i>Lab. Technician / In Charge</i> RASSD
<b>TOTAL:</b>		-	<b>*1 hour and 30 minutes</b>	

\* depending on the quantity product for release  
Prices based on PTO No. 2016-001 (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 down payment.

<b>Office or Division:</b>	Provincial Agriculturist's Office – Research and Agricultural Support Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C; G2B			
<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% down payment) (1 Original)		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	Refers the client to Laboratory Technician / In charge		2 minutes	<i>Admin Aide VI:</i> ATSD
2. Approach Laboratory Technician / In charge	Interview client and issue withdrawal or order slip.		3 minutes	<i>Lab. Technician / In Charge</i> RASDD
3. Submit Order slip for payment	Receive payment and issue Official Receipt	50% of the total amount of placed order Meristem = P 10.00/bag Seedlings = P 26.00/bag	2 minutes	<i>Admin Officer V</i> ATSD
	If OR is not available Lab Technician or PAGRO staff proceeds to Treasurer's Office for payment.		15 minutes	<i>Lab. Technician / In Charge</i> RASDD
4. Show OR to Lab In charge	Fill up logbook to record order. Instruct client on date and time for pick up (after 3 months).		2 minutes	<i>Lab. Technician / In Charge</i> RASDD
<b>TOTAL:</b>		-	<b>24 minutes</b>	

Prices based on PTO No. 2016-001 (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 – Research and Agricultural Support Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C; G2B			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt (50% downpayment) (1 Original) 2. Affidavit of Loss (in case OR is lost) (1 Original) 3. Government Issued ID (1 Original) 4. Official Receipt (50% remaining balance) (1 Original)		- 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	Refer client to Laboratory Technician / in charge		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Approach Laboratory Technician / in charge and present OR for downpayment  In case of lost OR for downpayment, client must secure an Affidavit of Loss and 1 government issued ID	Check logbook and OR for verification. Issue Order slip for payment for the remaining balance		2 minutes	<i>Lab. Technician / In Charge RASSD</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Submit Order Slip for payment	Receive payment and issue Official Receipt  If OR is not available Lab Technician or PAGRO staff proceeds to Treasurer's Office for payment.	50% of the total amount of placed order	2 minutes  15 minutes	<i>Admin Officer V</i> ATSD
4. Show Official Receipt to Laboratory Technician / In charge	Release product		* 30 minutes	<i>Lab. Technician / In Charge</i> RASSD
<b>TOTAL:</b>		-	<b>51minutes</b>	

\* Depending on the quantity of product for release

## 7. Provision of Technical Assistance to Crops and Aquaculture

The Provincial Agriculturist's Office provides technical support and consultation to walk in clients. This is to help farmers increase productivity in the most sustainable way.

<b>Office or Division:</b>	Provincial Agriculturist's Office – Crop Production Management Division / Fishery Resource Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-		-		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Desk and sign the logbook	Refer client to PG Head/Assistant PG Head		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Discuss the purpose of the visit	Presents the Technical Assistance needed. Calls the attention of the assigned personnel to concern commodity after presentation of support needed		*30 minutes	<i>PH Head / Assistant PG Head ATSD</i>
3. Discussion of support needed with concern staff	Further discuss the support needed by the client. Show technical publications and provide brochures available if necessary If there is a need for a farm visit, discuss schedule for visit.		*15 minutes	<i>AT/ Aqua/Agri I, II, III RASSD/CPMD/FRMD/AMAIDD</i>
4. Sign in Technical Consultation form	Gather client's profile and support needed		2 minutes	<i>AT/ Aqua/Agri I, II, III RASSD/CPMD/FRMD/AMAIDD</i>
<b>TOTAL:</b>		<b>-</b>	<b>*49 minutes</b>	

\* Depending on the issue / technology / support needed

## 8. 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 – Research and Agricultural Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Government Issued ID		-		
<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	Refer client to FITS Manager		2 minutes	<i>FITS Manager</i> RASSD
2. Sign in Logbook	Interview client for basic information and data or technology needed		2 minutes	<i>FITS Manager</i> RASSD
3. Research topics of interest through leaflets, brochures, manuals and other IEC materials	Assist client with references of interest		*30 minutes	<i>FITS Manager</i> RASSD
4. If there is a need for references to be photocopied, request for photocopying	Issue borrowers slip and ask for valid ID		5 minutes	<i>FITS Manager</i> RASSD
5. Photocopy IEC /references	Keep borrowers slip and ID for return of references			<i>FITS Manager</i> RASSD
6. Return IEC / references	Return borrowers slip and ID			<i>FITS Manager</i> RASSD
<b>TOTAL:</b>		<b>-</b>	<b>*39 minutes</b>	

\* Depending on the client's extent of research

## 9. 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 – Research and Agricultural Support Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-		-		
<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	Refer client to concerned personnel		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Submit plant specimen (diseased part)	Interview client for basic information.		2 minutes	<i>Laboratory Incharge RASSD</i>
3. Wait for diagnostic result	Conduct diagnosis and determine causal pathogen/pest		10 minutes	<i>Laboratory Incharge RASSD</i>
	If the causal organism is not seen in the diagnosis, designate for client to return for the result			<i>Laboratory Incharge RASSD</i>
	Conduct pathogenicity test		7 days	<i>Laboratory Incharge RASSD</i>
	Prepare Diagnostic Report		2 hours	<i>Laboratory Incharge RASSD</i>
4. Sign in logbook	Provide copy of diagnostic report. Issue plant disease/ pest control recommendation.		5 minutes	<i>Laboratory Incharge RASSD</i>
<b>TOTAL:</b>		<b>-</b>	<b>19minutes – 7 days</b>	

## 10. Availment of Farm Tractor Services

The Farm Tractor Services is an initiative to assist small farmers in land preparation at a lesser expense.

<b>Office or Division:</b>		Provincial Agriculturist's Office – Agricultural Engineering Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. FARM TRACTOR EQUIPMENT RENTAL REQUEST ORDER (FERRO) Form (1 original)		Farm Tractor In- Charge		
<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	Refers the client to Farm Tractor In charge		3 minutes	<i>Admin Aide VI: ATSD</i>
2. Fill up Tractor Request Form	Interview and gather client's information and arrange schedule for site validation		5 minutes	<i>Farm Tractor In - Charge AED</i>
	If requested service is not available, advise client on the schedule of availability			
	Validate site for plowing/harrowing.		4 hours	<i>Tractor Operator/Driver AED</i>
	Prepare FERRO form to be signed by the Client, Farm Tractor In-Charge, & Provincial Agriculturist		5 minutes	<i>Farm Tractor In - Charge AED</i>
3. Submit the duly signed FERRO FORM to Treasurers Office	Issue Official Receipt	Plow- Php 2,500/ha. Harrow- Php 2,000/ha.	15 minutes	<i>Provincial Treasurer's Office</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Submit FERRO and photocopy of Official Receipt to Project In- charge	Receive FERRO and copy of OR and confirm schedule for plowing/harrowing  Advise the Farm Tractor Operator/Driver to proceed to the area based on the scheduled date		3 minutes	<i>Farm Tractor In-Charge Tractor Operator/ Driver AED</i>
<b>TOTAL:</b>		-	<b>35 minutes</b>	

Prices based on PTO No. 2016-001 (Revenue Code)



## 11. Provision of Marketing Directory

Marketing Directory is a client's access to buyers and sellers of agriculture and fishery products, inputs, post-harvest service provider and other marketing services in the province of Davao del Norte. This aims to facilitate linkages among agricultural stakeholders.

<b>Office or Division:</b>	Provincial Agriculturist's Office – Agribusiness Marketing Assistance and Institutional Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-		-		
<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	Refer client to PG Head/Assistant PG Head		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Discuss the purpose of the visit	Calls the attention of the assigned personnel.		2 minutes	<i>PH Head / Assistant PG Head ATSD</i>
3. Approach assigned personnel.	Gather client's basic data.  Provide client with list of contacts.		5-10 minutes	<i>AT/ Agri I, II, Sr. Agriculturist AMAIDD</i>
<b>TOTAL:</b>		-	<b>9-14 minutes</b>	

## 12. Facilitation of Loan Application (Individual, Cooperatives, Micro and Small Enterprise)

To further provide assistance to small farmers, the Provincial Agriculturist's Office acts as a facilitator for agricultural loan applications.

<b>Office or Division:</b>	Provincial Agriculturist's Office – Agribusiness Marketing Assistance and Institutional Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C; G2B			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ACEF Loan Application		- PAGRO (AMAIDD)		
2. General Information Sheet		- PAGRO (AMAIDD)		
3. Endorsement from City / Municipal Agriculturists Office		- City / Municipal Agriculturist's Office		
4. DTI / SEC Registration Certificate and current year business permit ( <i>if applicable</i> )		-		
5. Articles of Partnership/ incorporation, ( <i>if applicable</i> )		-		
6. Bio-data of owner or partner or incumbent officers and BOD with ID		-		
7. Business Plan or Farm Plan and Budget		-		
8. Sworn Affidavit of No Outstanding Loans from any lending institution for the same project		- Hall of Justice		
9. Board Resolution authorizing the Coop or Association to borrow and designating authorized signatories ( <i>if applicable</i> )		-		
10. Audited Financial Statement for the last year or latest interim financial statement for start-up companies ( <i>if applicable</i> )		-		
11. Current year business permit ( <i>if applicable</i> )		-		
12. Photocopy of land title or lease contract		-		
13. Barangay clearance		- Barangay of Business Residence		
<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	Refer client to PG Head/Assistant PG Head		2 minutes	<i>Admin Aide VI:</i> ATSD

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Discuss the purpose of the visit	Calls the attention of the assigned personnel.		5 minutes	<i>PH Head / Assistant PG Head ATSD</i>
3. Approach assigned personnel.	<p>Review Documents</p> <p>If document is incomplete, advice client to comply for lacking documents.</p> <p>If client requests for assistance on the preparation of documents, personnel in charge will conduct further interview to determine needs.</p> <p>Prepare endorsement to DA-RFO XI</p>		<p>5-10 minutes</p> <p>*30 minutes</p> <p>2 minutes</p>	<i>AT/ Agri I, II, Sr. Agriculturist AMAIDD</i>
<b>TOTAL:</b>		-	<b>44- 49 minutes</b>	

### 13. Facilitation of Loan Application (SURE AID)

The SURE Aid program targets farmers with one-hectare rice area affected by the drop of palay farmgate prices. The program allows a one-time, zero-interest loan of P 15,000.00 payable up to 8 years

<b>Office or Division:</b>	Provincial Agriculturist's Office – Agribusiness Marketing Assistance and Institutional Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All rice farmers with 1-hectare area who are registered in the Registry for Basic Sectors on Agriculture (RSBSA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Photocopy of Valid ID affixed with 3 signatures</li> <li>2. 1x1 or 2x2 ID picture (1)</li> <li>3. SUREAID Loan Application Form</li> <li>4. Certification / Endorsement from Municipal Agriculturist's Office</li> <li>5. Registered in the registry System for Basic Sectors on Agriculture (RSBSA)</li> </ol> <p><i>* Farmer applicant must be tilling an area of one hectare and below</i></p>		<ul style="list-style-type: none"> <li>-</li> <li>-</li> <li>- PAGRO (AMAIDD)</li> <li>- City / Municipal Agriculturist's Office</li> <li>- City / Municipal Agriculturist's Office</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. Approach the Public Assistance Desk and sign the logbook	Refer client to assigned personnel		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Approach assigned personnel	<p>Interview farmer for basic information</p> <p>Assist farmer in filling up SUREAID Loan Application Form</p> <p>Review documents presented. If complete, instruct client for the tentative date for feedback from LBP. Otherwise, advise client to comply for lacking documents</p>		<p>5 minutes</p> <p>*30 minutes</p>	<i>AT/ Agri I, II, III AMAIDD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>If all documents are complied, encode client's basic information for master listing and tracking</p> <p>Prepare endorsement to DA-RFO XI</p>		<p>5 minutes</p> <p>5 minutes</p>	<p><i>AT/ Agri I, II, III</i> AMAIDD</p>
<b>TOTAL:</b>		-	<b>* 47 minutes</b>	

## 14. Availment of Vegetable Seeds

Vegetable seeds are given free to the constituents of Davao del Norte, this is to promote backyard gardening and empower the community by providing additional livelihood and having access to nutritious food.

<b>Office or Division:</b>	Provincial Agriculturist's Office – Crop Protection and Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-		-		
<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	Refer client to in charge technician		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Approach technician and discuss purpose of visit	Interview client for profiling and master listing  Provide requested vegetable seeds  *quantity of vegetable seeds given depends on the availability of seeds		5 minutes	<i>AT/ Agri I, II, III CPMD</i>
<b>TOTAL:</b>		<b>-</b>	<b>7 minutes</b>	

## 15. Availment of High Value Fruit Seedlings

The High Value Fruits Seedlings is part of the National Program for reforestation. This aims to provide readily available seedlings at an affordable price.

<b>Office or Division:</b>		Provincial Agriculturist's Office – Crop Protection and Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original)		Nursery In charge		
<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	Refers the client to Laboratory Technician / In charge		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Approach Laboratory Technician / In charge	Interview and gather client's information and inquiry  If requested product is not available, advise client on the schedule of availability		5 minutes	<i>Nursery In charge CPMD</i>
3. Fill up logbook	If the requested product is available, issue withdrawal or order slip for payment		3 minutes	<i>Nursery In charge CPMD</i>
4. Submit Order slip for payment	Receive payment and issue Official Receipt  If OR is not available, Nursery In charge proceeds to Treasurer's Office for payment	Fruit Trees such as Mangosteen, Mango, Lanzones, Durian, Calamansi and etc.) – P 35.00/pc	5 minutes  15 minutes	<i>Admin Officer V ATSD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Industrial Crop Seedlings such as Rubber, Cacao, Coffee and etc.) = P 20.00/pc		
5. Show OR to Nursery In charge	Release product		*10minutes	<i>Nursery In charge</i> CPMD
<b>TOTAL:</b>		-	<b>40 minutes</b>	

- depends on the quantity of product for release  
Prices based on PTO No. 2016-001 (Revenue Code)



## 16. Availment of Fingerlings

Fingerlings dispersal activity is one of the priority programs of both national and provincial local government of Davao del Norte which aims to help the farmers and fisherfolks in producing fishes toward food security and fish sufficiency.

<b>Office or Division:</b>		Provincial Agriculturist's Office – Fishery Resources Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order Slip (1 original)		Nursery In charge		
<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	Refers the client to Fisheries Resource Management Division/ Focal		2 minutes	<i>Admin Aide VI: ATSD</i>
2. Approach Laboratory Technician / In charge	Interview and gather clients profile and inquiry.  If requested fingerlings is not available, advise client on the schedule of availability		5 minutes	<i>Fisheries In charge FRMD</i>
3. Fill up logbook	Instruct client to proceed to respective City / Municipal Agriculturist's Office to be included in the pre-master list.  If a validation is necessary, discuss schedule for site visit  Encode clients profile for master listing and endorsement to BFAR XI		10 minutes	<i>Fisheries In charge FRMD</i>
<b>TOTAL:</b>		-	<b>17 minutes</b>	

\* depends on the quantity of product for release



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

1. Vaccination of Pets
2. Consultation and Animal Health Services
3. Issuance of Veterinary Health Certificate (VHC)
4. Artificial Breeding Services

# 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>	Animal Health, Genetics and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<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 vaccination  2. Health Record (If there is any)  3. Vaccination Record (If there is any)		Pet owners and/or Vet Doctor		
<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 requirements and vaccinate the pet(s).	None	5 Minutes	<i>Veterinarian and designated Technical Personnel</i>
2. Present the Vaccination Record	2. Sign the Vaccination Record	None	2 Minutes	<i>Veterinarian</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 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>	Animal Health, Genetics and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<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.	1. Conduct consultation/check-up	None	10 Minutes	<i>Veterinarian and designated Technical Personnel</i>
2. Assist the Vet/Technical Personnel	2. Inject and/or Treat what is necessary to the animal/s.	None	5 Minutes	<i>Veterinarian</i>
	2.1 Provide instructions for home medication and management	None	5 Minutes	
<b>TOTAL:</b>		<b>None</b>	<b>20 Minutes</b>	

### 3. Issuance 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>	Animal Health, Genetics and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2B			
<b>Who may avail:</b>	Livestock and Poultry Raisers and Livestock and Poultry Dealers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Ducks: Avian Influenza Laboratory Result For Goats: Caprine Arthritis Encephalitis Laboratory Result For Large Animals: Certificate of Ownership for Large Cattle (COLC) or Certificate of Transfer of Ownership of Large Cattle (CTLC) For all Commodity: Vaccination Record VHC Payment		1. Regional Animal Disease Diagnostic Laboratory (RADDL) DA, Bago Oshiro, Mintal, Tugbok District Davao City 2. City/Municipal Treasurer's Office 3. Private Clinics or Gov't. Veterinary Office performing previous vaccination of pet/s. 4. Personal Record 5. 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. Register in the Log Book and provide supporting documents/provide information on health management of the animals	1. Inspect veracity of the documents and issue Veterinary Health Certificate	Per Head: Poultry – P10.00 Swine – P50.00 Goat – P50.00 Cattle & Carabao – P100.00 Secretary's Fee – P100.00	5 Minutes	<i>PVO Technical Personnel</i>

	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	
<b>TOTAL:</b>	<b>Per Head:</b> <b>Poultry – P10.00</b>  <b>Swine – P50.00</b>  <b>Goat – P50.00</b>  <b>Cattle &amp; Carabao – P100.00</b>  <b>Secretary’s Fee – P100.00</b>	<b>5 Minutes</b>	

#### 4. Artificial Breeding Services

This is an animal production service commonly used for synchronized production of livestock or Artificial Breeding through Artificial Insemination. Livestock owners are advised to file their request prior to the actual artificial insemination process to avoid conflict of schedule.

<b>Office or Division:</b>	Animal Health, Genetics and Laboratory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<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 Years and up Carabao – 3 Years and up Goat – 8 months and up		Animal Owners and/or Vet Record		
<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 purpose and possible date of Artificial Insemination.	1. Gather livestock health data and check calendar for schedule.  1.1 Provide instructions on what to prepare on site.	None	10 Minutes	<i>Artificial Insemination Coordinator</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	



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

1. Processing of Commercial Sand and Gravel and Other Quarry Resources Extraction Permit
2. Processing of Government Gratuitous Permit



# 1. Processing of Commercial Sand and Gravel and Other Quarry Resources Extraction Permit

The Commercial Sand and Gravel and Other Quarry Resources Extraction Permit is issued to individuals/corporation 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 - LGU
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	An individual who is of legal age and citizen of the Philippines.
	A Corporation or Partnership who is organized under the laws of the Philippines duly registered with the Securities and Exchange (SEC), at least 60% of the capital of which shall at all times be owned and controlled by the citizen 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 Div. – Technical Staff
Sketch Plan of Permit Area (1 original map with scale: 1:50,000, 5 original blueprint maps, 6 original bond-size maps)	MGB Deputized Geodetic Engineer
Area Clearance (5 original)	PEO, DPWH, NIA, MGB-DENR XI, NCIP
Notice of Posting (6 original)	PENRO-DENR XI, CENRO-DENR XI (Tagum 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 Officer
Work Program (1 original; attached with PDS of Mining Engineer/Geologist)	Licensed Mining Engineer/Geologist
Personal Data Sheet (with attached 2x2 ID picture)	Client
Community Tax Certificate (1 photocopy)	Barangay Hall

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Proof of Financial Capability:</b>	
Income Tax Return (preceding 3 years, for individual)	BIR
Latest Audited Financial Statement	BIR
<b>Documents for Compliance:</b>	
Environmental Compliance Certificate (1 original)	EMB XI
Resource Sustainability and Geohazard Assessment (RSGA) (1 original)	Licensed Mining Engineer/Geologist
Certificate from PTO (with respect to extraction fee deposit; 1 original)	Provincial Treasurer's Office
<b>Other Requirements:</b>	
Payable Fees	Provincial Treasurer's Office
Surety Bond (Php 20,000.00)	Provincial Treasurer's Office
Barangay Resolution (Interposing No Objection) (1 original)	Barangay Hall
Mayor's Clearance (1 original)	Office of the Mayor
Land Title (for Earthfill Extraction only - 1 photocopy)	Land Owner
Certification from DA (for Earthfill Extraction 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 (for corporation only – 1 photocopy/original)	Articles of Partnership of Client

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Special Power of Attorney (representative should produce 1 valid ID; 1 original)		Citizen or Client Being Represented		
Billboard layout for installation		PENRO-LGU – Mines and Geosciences Div. – Admin Officer		
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	Received the submitted letter/Accommodate the Client	None	5 minutes	<i>Admin Officer</i> PENRO-LGU
2. Area Verification	Conduct actual survey on the ground	Area Verification Fee - PHP 2,000.00	3 days	<i>SEMS/EMS /</i> PENRO-LGU
3. Fill out and sign Application Form/Permit and have it notarized by a Notary Public	Give clients Application Form and provide Application Number	None	5 minutes	<i>Admin Officer</i> PENRO-LGU
	Give a checklist of requirement to the client and brief them	None	15 minutes	<i>Admin Officer</i> PENRO-LGU
4. Process a sketch plan* of applied quarry area  *to be done by a MGB Deputized Private Geodetic Engineer	Prepare a 1:50,000 scale sketch plan of the applied quarry area	PHP 15,000/hectare*  *min. rate per hectare as of to date	Duration time may vary	<i>Geodetic Engineer</i> Private

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Submit the sketch plan of the proposed permit area and give it to Land Management Division (LMD), PENRO-LGU for review	LMD will review/correct the submitted sketch plan for any boundary overlap	None	30 minutes	<i>SEMS/CDA / LMD, PENRO-LGU</i>
	Prepare endorsement letter for area clearance to the Mines & Geosciences Bureau (MGB-XI) at Davao City	None	5 minutes	<i>Admin Officer PENRO-LGU</i>
6. Endorse sketch plan to MGB-XI	Received the sketch plan from the clients	Clarify amount to be paid from MGB-XI	Subject for clarification* *seek guidance from MGB-XI	<i>Admin Officer Mines Div., MGB-XI</i>
7. Submit Sketch Plan cleared by the MGB XI to PENRO-LGU	Prepare requests of area clearance & Notice of Posting (15 days)	None	10 minutes	<i>Admin Officer PENRO-LGU</i>
	Give a brief or orientation on securing all the requirements indicated in the checklist	None	10 minutes	<i>Admin Officer PENRO-LGU</i>
	PENRO-LGU will issue order of payment for the appropriate fees	Application and Processing Fee – PHP 1,000.00	10 minutes	<i>Admin Officer PENRO-LGU</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Submit the sketch plan of the proposed permit area and give it to Land Management Division (LMD), PENRO-LGU for review	LMD will review/correct the submitted sketch plan for any boundary overlap	None	30 minutes	<i>SEMS/CDA / LMD, PENRO-LGU</i>
	Prepare endorsement letter for area clearance to the Mines & Geosciences Bureau (MGB-XI) at Davao City	None	5 minutes	<i>Admin Officer PENRO-LGU</i>
6. Endorse sketch plan to MGB-XI	Received the sketch plan from the clients	Clarify amount to be paid from MGB-XI	Subject for clarification* *seek guidance from MGB-XI	<i>Admin Officer Mines Div., MGB-XI</i>
7. Submit Sketch Plan cleared by the MGB XI to PENRO-LGU	Prepare requests of area clearance & Notice of Posting (15 days)	None	10 minutes	<i>Admin Officer PENRO-LGU</i>
	Give a brief or orientation on securing all the requirements indicated in the checklist	None	10 minutes	<i>Admin Officer PENRO-LGU</i>
	PENRO-LGU will issue order of payment for the appropriate fees	Application and Processing Fee – PHP 1,000.00	10 minutes	<i>Admin Officer PENRO-LGU</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
8. Pay the fees at the Provincial Treasurer's Office	Pay at PTO after permit notarization	Advance Extraction Fee - PHP 27,500.00	10 minutes	<i>Local Collection Revenue Officer</i> PTO
9. Submit all the completed documents/ requirements	Examine/ evaluate the validity of documents based from checklist requirement	None	15 minutes	<i>Admin Officer</i> PENRO-LGU
	Endorse complete documents to the Provincial Mining Regulatory Board (PMRB) for deliberation	None	1 day	<i>Chairman &amp; Members</i> PMRB – Davao del Norte
	A 1-day meeting will be held within the month where PMRB reviews the permit documents	None	1 day (meeting will be held within 22 days)	<i>Chairman &amp; Members</i> PMRB – Davao del Norte
	PMRB endorses permits to PLO as for legal opinion and forward it to the Office of the Governor for approval	None	Minimum duration of 3 months	<i>Legal Officer</i> PLO;  <i>Secretary</i> PGO
	Governor will sign the permit documents	None	10 minutes	<i>Provincial Governor</i> PGO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Receives the permit	Releases the approved permit	Registration of Approved Permit and Legal Research Fee - PHP 1,020.00	5 minutes	<i>Admin Officer</i> PENRO-LGU
<b>TOTAL:</b>		<b>PHP 46,520.00</b>	<b>4 Months and 5 Days</b>	

## 2. 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 - 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 Div. – Technical Staff
Sketch Plan of Permit Area (1 original map with scale: 1:50,000, 5 original blueprint maps, 6 original bond-size maps)	MGB Deputized Geodetic Engineer
Area Clearance (5 original)	PEO, DPWH, NIA, MGB-DENR XI, NCIP
Notice of Posting (6 original)	PENRO-DENR XI, CENRO-DENR XI (Tagum 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 Officer
Work Program (1 original; attached with PDS of Mining Engineer/Geologist)	Project Engineer/Department Head of Office concerned
<b>Documents for Compliance:</b>	
Environmental Compliance Certificate (1 original)	EMB XI
Resource Sustainability and Geohazard Assessment (RSGA) (1 original)	Licensed Mining Engineer/Geologist
<b>Other Requirements:</b>	
Payable Fees (per Provincial Tax Ordinance No. 2011-001 – PHP 3,600.00 )	Provincial Treasurer’s Office



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Resolution (Interposing No Objection) (1 original)		Barangay Hall		
Mayor's Clearance (1 original)		Office of the Mayor		
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	Received the submitted letter/Accommodate the Client	None	5 minutes	<i>Admin Officer</i> PENRO-LGU
2. Area Verification	Conduct actual survey on the ground	Area Verification Fee - PHP 2,000.00	3 days	<i>SEMS/EMS I</i> PENRO-LGU
3. Fill out and sign Application Form/Permit and have it notarized by a Notary Public	Give clients Application Form and provide Application Number	None	5 minutes	<i>Admin Officer</i> PENRO-LGU
	Give a checklist of requirement to the client and brief them	None	15 minutes	<i>Admin Officer</i> PENRO-LGU
4. Process a sketch plan* of applied quarry area  *to be done by a MGB Deputized Private Geodetic Engineer	Prepare a 1:50,000 scale sketch plan of the applied quarry area	PHP 15,000/hectare*  *min. rate per hectare as of to date	Duration time may vary	<i>Geodetic Engineer</i> Private

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit the sketch plan of the proposed permit area and give it to Land Management Division (LMD), PENRO-LGU for review	LMD will review/correct the submitted sketch plan for any boundary overlap	None	30 minutes	<i>SEMS/CDA / LMD, PENRO-LGU</i>
	Prepare endorsement letter for area clearance to the Mines & Geosciences Bureau (MGB-XI) at Davao City	None	5 minutes	<i>Admin Officer PENRO-LGU</i>
6. Endorse sketch plan to MGB-XI	Received the sketch plan from the clients	Clarify amount to be paid from MGB-XI	Subject for clarification* *seek guidance from MGB-XI	<i>Admin Officer Mines Div., MGB-XI</i>
7. Submit Sketch Plan cleared by the MGB XI to PENRO-LGU	Prepare requests of area clearance & Notice of Posting (15 days)	None	10 minutes	<i>Admin Officer PENRO-LGU</i>
	Give a brief or orientation on securing all the requirements indicated in the checklist	None	10 minutes	<i>Admin Officer PENRO-LGU</i>
	PENRO-LGU will issue order of payment for the appropriate fees	Application and Processing Fee – PHP 1,000.00	10 minutes	<i>Admin Officer PENRO-LGU</i>
8. Pay the fees at the Provincial Treasurer's Office	Pay at PTO after permit notarization	Advance Extraction Fee - PHP 27,500.00	10 minutes	<i>Local Collection Revenue Officer PTO</i>

9. Submit all the completed documents/ requirements	Examine/ evaluate the validity of documents based from checklist requirement	None	15 minutes	<i>Admin Officer PENRO-LGU</i>
	Endorse complete documents to the Provincial Mining Regulatory Board (PMRB) for deliberation	None	1 day	<i>Chairman &amp; Members PMRB – Davao del Norte</i>
	A 1-day meeting will be held within the month where PMRB reviews the permit documents	None	1 day (meeting will be held within 22 days)	<i>Chairman &amp; Members PMRB – Davao del Norte</i>
	PMRB endorses permits to PLO as for legal opinion and forward it to the Office of the Governor for approval	None	Minimum duration of 3 months	<i>Legal Officer PLO;  Secretary PGO</i>
	Governor will sign the permit documents	None	10 minutes	<i>Provincial Governor PGO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Receives the permit	Releases the approved permit	Registration of Approved Permit and Legal Research Fee - PHP 1,020.00	5 minutes	<i>Admin Officer</i> PENRO-LGU
<b>TOTAL:</b>		<b>PHP 46,520.00</b>	<b>4 Months and 5 Days</b>	



## **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>	Complex			
<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.	1.1. Check all documents submitted, verify request and issue Order of Payment.	None	3 Minutes	<i>Admin. Assistant III</i> PEO - Planning, Designing, Programming and Monitoring (PDPM) Division
2. Present Order of Payment and pay to Provincial Treasurer's Office (PTO) - Cashier.	2.1. 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>Cashier</i> Window 1 - Provincial Treasurer's Office
3. Return to PEO-PDPM Division and present O.R..	3.1. Schedule site inspection.	None	5 Minutes	<i>Engineering Assistant</i> PEO - PDPM Division
4. Accompany the inspector to the site.	4.1. Conduct site inspection.	None	1 Day	<i>Survey Team</i> PEO - PDPM Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Prepare Certification and have it signed by the Provincial Engineer.	None	5 Minutes	<i>Engineer III</i> PEO - PDPM Division
5. Receive Certification.				<i>Admin. Assistant III</i> PEO - PDPM Division
<b>TOTAL:</b>		<b>Inspection Fee per sand and gravel quarry - PHP 1,000.00</b>  <b>Certification Fee - PHP 200.00</b>	<b>1 Day, 23 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>	High Technical	
<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>Materials/samples to be tested</p> <ol style="list-style-type: none"> <li>1. Soil and Soil Aggregates               <ol style="list-style-type: none"> <li>a. Sieve Analysis - 3 kg.</li> <li>b. Liquid Limit - 1 kg.</li> <li>c. Plastic Limit - 1 kg.</li> <li>d. Compaction (Laboratory) - 7 kg.</li> <li>e. Field Density Test/Hole - Min. of 3 Holes</li> <li>f. Abrasion - 10 kg.</li> <li>g. California Bearing Ratio - 7 kg.</li> <li>h. Penetration (CBR), per molded specimen - 7 kg.</li> <li>i. Swell (CBR) per molded specimen - 7 kg.</li> <li>j. Specific Gravity - 2 kg.</li> <li>k. Moisture Content - 1 kg.</li> </ol> </li> <li>2. Coarse Aggregates               <ol style="list-style-type: none"> <li>a. Sieve Analysis/Grading - 5 kg.</li> <li>b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh - 5 kg.</li> <li>c. Specific Gravity - 5 kg.</li> <li>d. Moisture Content - 1 kg.</li> <li>e. Soundness, % Loss - 10 kg.</li> <li>f. Unit Weight, Loss &amp; Rodded - 5 kg.</li> <li>g. Clay Lumps - 3 kg.</li> <li>h. Abrasion Loss - 10 kg.</li> </ol> </li> </ol>	<p>Project site/warehouse of citizen or client</p>	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Fine Aggregates</p> <ul style="list-style-type: none"> <li>a. Sieve Analysis/Grading - 3 kg.</li> <li>b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh - 3 kg.</li> <li>c. Specific Gravity - 2 kg.</li> <li>d. Moisture Content - 1 kg.</li> <li>e. Soundness, % Loss - 2 kg.</li> <li>f. Unit Weight, Loss &amp; Rodded - 5 kg.</li> <li>g. Mortar Strength, 7 days - 3 kg.</li> <li>h. Clay Lumps - 1 kg.</li> <li>i. Organic Impurities - 1 kg.</li> </ul> <p>4. Molded Concrete Samples</p> <ul style="list-style-type: none"> <li>a. Compressive Strength (Concrete Cylinder) - 1 cylinder</li> <li>b. Flexural Strength (Concrete Beam) - 1 cylinder</li> </ul> <p>5. Miscellaneous Services</p> <ul style="list-style-type: none"> <li>a. Concrete Core Drilling (per core drilled) - Min. of 3 Holes</li> <li>b. Cutting of Concrete Sample to Standard Size for Strength Determination - 1 sample</li> <li>c. Dimension Measurement - 1 sample</li> </ul> <p>6. Concrete Hollow Block - 1 block</p> <ul style="list-style-type: none"> <li>a. Compressive Strength</li> <li>b. Moisture Content</li> <li>c. Water Absorption and Moisture Content</li> <li>d. Water Absorption and Coefficient Saturation</li> <li>e. Dimension Measure</li> </ul>	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
7. Steel Bars for Complete Reinforcement - 1 meter per sample 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.	1.1. Check filled-up sample card, receive materials/samples, identify the test to be conducted and issue Order of Payment.	None	5 Minutes	<i>Admin. Aide IV</i> PEO - Quality Assurance and Control Division (QACD)
2. Present the Order of Payment and pay to Cashier.	2.1. Process payment and issue Official Receipt.	1. Soil and Soil Aggregates a. Sieve Analysis - PHP 240.00 b. Liquid Limit - PHP 140.00 c. Plastic Limit - PHP 140.00 d. Compaction (Laboratory) - PHP 680.00 e. Field Density Test/Hole - PHP 400.00 f. Abrasion - PHP 500.00 g. California Bearing Ratio - PHP 1,390.00	10 Minutes	<i>Cashier</i> Window 1 - Provincial Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> <li>h. Penetration (CBR), per molded specimen               <ul style="list-style-type: none"> <li>- PHP 110.00</li> </ul> </li> <li>i. Swell (CBR) per molded specimen               <ul style="list-style-type: none"> <li>- PHP 110.00</li> </ul> </li> <li>j. Specific Gravity               <ul style="list-style-type: none"> <li>- PHP 190.00</li> </ul> </li> <li>k. Moisture Content               <ul style="list-style-type: none"> <li>- PHP 110.00</li> </ul> </li> <li>2. Coarse Aggregates               <ul style="list-style-type: none"> <li>a. Sieve Analysis/Grading                   <ul style="list-style-type: none"> <li>- PHP 240.00</li> </ul> </li> <li>b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh                   <ul style="list-style-type: none"> <li>- PHP 200.00</li> </ul> </li> <li>c. Specific Gravity                   <ul style="list-style-type: none"> <li>- PHP 240.00</li> </ul> </li> <li>d. Moisture Content                   <ul style="list-style-type: none"> <li>- PHP 110.00</li> </ul> </li> <li>e. Soundness, % Loss                   <ul style="list-style-type: none"> <li>- PHP 415.00</li> </ul> </li> <li>f. Unit Weight, Loss &amp; Rodded                   <ul style="list-style-type: none"> <li>- PHP 175.00</li> </ul> </li> <li>g. Clay Lumps                   <ul style="list-style-type: none"> <li>- PHP 120.00</li> </ul> </li> <li>h. Abrasion Loss                   <ul style="list-style-type: none"> <li>- PHP 500.00</li> </ul> </li> </ul> </li> <li>3. Fine Aggregates               <ul style="list-style-type: none"> <li>a. Sieve Analysis/Grading                   <ul style="list-style-type: none"> <li>- PHP 240.00</li> </ul> </li> </ul> </li> </ul>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh - PHP 200.00 c. Specific Gravity - PHP 240.00 d. Moisture Content - PHP 110.00 e. Soundness, % Loss - PHP 415.00 f. Unit Weight, Loss & Rodded - PHP 175.00 g. Mortar Strength, 7 days - PHP 240.00 h. Clay Lumps - PHP 120.00 i. Organic Impurities - PHP 290.00 4. Molded Concrete Samples a. Compressive Strength (Concrete Cylinder) - PHP 120.00 b. Flexural Strength (Concrete Beam) - PHP 140.00 5. Miscellaneous Services a. Concrete Core Drilling (per core drilled) - PHP 1,140.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		b. Cutting of Concrete Sample to Standard Size for Strength Determination - PHP 380.00 c. Dimension Measurement - PHP 110.00 6. Concrete Hollow Block - 1 block a. Compressive Strength - PHP 140.00 b. Moisture Content - PHP 180.00 c. Water Absorption and Moisture Content - PHP 180.00 d. Water Absorption and Coefficient Saturation - PHP 240.00 e. Dimension Measure - PHP 110.00 7. Steel Bars for Complete Reinforcement - 1 meter per sample a. Tensile Properties - PHP 200.00 b. Bending Properties - PHP 120.00 c. Deformation Measurement - PHP 120.00 d. Variation in Weight - PHP 110.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present Official Receipt.	3.1. Conduct the necessary procedures for testing of material/sample.	None	1. Soil and Soil Aggregates <ul style="list-style-type: none"> <li>a. Sieve Analysis - 3 Days</li> <li>b. Liquid Limit - 2 Days</li> <li>c. Plastic Limit - 2 Days</li> <li>d. Compaction (Laboratory) - 3 Days</li> <li>e. Field Density Test/Hole - 30 Minutes/hole</li> <li>f. Abrasion - 2 Days</li> <li>g. California Bearing Ratio - 7 Days</li> <li>h. Penetration (CBR), per molded specimen - 7 Days</li> <li>i. Swell (CBR) per molded specimen - 7 Days</li> <li>j. Specific Gravity - 3 Days</li> <li>k. Moisture Content - 1 Day</li> </ul> 2. Coarse Aggregates <ul style="list-style-type: none"> <li>a. Sieve Analysis/Grading - 3 Days</li> </ul>	Laboratory Technician PEO - QACD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh - 3 Days c. Specific Gravity - 3 Days d. Moisture Content - 1 Day e. Soundness, % Loss - 7 Days f. Unit Weight, Loss & Rodded - 3 Days g. Clay Lumps - 2 Days h. Abrasion Loss - 2 Days 3. Fine Aggregates a. Sieve Analysis/Grading - 3 Days b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh - 3 Days c. Specific Gravity - 3 Days d. Moisture Content - 1 Day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			e. Soundness, % Loss - 7 Days f. Unit Weight, Loss & Rodded - 3 Days g. Mortar Strength, 7 days – 10 Days h. Clay Lumps - 2Days i. Organic Impurities - 2 Days 4. Molded Concrete Samples a. Compressive Strength (Concrete Cylinder) - 30 Minutes/sampl e b. Flexural Strength (Concrete Beam) - 30 Minutes/ sample 5. Miscellaneous Services a. Concrete Core Drilling (per core drilled) - 2 Hours	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			b. Cutting of Concrete Sample to Standard Size for Strength Determination - 2 Hours/sample c. Dimension Measurement - 30 Minutes/sample 6. Concrete Hollow Block a. Compressive Strength - 30 Minutes/sample b. Moisture Content - 2 Days c. Water Absorption and Moisture Content - 3 Days d. Water Absorption and Coefficient Saturation – 3 Days e. Dimension Measure – 1 Day 7. Steel Bars for Complete Reinforcement a. Tensile Properties – 1 Day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			b. Bending Properties – 1 Day c. Deformation Measurement - 1 Day d. Variation in Weight - 1 Day	
	3.2. Prepare test result.	None	15 Minutes	Laboratory Technician PEO - QACD
4. Receive result.				Admin. Aide IV PEO - QACD
	<b>TOTAL:</b>	<b>1. Soil and Soil Aggregates</b> <b>a. Sieve Analysis - PHP 240.00</b> <b>b. Liquid Limit - PHP 140.00</b> <b>c. Plastic Limit - PHP 140.00</b> <b>d. Compaction (Laboratory) - PHP 680.00</b> <b>e. Field Density Test/Hole - PHP 400.00</b> <b>f. Abrasion - PHP 500.00</b> <b>g. California Bearing Ratio - PHP 1,390.00</b> <b>h. Penetration (CBR), per molded specimen - PHP 110.00</b> <b>i. Swell (CBR) per molded specimen - PHP 110.00</b> <b>j. Specific Gravity - PHP 190.00</b>	<b>1. Soil and Soil Aggregates</b> <b>a. Sieve Analysis - 3 Days, 30 Minutes</b> <b>b. Liquid Limit - 2 Days, 30 Minutes</b> <b>c. Plastic Limit - 2 Days, 30 Minutes</b> <b>d. Compaction (Laboratory) - 3 Days, 30 Minutes</b> <b>e. Field Density Test/Hole - 1 Hour/sample</b> <b>f. Abrasion - 2 Days, 30 Minutes</b> <b>g. California Bearing Ratio - 7 Days, 30 Minutes</b>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL:</b>	k. Moisture Content - PHP 110.00 2. Coarse Aggregates a. Sieve Analysis/Grading - PHP 240.00 b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh - PHP 200.00 c. Specific Gravity - PHP 240.00 d. Moisture Content - PHP 110.00 e. Soundness, % Loss - PHP 415.00 f. Unit Weight, Loss & Rodded - PHP 175.00 g. Clay Lumps - PHP 120.00 h. Abrasion Loss - PHP 500.00 3. Fine Aggregates a. Sieve Analysis/Grading - PHP 240.00 b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh - PHP 200.00 c. Specific Gravity - PHP 240.00 d. Moisture Content - PHP 110.00 e. Soundness, % Loss - PHP 415.00	h. Penetration (CBR), per molded specimen - 7 Days, 30 Minutes i. Swell (CBR) per molded specimen - 7 Days, 30 Minutes j. Specific Gravity - 3 Days, 30 Minutes k. Moisture Content - 1 Day, 30 Minutes 2. Coarse Aggregates a. Sieve Analysis/Grad ing - 3 Days, 30 Minutes b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh - 3 Days, 30 Minutes c. Specific Gravity - 3 Days, 30 Minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL:</b>	f. Unit Weight, Loss & Rodded - PHP 175.00 g. Mortar Strength, 7 days - PHP 240.00 h. Clay Lumps - PHP 120.00 i. Organic Impurities - PHP 290.00 4. Molded Concrete Samples a. Compressive Strength (Concrete Cylinder) - PHP 120.00 b. Flexural Strength (Concrete Beam) - PHP 140.00 5. Miscellaneous Services a. Concrete Core Drilling (per core drilled) - PHP 1,140.00 b. Cutting of Concrete Sample to Standard Size for Strength Determination - PHP 380.00 c. Dimension Measurement - PHP 110.00 6. Concrete Hollow Block - 1 block a. Compressive Strength - PHP 140.00 b. Moisture Content - PHP 180.00	d. Moisture Content - 1 Day, 30 Minutes e. Soundness, % Loss - 7 Days, 30 Minutes f. Unit Weight, Loss & Rodded - 3 Days, 30 Minutes g. Clay Lumps - 2 Days, 30 Minutes h. Abrasion Loss - 2 Days, 30 Minutes 3. Fine Aggregates a. Sieve Analysis/Grading - 3 Days, 30 Minutes b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh - 3 Days, 30 Minutes c. Specific Gravity - 3 Days, 30 Minutes d. Moisture Content - 1 Day, 30 Minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL:</b>	c. Water Absorption and Moisture Content - PHP 180.00 d. Water Absorption and Coefficient Saturation - PHP 240.00 e. Dimension Measure - PHP 110.00 7. Steel Bars for Complete Reinforcement - 1 meter per sample a. Tensile Properties - PHP 200.00 b. Bending Properties - PHP 120.00 c. Deformation Measurement - PHP 120.00 d. Variation in Weight - PHP 110.00	e. Soundness, % Loss - 7 Days, 30 Minutes f. Unit Weight, Loss & Rodded - 3 Days, 30 Minutes g. Clay Lumps - 2 Days, 30 Minutes h. Abrasion Loss - 2 Days, 30 Minutes 3. Fine Aggregates a. Sieve Analysis/Grading - 3 Days, 30 Minutes b. Wash Loss on No.200 Sieve Materials Finer than No.200 Mesh - 3 Days, 30 Minutes c. Specific Gravity - 3 Days, 30 Minutes d. Moisture Content - 1 Day, 30 Minutes e. Soundness, % Loss - 7 Days, 30 Minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			f. Unit Weight, Loss & Rodded - 3 Days, 30 Minutes g. Mortar Strength, 7 days - 10 Days, 30 Minutes h. Clay Lumps - 2 Days, 30 Minutes i. Organic Impurities - 2 Days, 30 Minutes 4. Molded Concrete Samples a. Compressive Strength (Concrete Cylinder) - 1 Hour/sample b. Flexural Strength (Concrete Beam) - 1 Hour/sample 5. Miscellaneous Services a. Concrete Core Drilling (per core drilled) - 2 Hours, 30 Minutes	
	<b>TOTAL:</b>			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			b. Cutting of Concrete Sample to Standard Size for Strength Determination - 2 Hours, 30 Minutes c. Dimension Measurement - 1 Hour/sample 6. Concrete Hollow Block a. Compressive Strength - 1 Hour/sample b. Moisture Content - 2 Days, 30 Minutes c. Water Absorption and Moisture Content - 3 Days, 30 Minutes d. Water Absorption and Coefficient Saturation - 3 Days, 30 Minutes e. Dimension Measure - 1 Day, 30 Minutes 7. Steel Bars for Complete Reinforcement a. Tensile Properties - 1 Day, 30 Minutes	
	<b>TOTAL:</b>			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL:</b>		<b>b. Bending Properties - 1 Day, 30 Minutes</b> <b>c. Deformation Measurement - 1 Day, 30 Minutes</b> <b>d. Variation in Weight - 1 Day, 30 Minutes</b>	



### 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 Aide IV</i> PEO - Supply Management and Administrative Division (SMAD)
	1.2. Act on the Letter Request.	None	7 Minutes	<i>Provincial Engineer or Authorized Representative</i> PEO - SMAD
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>Admin. Aide VI</i> PEO - EPM Division
	2.3. Submit ERRO to Provincial Administrator's Office (PaDO) for approval of the Provincial Governor.	None	3 Days	<i>Admin. Aide IV</i> Provincial Administrator's Office (PaDO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Record in Release Logbook approved ERRO and return to PEO-EPM Division.	None	5 Minutes	<i>Admin. Aide IV</i> Provincial Administrator's Office (PaDO)
	2.5. Notify requesting client of the approved of ERRO and release.	None	5 Minutes	<i>Admin. Aide VI</i> PEO - EPM Division
3. Present Equipment Rental Request Order (ERRO) and pay to the Cashier.	3.1. Process payment and issue Official Receipt	Salary/day a. Driver - PHP 785.38 b. Operator - PHP 825.11 c. C&TH - PHP 712.44  Equipment Rental/day 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	10 Minutes	<i>Cashier</i> Window 1 - Provincial Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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		
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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Utilize Equipment	5.1. Deliver or release equipment to client for utilization	None	5 Minutes	<i>Driver/Operator, Engineer III</i> PEO - EPM Division
		<b>Salary/day</b> <b>a. Driver</b> - PHP 785.38 <b>b. Operator</b> - PHP 825.11 <b>c. C&amp;TH</b> - PHP 712.44  <b>Equipment Rental/day</b> <b>a. Excavator PC100</b> - PHP 12,195.27 <b>b. Excavator PC200</b> - PHP 13,478.40 <b>c. Excavator PC400</b> - PHP 17,971.20 <b>d. Excavator EX125</b> - PHP 13,478.40 <b>e. Volvo Wheel Excavator</b> - PHP 13,478.40 <b>f. JCB Floating Excavator</b> - PHP 15,130.32 <b>g. D65 Dozer</b> - PHP 11,059.20 <b>h. D155/D8R Dozer</b> - PHP 15,940.80 <b>i. 10W Dump Truck</b> - PHP 6,220.80	4 Days, 52 Minutes	
<b>TOTAL:</b>				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL:</b>	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		

#### 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 Aide IV PEO - Supply Management and Administrative Division (SMAD)</i>
	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	
<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 or citizen or agency requesting		
Sketch Plan of the Subject Road (1 original)				
<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 Aide IV</i> PEO - Supply Management and Administrative Division (SMAD)
	1.2. Act on the Letter Request.	None	7 Minutes	<i>Provincial Engineer or Authorized Representative</i> PEO - SMAD
2. Submit Letter Request with note from P.E..	2.1. Evaluate and issue Order of Payment.	None	10 Minutes	<i>Admin. Assistant III</i> PEO - Planning, Designing, Programming and Monitoring (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>Survey Team</i> PEO - PDPM Division
	3.2. Prepare Certification and road plan.	None	2 Days	<i>Engineer II</i> PEO - PDPM Division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Claim Certification and sign duplicate copy.				<i>Admin. Assistant /// PEO - PDPM Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days, 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>	Complex			
<b>Type of Transaction:</b>	G2B – Government-to-Business; G2C - Government-to-Client			
<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>Admin. 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>Cashier</i> Window 1 - Provincial Treasurer's Office
3. Present O.R.	3.1. Schedule site inspection.	None	5 Minutes	<i>Engineering Assistant</i> PEO - PDPM Division
4. Accompany Site Inspector to project site.	4.1. Conduct site inspection and prepare Report with pictorials.	None	1 Day	<i>Designer</i> PEO - PDPM Division
	4.2. Receive Report with pictorials, prepare Certification and have it signed by the Provincial Engineer.	None	5 Minutes	<i>Admin. Assistant III</i> PEO - PDPM Division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Claim Certification.				<i>Admin. Assistant III PEO - PDPM Division</i>
<b>TOTAL:</b>		<b>PHP 200.00</b>	<b>1 Day, 23 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>Supervising Administrative Officer</i> PEO - Supply Management and Administrative Division (SMAD)
2. Present note of approval for release of Infrastructure Plan.	2.1. Check note and identify the needed Infrastructure Plan.	None	5 Minutes	<i>Admin. Assistant III</i> PEO - Planning, Designing, Programming and Monitoring (PDPM) Division
	2.2. Photocopy/print needed plan and pictorial documentation of inspection.	None	7 Minutes	<i>Admin. Assistant III</i> PEO - PDPM Division
3. Receive requested plan.				<i>Supervising Administrative Officer</i> PEO - SMAD
<b>TOTAL:</b>		<b>None</b>	<b>15 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-Client, 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 Aide IV</i> PEO - Supply Management and Administrative Division (SMAD)
	1.2. Act on the Letter Request.	None	7 Minutes	<i>Provincial Engineer or Authorized Representative</i> PEO - SMAD
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>Admin. Assistant III</i> PEO - Planning, Designing, Programming and Monitoring (PDPM) Division

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 500mm x 1000mm Blue/White Printed - PHP 300.00	10 Minutes	Cashier Window 1 - Provincial Treasurer's Office
4. Present O.R..	Photocopy/print needed plan.	None	5 Minutes	Admin. Assistant III PEO - PDPM Division
5. Receive requested plan.				Admin. Assistant III PEO - PDPM Division
<b>TOTAL:</b>		<b>Computer-generated Plans 500mm x 1000mm Blue/White Printed - PHP 300.00</b> <b>*Other government agencies will not require payment of fee</b>	<b>30 Minutes</b>	



## **Provincial Economic Enterprise Development Office (PEEDO)**

1. PEEDO – Admin Services
2. PhilHealth Sponsored Program
3. Davao del Norte Blood Center Services
4. Provision of Reinforced Concrete Pipe Culvert (RCPC) and Concrete Hollow Blocks (CHB)
5. Payment transaction of Reinforced Concrete Pipe Culvert (RCPC) and Concrete Hollow Blocks (CHB)
6. Hospital Administrative Services
7. Davao del Norte Hospital Admission Services
8. Davao del Norte Hospital Cashiering Services
9. Issuance of Certificate of Confinement
10. Davao del Norte Hospital Dental Services
11. Medical Service for Emergency Cases
12. Davao del Norte Hospital Laboratory Services
13. Malasakit Center
14. Issuance of Medical Certificate
15. Issuance of Medico-Legal
16. Medical Services for Outpatients
17. Availment of Radiology Services
18. Death Registration
19. Registration of Live Birth
20. Luntiang Paraiso Regional Rehabilitation Center Services
21. Medical Social Services

**PEEDO ADMIN – DIVISION**

**1. PEEDO – Administrative Services**

This service processes payments for utilities such as representation, gasoline, water, etc.

<b>Office or Division:</b>	PEEDO Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved purchase order (Original Copies, Complete Set w/ attachments) *Number of copies may vary depending on PGSO-BAC		1. Provincial General Services Office – Bids and Awards Committee		
<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 Charge Invoice, Official Receipts or Delivery receipts to office	1.1. Prepare Obligation Request and Disbursement Voucher  1.2. Forward for signature by P.G. Head  1.3 Forward voucher to Budget office for obligation  1.4 Forward obligated voucher to Accounting Office	N/A	20 minutes	<i>Division Liaison</i> PEEDO
<b>TOTAL:</b>		<b>N/A</b>	<b>20 minutes</b>	

## 2. 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>	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>		
1. Birth certificate or Marriage contract (1 photocopy)		1. Local Civil Registrar (LGU)		
2. Birth certificate of dependents (1 photo copy) (21 yrs. Below)		2. Local Civil Registrar (LGU)		
3. Certificate of confinement (1 Original Copy)		3. 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	1.1. Give Log book to client  1.2. Interview clients for personal Information  1.3. Issuance of certification  1.4. Instruct clients to proceed to local PhilHealth Office.  1.5. Instruct client to proceed to hospital SWO after acquiring MDR and CE1 form from PhilHealth Office	N/A	5 minutes	<i>Admin Aide VI PEEDO</i>
2.Client Submits certification and other documents to PhilHealth Office		N/A	1 hour	<i>PhilHealth in charge PhilHealth</i>
3.Submit MDR and CE1 form to the DDN	3.1. Receive the required documents	N/A	5 minutes	<i>DDN Hospital Social Worker</i>



Hospital	and check for completeness  3.2. Start processing clients PhilHealth for inclusion in the sponsored program			PEEDO-DDN Hospital
<b>TOTAL:</b>		<b>N/A</b>	<b>1 hour and 10 minutes</b>	

## PEEDO – DAVAO DEL NORTE BLOOD CENTER

### 3. Davao del Norte Blood Center Services

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>	PEEDO – Davao del Norte Blood Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Client)			
<b>Who may avail:</b>	All - Clients needing Blood and other blood components			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Blood request form (1 Original Copy)		1. Attending Physician/ Hospital where patient is admitted		
2. Blood Issuance slip (1 Original Copy)		2. LGU – Brgy. Blood Program Coordinator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit blood request form from the hospital to Medical Technologist on Duty	1.1. Checking of Blood Request presented by the client	Blood products: Fresh whole blood – P 1,800.00	30 minutes	<i>Medical Technologist on Duty (MTOD)</i> PEEDO-BLOOD CENTER
	1.2. Properly filled-up i.e. name, address, diagnosis, blood type, blood/ component required.	Platelet concentrate, - P 1,000.00  Pack red blood cell, - P 1,500.00		
	1.3. Issuance of Official Receipt by the MT on Duty	Fresh frozen plasma – P 1,000.00		
	1.4. MT pulls out blood needed from the ref, cross checks blood	Blood Donors and direct dependent  FWB- free PC-free		

	<p>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 Styrofoam Box and gives to client.</p> <p>1.7 Stock inventory and Cash count performed by the Medical Technologist on Duty.</p>	<p>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>		
	<b>Charge to LGU Indigency fund</b>			
2. If Clients is a blood donor. Present referral letter from LGU and blood request form from	<p>2.1. Accept Clients Referral letter</p> <p>2.2. Log book</p>	None	30 minutes	<p><i>Medical Technologist on Duty (MTOD)</i> PEEDO-BLOOD CENTER</p>

<p>hospital then submit to MedTech on duty to record charges from LGU Indigency Fund.</p>	<p>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 Styrofoam Box and gives to client.</p> <p>2.6. Stock inventory and Cash count performed by</p>			
---	--	--	--	--

	the Medical Technologist on Duty.			
	<b>TOTAL:</b>	<b>P 1,000.00 to P 3,500.00 depending on the products availed by the client</b>	<b>30 minutes</b>	

## PEEDO – CASTING DIVISION SERVICES

### 4. Provision of Reinforced Concrete Pipe Culvert (RCPC) and Concrete Hollow Blocks (CHB)

The 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>	PEEDO – RCPC and CHB Making Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B and G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Client Order/s (1 Original Copy)		1. PEEDO – RCPC and CHB Making Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book.	1.1. Give the Log Book to the client.	None	1 Minute	<i>Admin Aide IV</i> PEEDO – RCPC and CHB Making Division
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.  2.2. Show the price list and of the products.  2.3. Show the Compressive and Flexural Strength Test of the products.  2.4. Issuance of 3 copies of Order of Payment.	None	10 Minutes	<i>Admin Aide IV</i> PEEDO – RCPC and CHB Making Division
3. Client present a copy of OR from PTO	3.1. Take the Official Receipt and 2 copies of Order of Payment	RCPC 72" Ø = 8,750.00 60" Ø = 5,800.00	4 Minute	<i>Admin Aide IV</i> PEEDO – RCPC and CHB Making Division

	<p>3.2. The staff in-charge will proceed to the PEEDO Admin for signatory of the Supervisor for gate pass and approval for hauling of products</p> <p>3.3. Issue the Gate pass to the client.</p>	<p>48" Ø = 3,300.00  36" Ø = 2,300.00  24" Ø = 1,250.00  18" Ø = 950.00</p> <p>CHB  6x8x16 = 13.00  4x8x16 = 7.50</p>		
<b>TOTAL</b>		<p><b>RCPC – P  950.00 to P  8,750.00 per  item</b></p> <p><b>CHB – P  7.50 to P  13.00 per  item</b></p> <p><b>depending  on the  products  availed by  the client</b></p>	<b>15 Minutes</b>	

## 5. Payment transaction of Reinforced Concrete Pipe Culvert (RCPC) and Concrete Hollow Blocks (CHB)

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>	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		Provincial Engineer's Office (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 PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book and forward a copy of the POW	1.1. Give the Log Book to the client.	None	1 Minute	<i>Admin Aide IV</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.  2.2. Show the price list and of the products.  2.3. Show the Compressive and Flexural Strength Test of the products.  2.4. Issuance of 3 copies of Order of Payment.  2.5. The staff in-charge will proceed to the PEEDO Admin for signatory of the Supervisor for gate pass	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  CHB 6x8x16 = 13.00 4x8x16 = 7.50	10 Minutes	<i>Admin Aide IV</i> PEEDO – RCPC and CHB Division



	and approval for hauling of products			
<b>TOTAL</b>		<b>RCPC – P 950.00 to P 8,750.00 per item CHB – P 7.50 to P 13.00 per item</b>  <b>depending on the products needed in the POW</b>	<b>11 minutes</b>	

**PEEDO – Davao del Norte Hospital Services**

**6. Hospital Administrative Services**

Processing of payments for utilities and other obligated payables of the hospitals (representation, gasoline, water, etc.)

<b>Office or Division:</b>	Hospital Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved purchase order (Original Copies, Complete Set w/ attachments)  *number of copies may vary depending on the PGSO-BAC		1. Provincial General Service Office – Bids and Awards Committee (PGSO-BAC)		
<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 Charge Invoice, Official Receipts or Delivery receipts to Office upon delivery of goods	1.1. Prepare Obligation Request and Disbursement Voucher  1.2. For signature by P.G. Head  1.3 Forward voucher to Budget office  1.4 Forward obligated voucher to Accounting	N/A	1 to 2 hours	<i>Division Liaison</i>  PEEDO- DDN Hospital Administrative Division

	Office			
<b>TOTAL:</b>		<b>N/A</b>	<b>1 to 2 hours</b>	

## 7. Davao del Norte Hospital Admission Services

The admission service caters 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>	Admission to Ward ( <i>Upon notice of admission</i> )			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notice of Admission (1 Original copy)		1. Out Patient Department (OPD) clerk/ Emergency Room (ER) division		
2. Doctor's order (1 Original copy)		2. OPD Doctor/ER Division		
3. Diagnostic results if there any (1 Original copy)		3. Health Center		
4. Patient Charts (1 photo copy)		4. 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. Wait for Room Assignment and further instructions	1.1. Prepares bed assignment, individual patient's supplies and materials needed based on the information from the admitting unit.  1.2. Prepares patient's unit (bed, bed,	None	5 minutes	<i>Nursing Attendant</i>  PEEDO-DDN Hospital

	tags, bedside table, etc.;			
2. Proceed to the room assignment with the Nursing Attendant	<p>2.1. Guide patient to room assign;</p> <p>2.2. Updates Ward Directory.</p> <p>2.3. Prepares diet list and forwards it to the dietary service.</p>	none	2 minutes	<i>Nursing Attendant</i> PEEDO-DDN Hospital
3. Wait for the round of the nurse on duty	<p>3.1. Conduct rounds on new patient admission and give instructions;</p> <p>3.2. Informs doctor-on- duty of new admissions</p>	none	1 minutes	<i>Nurse on Duty</i> PEEDO-DDN Hospital
4. Wait for the round of the doctor receive medical examination and further instructions	<p>Examines and further evaluates newly admitted patient.</p> <p>1.1. Gives further orders, if necessary, and makes</p>	none	15 minutes	<i>Medical officer</i> PEEDO-DDN Hospital

	<p>notes in the patient's record.</p> <p>1.2. Provide request for special procedures, if necessary.</p>			
	<b>Conduct of Doctor's Round Daily</b>			
<p>1. Wait for the rounds of the ward assign doctor and receive continuous medication and instructions</p>	<p>1.1. Performs regular/daily ward rounds with the medical and nursing staff;</p> <p>1.2. Interprets results of diagnostic procedures, writes orders and progress notes;</p> <p>1.3. Refers patient to consultant, if necessary.</p> <p>1.4. Endorses all admitted patients to the incoming physician on</p>	<p>none</p>	<p>5 – 10 minutes</p>	<p><i>Medical Officer</i> PEEDO-DDN Hospital</p>

	24-hour duty  1.5. Recommend patient			
2. Wait for the Ward Nurse instructions after the rounds of the doctor	2.1. Carries out doctor's order for continuous medications, for further diagnostic examinations, referral or discharges and inform the Nursing Attendant	none	3-5 minutes	<i>Ward Nurse</i> PEEDO-DDN Hospital
3. Wait for the instruction of the Nursing Attendant and if  3.A. For laboratory or x-ray proceed to Laboratory Unit or x-ray unit and bring the duly filled up request form.	3.1. Review the diagnostic request;  3.2. Issue charge slip for payment;  3.3. Assist the patient to laboratory of x-ray unit;  3.4. Give further instructions	Fees depend on billing statement	5 minutes	<i>Nursing Attendant</i> PEEDO-DDN Hospital
4. If for referral wait for instruction of the Nursing Attendant and	4.1. Review request where	Fees		

<p>prepare your belongings</p>	<p>to refer;</p> <p>4.2. Coordinate ambulance driver for the conduct of referral;</p> <p>4.3. Give instruction to the patient and the ambulance driver</p>	<p>depend on billing statement</p>	<p>5-10 minutes</p>	<p><i>Nursing Attendant</i> PEEDO-DDN Hospital</p>
<p>5. 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 indigent proceed to Malasakit Center for funding assistance</p>	<p>5.1. Inform the Billing Unit;</p> <p>5.2. Facilitate the process of the billing;</p> <p>5.3. Guide and instruct patient of watcher to the cashier for payment;</p> <p>5.4. If indigent facilitate to MSW or malasakit center for funding assistance</p> <p>5.5. Give</p>	<p>Fees depend on billing statement</p>	<p>10-15 minutes</p>	<p><i>Nursing Attendant</i> PEEDO-DDN Hospital</p>



	further instructions			
6. For discharge patients receive take home meds instructions from the Ward Nurse and present clearance slip to the guard on duty	<p>6.1. Provide take home meds instruction</p> <p>6.2. Inform when to make follow up medications if necessary</p> <p>6.3. Sign discharge clearance slip</p>	None	2 minutes	<i>Nurse</i> PEEDO-DDN Hospital
<b>TOTAL:</b>		<b>Fees will depend on the billing statement issued for various services</b>	<b>1 hour and 7 minutes</b>	

## 8. Davao del Norte Hospital Cashiering Services

This service accepts payments and issues Official Receipts to hospital clients that are capable of paying the services given such as fees for radiologic procedures and Outpatient services for non-indigent clients and working class.

<b>Office or Division:</b>	Administrative Division (Cashiering unit)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Charge Slip (1 Original copy)		1. Out Patient Department/Emergency Department Nurse		
2. Doctor's Prescription (All original copies)		2. Medical Records (Office Clerk)		
3. Patient Statement of Account (1 Original copy)		3. Billing Section		
<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	1.1. Receive the charge slip/patient's statement of account/doctor's prescription and inform the patient of the amount to be paid.	Refer to the service fees/per cost	1 minute	<i>Cashier/Collecting Clerk</i> PEEDO-DDN Hospital Administrative Division
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 and  2.3. Entry payment to cashier's log book for recording		5 minutes	<i>Cashier/Collecting Clerk</i> PEEDO-DDN Hospital Administrative Division
<b>TOTAL:</b>		<b>Refer to the service</b>	<b>6 minutes</b>	

	<b>fees/per cost</b>		
--	--------------------------	--	--

## 9. Issuance of Certificate of Confinement

This service issues Certificate of Confinement for clients that were previously admitted at the provincial hospitals. 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>	Hospital Information Management Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Health Record Card (OPD card) (1 photo copy)		1. Out Patient Department (OPD) clerk		
2. Duly filled out Certificate of Confinement Request Slip (1 original copy)		2. 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. Patient/Client ask for the nurse a request slip and state its purpose.	1.1 Verify patient/client; 1.2 Ask client the purpose of request; 1.3 Give client/patient request slip; 1.4 Instruct client/patient to submit request slip to medical records section.	<i>None</i>	<i>3 minutes.</i>	<i>Ward nurse/Nursing attendant PEEDO-DDN Hospital</i>
2. Submit request slip to records clerk.	2.1. Verify patient/client duly filled-out request slip; 2.2. Transcribe data to official form;	<i>None</i>	<i>3 minutes.</i>	<i>Records Clerk PEEDO-DDN Hospital Information Management Department</i>

	<p>2.3. Print two (2) copies of official form and show to client/patient for errors;</p> <p>2.4. Give forms to the medical records officer for signature;</p> <p>2.5. Instruct patient to wait.</p>			
3. Wait for the instruction of Records Clerk.	<p>3.1. Seals the duly signed official form;</p> <p>3.2 Instruct patient to sign in the logbook for release;</p> <p>3.3 Give one (1) copy of certificate of confinement to patient/client;</p>	<i>None</i>	<i>2 minutes.</i>	<i>Records Clerk PEEDO-DDN Hospital Information Management Department</i>
<b>TOTAL:</b>		<b>N/A</b>	<b>8 minutes</b>	

## 10. Davao del Norte Hospital Dental Services

Dental Services for clients that in need of dental consultation or oral checkup, 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.

### a. Dental Consultation or Oral Check-up

<b>Office or Division:</b>	Hospital Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patients Record (1 Original Copy)		1. Out Patient Department (OPD)-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. Log book entry of client  1.2. Release priority number  1.3. Wait for number to be called		2 minutes	<i>Security guard assigned at out-patient department or OPD Clerk</i> PEEDO-DDN Hospital
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		10 minutes	<i>Dental Aide</i> DDN Hospital Dental Division
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.		20 minutes	<i>Dentist on duty</i> PEEDO-DDN Hospital Dental Division

	<p>3.3 Issue request for diagnostics</p> <p>3.4 Inform client to proceed Laboratory and Radiology division for diagnostics schedule</p>			
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4.1. 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 100.00	15 minutes	<i>Cashier/ Social Worker In-charge/ Malasakit Center In-charge</i>
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</p>		1 hour	<p><i>Laboratory-Medical Technologist</i></p> <p><i>X-ray &amp; Electrocardiogram – Radiologic Technologist</i></p>

	results to client			
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> DDN Hospital Dental Division
<b>TOTAL:</b>		<b>P 100.00</b>	<b>1 hour and 42 minutes</b>	



b. Tooth Extraction

<b>Office or Division:</b>	Hospital Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patients Record (1 Original Copy)		1. Out Patient Department (Hospital)		
1. For complex extraction; laboratory, X-ray and Electrocardiogram (1 original each)		1. Laboratory section, X-ray Section		
Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center (1 original)		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  1.3. Wait for number to be called		2 minutes	<i>Security guard assigned at out-patient department or OPD Clerk</i>
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		10 minutes	<i>Dental Aide PEEDO-DDNH Hospital Dental Division</i>
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		20 minutes	<i>Dentist on duty PEEDO-DDNH Hospital Dental Division</i>

	3.4 Inform client to proceed Laboratory and Radiology division for diagnostics schedule			
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	Tooth extraction P 150.00 Tooth Restoration and Filling P 300.00	15 minutes	<i>Cashier/ Social Worker In-charge/ Malasakit Center In-charge</i>
5. For Complex extraction, proceed to for Extraction, X-ray and electrocardiogram procedure	5.1. X-ray-perform X-ray/Electrocardiogram procedure  5.2. Giver diagnostic results to client		1 hour	<i>X-ray &amp; Electrocardiogram – Radiologic Technologist</i>
6. Proceed to the Dentist for interpretation of the result	6.1. Upon interpretation of results, dentist will forward to medical specialist for medical clearance.		10 minutes	<i>Dentist on duty PEEDO-DDNH Hospital Dental Division</i>
7. Proceed to the Dentist after medical clearance from	7.1. The Dentist will perform tooth extraction.		1 hour	<i>Dentist on duty PEEDO-DDNH Hospital Dental</i>

medical specialist	Single tooth Extraction Multiple tooth extraction, tooth restoration, and temporary or permanent filling.  7.2 The dentist will give Post- extraction advise and prescription			Division
<b>TOTAL:</b>		<b>P 150.00 to</b>	<b>2 hours and 57 minutes</b>	

c. Tooth Restoration

<b>Office or Division:</b>	Hospital Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patients Record (1 Original Copy)		1. Out Patient Department (Hospital)		
2. For complex extraction; laboratory, X-ray and Electrocardiogram (1 original each)		2. Laboratory section, X-ray Section		
3. Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center (1 original)		3. 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 1.3 Instruct to wait for number to be called		5 minutes	Security guard assigned at out-patient department or OPD Clerk
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		10 minutes	<i>Dental Aide</i> PEEDO- DDNH Hospital Dental Division
3. Proceed to the Dentist's room for consultation	3.1 Patient will have an oral examination.		10 minutes	<i>Dentist on duty</i> PEEDO-

				DDNH Hospital Dental Division
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.	Tooth Restoration and Filling P 300.00	15 minutes	<i>Cashier/ Social Worker In- charge/ Malasakit Center In- charge</i>
5. The patients will proceed to dentist’s room for tooth restoration.	5.1 The Dentist will perform tooth restoration either permanent filling or temporary filling.		30 mins to 1 Hour 2 to 4 hours	
<b>TOTAL:</b>		<b>P 300.00/surf ace</b>	<b>Temporary filling – 1 hour and 48 minutes Permanent filling - 4 hour and 48 minutes</b>	

d. Oral Prophylaxis (Cleaning)

<b>Office or Division:</b>	Hospital Dental Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patients Record (1 Original Copy)		1. Out Patient Department (Hospital)		
2. For complex extraction; laboratory, X-ray and Electrocardiogram (1 original copy)		2. Laboratory section, X-ray Section		
3. Official receipt from the Cashier/ Note from the Medical Social services and Malasakit center (1 original copy)		3. 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>
Client secures priority number upon arrival at the OPD section	1.1 Log book entry of client and Release priority number  1.2 Wait for number to be called		2 minutes	<i>Security guard assigned at out-patient department or OPD Clerk</i> PEEDO-DDN Hospital
2. Present the priority number for vital signs taking	2.1 Retrieve patient's record and fill up pertinent data and vital signs  1.1 Vital signs taking  2.3 Forward patient's record to the Dentist on duty for consultation		10 minutes	<i>Dental Aide</i> PEEDO-DDN Hospital Dental Division
3. The patient will proceed to the Dentist's room for consultation	3.1 Patient will have an oral		20 minutes	<i>Dentist on duty</i> PEEDO-DDN Hospital Dental Division

	examination.			
4. Proceed to the Cashier / Medical Social Services/ Malasakit Center	4.1 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	Tooth Restoration and Filling P 300.00 Oral Prophylaxis P 500.00	15 minutes	<i>Cashier/ Social Worker In-charge/ Malasakit Center In-charge</i>
5. Proceed to the Dentist after medical clearance from medical specialist	5.1 The Dentist will perform Oral Prophylaxis		1 hour	<i>Dentist on duty PEEDO-DDN Hospital Dental Division</i>
<b>TOTAL:</b>		<b>P 500.00</b>	<b>1 hours and 47 minutes</b>	

## 11. Medical Service for Emergency Cases

This service is for patients in need of immediate medical intervention in emergency cases such as vehicular accidents, domestic violence, unforeseen incidents and various illness.

<b>Office or Division:</b>	Emergency Department (ER) Services			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled up health referral (if there is any) (1 photo copy)		1. Health center/ previous hospital where patient is admitted		
2. Diagnostic results (if there are any) (1 original copy for each results)		2. Health center/ previous hospital where patient is admitted		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	A. ER trauma immediate response			
1. Patient Entrance to ER Room and wait for medical intervention	1.1. Attends to patient immediately for emergency nursing measures interventions;  1.2. Determine the vital signs;  1.3. If are absent gives immediate resuscitative measures;  1.4. Gives support measures and refers patient to the Medical Officer on duty.  1.5. Special cases refer to	None	5 minutes	<i>ER Nurse</i> PEEDO-DDN Hospital Emergency Department



	Special Care Unit;			
2. Patient will undergo vital signs taking if the patient is unconscious the watcher will answer some of the questions interviewed and asked.	2.1. Obtains patient data, takes and records vital signs,  2.2. While doing, the other staff must notify the medical officer on duty.	None	2 minutes	<i>Nursing Attendant</i> PEEDO-DDN Hospital Emergency Department
	B. ER-medical interventions			
1. If the patient is unconscious, will undergo resuscitative measures	1.1. If resuscitative measures fail, pronounce patient as ER Death or Dead on Arrival (DOA).  1.2. Prepares post mortem report	none	15 minutes	<i>Medical Officer</i> PEEDO-DDN Hospital Emergency Department
2. If the patient is declared DOA the watcher will wait for post mortem care and wait for further instructions.	2.1. Gives post mortem care.  2.2. Gives instruction to watcher on post mortem care;  2.3. Issue charge slip meds and supplies utilized;  2.4. Give	none	15 minutes	<i>ER Nurse</i> PEEDO-DDN Hospital Emergency Department

	<p>instruction for payment;</p> <p>2.5. Coordinate with the utility worker on duty for transfer of cadaver to morgue.</p> <p>2.6. Enters patient's data in the ER register logbook including time of arrival, companion and relation to patient.</p>			
<p>3. If payment is required before discharge, the patient proceed to the cashier and secure Official Receipt and present it back to the ER Nurse</p>	<p>3.1. Receive charge slip, and</p> <p>3.2. Issue OR for payment;</p> <p>3.3. Give instructions</p>	<p>Fees depend on the meds and supplies utilized</p>	<p>1 minutes</p>	<p><i>Cashier</i></p>
<p>4. Patient who have undergone medical care and intervention wait for further instruction of the doctor, either for admission, referral or advice to be home medication</p>	<p>4.1. Examines, evaluates, and treats patient while taking his/her health history and writes doctor's orders for medication and treatment;</p> <p>4.2. If patient is a medico-legal case, informs proper authority;</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Medical Officer PEEDO-DDN Hospital Emergency Department</i></p>

	<p>4.3. Prepares request for diagnostic examinations;</p> <p>4.4. If patient is for admission, writes and signs admitting orders and obtain consent for admission;</p> <p>4.5. If patient is for referral to other health facilities, prepares referral documents; and</p> <p>4.6. Gives instruction for the conduct of ambulance referral;</p> <p>4.7. If patient is for discharge, gives Prescription and instructions.</p>			
<p>5. If the patient is for admission, referral of advice to be home, wait for the instruction of the ER Nurse</p>	<p>5.1. Carries out doctor's orders.</p> <p>5.2. Enters patient's data, including pertinent findings and disposition in the ER register.</p>	<p>none</p>	<p>5 minutes</p>	<p><i>ER Nurse</i> PEEDO-DDN Hospital Emergency Department</p>

	<p>5.3. For stat orders, facilities transport of patient to concerned departments.</p> <p>5.4. Gives further instructions</p>			
<p>6. Wait for further instructions of the Nursing Attendant, either for laboratory, referral, OBR or home medication</p>	<p>6.1. Forward request for diagnostic procedures, and issues charge slip;</p> <p>6.2. For admitted patients, forwards Admission Chart to Admitting clerk for HOMIS encoding;</p> <p>6.3. For non-admitted patients, attached charge slip on the clearance slip and indicates total cost on the clearance form.</p> <p>6.4. For patient under OBR prepare charge slip and assist</p>	<p>none</p>	<p>5 minutes</p>	<p><i>Nursing Attendant</i> PEEDO-DDN Hospital</p>

	patient for payment or to MSW for those who cannot able to pay before discharge.			
7. If payment is required for discharge patient proceed to the cashier and secure official receipt and present it back to the Nursing attendant	7.1. Receive charge slip, and 7.2. Issue OR for payment; 7.3. Give instructions	Fees depend on the meds and supplies utilized	1 minutes	<i>Cashier</i>
8. For admitted or discharge patient wait for further instructions of the ER Nurse	8.1. Caries out doctor's orders; 8.2. If for admission, informs the admitting staff; and 8.3. Forwards patient's record to the admitting unit; 8.4. If for discharge give instructions on take home meds medications	None	1 minutes	<i>ER Nurse</i> PEEDO-DDN Hospital Emergency Department
<b>TOTAL:</b>		<b>N/A</b>	<b>1 hour and 6 minutes</b>	

## 12. Davao del Norte Hospital Laboratory Services

This service provides 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>	Laboratory Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled out Laboratory request (1 original copy)		1. Out of Patient Department (OPD) section clerk		
2. Approved laboratory request (1 original copy)		2. OPD section clerk		
3. Official receipt for payment of service (1 original copy)		3. 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/watcher personal appearance to the laboratory and bring duly filled up laboratory request signed by the doctor	1.1. Receive laboratory examination request;  1.2. Verify request;  1.3. Refer patient/watcher to the Medical Social Worker/ Malasakit for discount/Cashier (if applicable).	Complete Blood Count – 150.00  Platelet Count – 150.00  Hemoglobin – 60.00  Clotting Time Bleeding Time – 120.00  Blood Typing – 60.00  Troponin - 1,350.00	5 minutes	<i>Medical Technologist /Laboratory Aide</i> PEEDO-DDN Laboratory Department

		<p>Erythrocyte Sedimentation – 250.00</p> <p>Blood Smear for Malarial Parasite – 60.00</p> <p>Peripheral Blood Smear – 150.00</p> <p>Paps Smear – 150.00 (not included)</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;		1 minutes	<i>Medical Technologist</i> PEEDO-DDN Laboratory Department
3. Submit samples collected, such as: stools, urine, blood samples and others as requested by the Medical Technologist	<p>3.1. Interview/watcher for identification purposes;</p> <p>3.2. Instruct patient/watcher on proper specimen collection;</p> <p>3.3. Perform blood extraction;</p>	<p>Complete Blood Count – 150.00</p> <p>Platelet Count – 150.00</p> <p>Hemoglobin – 60.00</p> <p>Clotting Time Bleeding Time – 120.00</p>	7 minutes	<i>Medical Technologist/ Laboratory Aide</i> PEEDO-DDN Laboratory Department

	<p>3.4. Label blood samples tubes with full name;</p> <p>3.5. Label specimen container receive;</p>	<p>Blood Typing – 60.00</p> <p>Troponin - 1,350.00</p> <p>Erythrocyte Sedimentation – 250.00</p> <p>Blood Smear for Malarial Parasite – 60.00</p> <p>Peripheral Blood Smear – 150.00</p> <p>Paps Smear – 150.00</p>		
4. Wait for the result of the samples collected and examine and process.	<p>4.1. Process and perform laboratory diagnostic procedures as requested;</p> <p>4.2. Generate diagnostic results;</p> <p>4.3. Record result in the worksheet and logbook;</p>	None	30 minutes	<i>Medical Technologist</i> PEEDO-DDN Laboratory Department
5. Present OR of payment and receive	5.1. Recording at	None	5 minutes	<i>Medical</i>



<p>the laboratory result bring it to the OPD Nurse for further instructions</p>	<p>the releasing logbook; 5.2. Let the patient or watcher to affix their signature prior to releasing;</p>			<p><i>Technologist</i> PEEDO-DDN Laboratory Department</p>
<p><b>TOTAL:</b></p>		<p><b>P 400.00 to P 800.00 depending on the service availed. Free if charged to Malasakit Center</b></p>	<p><b>45 minutes</b></p>	

<b>Office or Division:</b>	Laboratory Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled out Laboratory request (1 original copy)		1. Out of Patient Department (OPD) section clerk		
2. Approved laboratory request (1 original copy)		2. OPD section clerk		
3. Official receipt for payment of service (1 original copy)		3. 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/watcher 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).		2 minutes	<i>Medical Technologist</i>  PEEDO-DDN Laboratory Department

<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</p>	<p>2.1. Verify the signature of the Medical Social Worker/Official Receipt;</p>		<p>1 minutes</p>	<p><i>Medical Technologist</i> PEEDO-DDN Laboratory Department</p>
<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;</p> <p>3.2. Instruct patient/watcher on proper specimen collection;</p> <p>3.3. Perform blood extraction;</p> <p>3.4. Label blood samples tubes with full name;</p> <p>3.5. Label specimen container receive;</p>	<p>Fecalysis 50.00</p> <p>Urinalysis 50.00</p> <p>Occult Blood 150.00</p>	<p>7 minutes</p>	<p><i>Medical Technologist</i> PEEDO-DDN Laboratory Department</p>

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	60 minutes	<i>Medical Technologist</i>  PEEDO-DDN Laboratory Department
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	5 minutes	<i>Medical Technologist</i> PEEDO-DDN Laboratory Department
<b>TOTAL:</b>		<b>P 400.00 to P 800.00 depending on the service availed. Free if charged to Malasakit Center</b>	<b>60 minutes</b>	

### 13. Malasakit Center

For clients that are in need of medical assistance for hospital bills, payment of medicines. Clients that may avail the Malasakit Services are those indigent and from marginalized sector.

<b>Office or Division:</b>	Social Welfare Unit ( <i>Operation of Malasakit Center</i> )	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Government to Client (G2C)	
<b>Who may avail:</b>	All	
<b>FUNDING ASSISTANCE SOURCES</b>	<ol style="list-style-type: none"> <li>1. Philippine Health Insurance Corporation (PHIC);</li> <li>2. Department of Social Welfare and Development Office (DSWD)</li> <li>3. Provincial Social Welfare and Development Office (PSDWO);</li> <li>4. Philippine Charity Sweepstakes (PCSO);</li> <li>5. Office of the President (OP)</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>PHILIPPINE HEALTH INSURANCE CORPORATION (PHIC)</b>		
1. Member data Record (1 photo copy)	1. PhilHealth Office – local Admin clerk	
2. Certificate of Eligibility (CE-1) (1 photo copy)	2. PhilHealth Office – local Admin clerk	
<b>DSWD FUNDING ASSISTANCE</b>		
1. Assistance on Drugs and Medicine form (1 original copy)	1. Malasakit Admin clerk – Hospital based	
2. Assistance of Hospitalization and Laboratory form (1 original copy)	2. Malasakit Admin clerk – Hospital based	
<b>PSWDO FUNDING ASSISTANCE</b>		
1. Financial Assistance form (1 original copy)	1. Malasakit Admin clerk – Hospital based	
2. Medical Assistance Drugs and Meds and Supplies form (1 original copy)	2. Malasakit Admin clerk – Hospital based	
3. Burial Assistance form (1 original copy)	3. Malasakit Admin clerk – Hospital based	
4. Transportation Assistance form (1 original copy)	4. Malasakit Admin clerk – Hospital based	
<b>PCSO FUNDING ASSISTANCE</b>		
1. Hospitalization Funding Assistance	1. Malasakit Admin clerk – Hospital based	
2. Assistance on Drugs and Medicines and Supplies	2. Malasakit Admin clerk – Hospital based	
<b>OFFICE OF THE PRESIDENT ASSISTANCE</b>		

1. Assistance on Drugs and Medicine and Supplies		1. Malasakit Admin clerk – Hospital based		
2. Assistance on Laboratory Services		2. Malasakit Admin clerk – Hospital based		
3. Assistance of Hospital billing		3. Malasakit Admin clerk – Hospital based		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Actual Personal Appearance at the SWO or Malasakit Center staff and bring your prescriptions or request for other services needed	1.1. Conduct personal interview of the patient or watcher;  1.2. Examine and verify the validity of the requests;  1.3. Give further instructions as to the documents to be submitted and complied.	None	10 minutes	<i>Malasakit Staff assigned in the hospital</i> PEEDO-DDH Hospital
2. Secure and submit all the requirements to avail the assistance needed	2.1. Check all requirements as submitted;  2.2. Ensure that all signatories of requests are complete  2.3. Recording in the logbook;	None	5 minutes	<i>Malasakit Staff assigned in the hospital</i> PEEDO-DDH Hospital
3. Proceed to the units or sections where the services are available and present your approve paper	3.1. Provide instruction to client/patient to area/sections where they can avail the services they needed;	None	5 minutes	<i>Malasakit Staff assigned in the hospital</i> PEEDO-DDH Hospital
<b>TOTAL:</b>		<b>N/A</b>	<b>20 minutes</b>	

## 14. Issuance of Medical Certificate

Medical Certificate 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>	Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Health Record Card (OPD card) (1 photo copy)		1. Out of Patient Department Clerk		
2. Duly filled out Medical Certificate request slip (1 original copy)		2. OPD Clerk		
3. Discharge Summary (if admitted) (1 original copy)		3. 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. Patient/Client attendance and submit duly filled out request slip to records section	1.1 Receive medical certificate request slip;  1.2 Verify patient/client request;  1.3 Transcribed data to the computer;  1.4 Print to copies of official medical certificate;  1.5 Show copy to patient/client for checking, if all data is correct;	None	5 minutes.	<i>Records Clerk</i> PEEDO-DDN Hospital Information Management Department

	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.			
2. Wait for the instruction of records clerk	2.1. 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>Records Clerk</i> PEEDO-DDN Hospital Information Management Department
3. Submit Medical Certificate form to the records clerk.	3.1. Receive the duly signed MC form;  3.2 Verify the Physician's signature;  3.3 Log the patient/client for release; 3.4 Give one (1) copy of MC with official seal to patient /client.	None	3 minutes	<i>Records Clerk</i> PEEDO-DDN Hospital Information Management Department
<b>TOTAL:</b>		<b>N/A</b>	<b>10 minutes</b>	



## 15. Issuance of Medico-Legal

This service issues Medico-legal Certificate for clients that suffered from domestic violence for Police recording purposes.

<b>Office or Division:</b>	Hospital Information Management Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Health Record Card (OPD card) (1 photo copy)		1. OPD clerk		
2. Duly filled out Certificate of Confinement Request Slip (1 original copy)		2. OPD clerk		
3. Police Report (1 photo copy)		3. 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. Patient/Client attendance and submit duly filled out request slip and police report.	1.1. Receive medico-legal certificate request slip and police report;  1.2. Verify patient/client request and police report;  1.3. Transcribed data to the computer;  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	None	5 minutes.	<i>Records Clerk</i> PEEDO-DDN Hospital Information Management Department

	patient/client to forward the Medico-legal certificate form to OPD/ER.			
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>Records Clerk</i> PEEDO-DDN Hospital Information Management Department
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;  2.3 Log the patient/client for release;  2.4 3.4 Give one (1) copy of MC with official seal to patient /client.	None	3 minutes.	<i>Records Clerk</i> PEEDO-DDN Hospital Information Management Department
<b>TOTAL:</b>		<b>N/A</b>	<b>15 minutes</b>	

## 16. Medical Services for Outpatients

Outpatient services for clients that need medical attention/ intervention for check-up, Laboratory services and Radiology Services.

<b>Office or Division:</b>	Out Patient Department (OPD) Services			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled up health referral (if there is any) (1 photo copy)		1. Health center/ previous hospital where patient is admitted		
2. Diagnostic results (if there are any) (1 original copy)		2. Health center/ previous hospital where patient is admitted		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personal Appearance of the client for interview in the hospital	1.1. Release priority number;  1.2. Assist in weighing the patient;  1.3. Issue draft form for vital information for filled – up;  1.4. Facilitate to the OPD Clerk;	None	1 minute	<i>Security Guard/ OPD Clerk PEEDO-DDN Hospital Out Patient Department</i>
2. Receive new OPD Card issued for new patient while wait for the retrieval of OPD Records for patient with previous medical records.	2.1. Determines whether patient is “old” or “new” If patient is “new”, issues new ID card, and logs patient’s name in the OPD register;  2.2. If patient is	None	5 minutes	<i>OPD Clerk PEEDO-DDN Hospital Out Patient Department</i>

	<p>a referral from other health facilities is “old”, retrieves OPD record [Form no.1] from file;</p> <p>2.3. Advise patient regarding use and care of card;</p> <p>2.4. Forwards OPD Record to HOMIS Encoder.</p>			
3. Payment of Consultation Fee to the cashier	<p>3.1. Receive charge slip, and</p> <p>3.3. Issue OR for payment;</p> <p>3.4. Give instruction</p>	<p>Consultation fee P100.00</p>	1 minute	<i>Cashier</i>
4. Those patient/clients who are classified indigent proceed to MSW for medical assistance	<p>4.1. Classify patient who are unable to pay the consultation fees;</p> <p>4.2. Give instruction</p>	None	5 minutes	<i>MSW Staff</i>
5. Submit for vital signs taking to determine appropriate medical information, such as: Complete name, address, BP, weight and others medical history	<p>5.1. Calls patient’s name, gets vital sign, and notes findings on the OPD record, including chief complaints and reason for</p>	none	5 minutes	<i>Nursing Attendant PEEDO-DDN Hospital</i>

	<p>consultation</p> <p>5.2. Observe proper triaging by referring patient to Department/ Specialty Care Area concerned (if applicable) and gives OPD record to Medical Officer;</p>			
6. Wait names to be called at the (Waiting Area) by the nurse	6.1. Advise patient to wait for his/her name to be called	none	5 minutes	<p><i>OPD Nurse</i> PEEDO-DDN Hospital Out Patient Department</p>
7. Submit for personal medical examinations and wait for medical advices by the doctor	<p>7.1. Interviews patients, examines, evaluates and determines the medical care needed:</p> <p>7.2. If the patient is for medical care, gives prescriptions and instructions;</p> <p>7.3. If the patient is for diagnostic work-up, writes order, fills-up request form</p>	none	10 minutes	<p><i>Medical Officer</i> PEEDO-DDN Hospital</p>

	<p>then gives to the OPD nurse.</p> <p>7.4. If patient is a medico-legal case, refers patient to proper authorities;</p>			
8. If the doctor gives your prescription proceed to Pharmacy and ask whether that supplies of meds are available	<p>8.1. Facilitate to Pharmacy those with prescriptions;</p> <p>8.2. Give instructions</p>	none	1 minute	<p><i>OPD Nurse</i> PEEDO-DDN Hospital</p>
9. Wait for further instruction from the Pharmacist	<p>9.1. Review prescriptions and issue charge slip for payment;</p> <p>9.2. Prepares drugs and meds and supplies;</p> <p>9.3. Issues drugs and meds and supplies;</p> <p>9.4. Give instructions;</p>	Fees depend on the prices	5 minutes	<p><i>Pharmacist</i> PEEDO-DDN Hospital</p>
10. If the doctors require you further diagnostic examination proceed to (Laboratory or X-ray) and present the request	10.1. Facilities request for diagnostic examination those with diagnostic request;	none	1 minute	<p><i>OPD Nurse</i> PEEDO-DDN Hospital</p>
11. Present the request to the	11.1. Receive and review			

attending staff and wait for instructions	<p>request of diagnostic examination</p> <p>11.2. Issue charge slip</p> <p>11.3. Refers patient to the Medical Social Services (MSS) using MSS OPD referral form for those patients who cannot able to pay;</p> <p>11.4. Review OR / signature of the MSW;</p> <p>11.5. Perform Diagnostic procedures;</p> <p>11.6. Process diagnostics examinations;</p> <p>11.7. Releases diagnostic results and give instructions</p>	Fees depend on the services provided	2 hours	<p><i>Medical Technologist or Radiologic Technologist</i> PEEDO-DDN Hospital Laboratory or Radiology Department</p>
12. Bring laboratory results and give it to the OPD Nurse	<p>12.1. Receive result for the diagnostic procedures;</p> <p>12.2. Endorse to the Medical Officer on duty;</p>	none	1 minute	<p><i>OPD Nurse</i> PEEDO-DDN Hospital Out Patient Department</p>
13. Submit for Medical Examinations and	13.1. Upon receipt of			

<p>medical advices and receive further instructions</p>	<p>diagnostic result, evaluates examination outcomes, completes the patient's record, prescribes medication and provides instructions to the patient.</p> <p>13.2. If the patient needs to be confined, accomplishes Doctor's Order Sheet and Admitting History sheet and endorses these to the OPD Nurse.</p> <p>13.3. If the patient needs referral to other health facilities, prepares clinical summary accomplishes referral slip endorses and other documents to the nurse;</p> <p>13.4. If patient has a notifiable disease, indicates diagnosis or findings on the</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Medical Officer</i> PEEDO-DDN Hospital Out Patient Department</p>
---	--	-------------	-------------------	---



	<p>patient's records;</p> <p>13.5. If the patient needs dietary management, refers patient to clinical dietitian for diet counseling;</p> <p>13.6. If the patient is for OBR sent to ER Section;</p> <p>13.7. If the patient can go home, give prescription and instruction when to come back for follow up checkup and medication</p> <p>13.8. Writes observations, diagnosis and treatment rendered in the OPD Card and endorses OPD Records.</p>			
<p>14. Proceed to the OPD Nurse and wait for further medical instructions</p>	<p>14.1. Caries out doctor's orders;</p> <p>14.2. If for admission, informs the admitting staff; and</p> <p>14.3. Forwards</p>	<p>None</p>	<p>1 minute</p>	<p><i>OPD Nurse</i> PEEDO-DDN Hospital Out Patient Department</p>

	<p>patient's record to the admitting unit;</p> <p>14.4. Give instructions on take home meds and when to take follow up medications</p>			
<b>TOTAL:</b>		<b>N/A</b>	<b>2 hours and 56 minutes</b>	

## 17. Availment of Radiology Services

Radiology services for Outpatient and Admitted that need medical attention/ intervention for check-up (X-ray, ECG)

<b>Office or Division:</b>	Radiology Department Services			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled out Radiologic examinations request form (1 original copy)		1. Requesting physician; emergency room/outpatient department; ob/gen/pedia ward		
2. Approved Radiologic/ECG request (1 original copy)		2. OPD section clerk		
3. Duly filled out health referral (if there is any) (1 original copy)		3. 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 x-ray request sign by the doctor	1.1. Receive radiologic examination request;  1.2. Verify patient/watcher request;  1.3. Refer patient/watcher to the Medical Social Worker for discount/ Cashier (if applicable).	None	3 minutes	<i>Radiologic Technologist</i> PEEDO-DDN Hospital Radiology Department
2. Wait for the instruction of the Radiologic Technologist	2.1. Verify the signature of the Medical Social Worker/Official Receipt;	Fees depend on the examinations	5 minutes	<i>Radiologic Technologist</i> PEEDO-DDN Hospital Radiology Department

	2.2. Issuance of Official Receipt for the reading fee of the Radiologist (X-ray & Ultrasound)	requeste d		
3. Submit for actual radiologic procedure at the x-ray room and receive instructions	3.1. Interview/ verify the patient/watch er of the identity of the patient to be examined and what procedures requested;  3.2. Perform Radiologic procedures requested.	None	5 minutes (x-ray & ECG)  30 minutes (ultrasound)	<i>Radiologic Technologist</i> PEEDO-DDN Hospital Radiology Department
4. Wait for the result of the procedures requested and if x-ray result wait for at least 1 day and for ECG at least 1 hour	4.1. Generate radiologic results;  4.2. Record result in the computer;  4.3. Second copy is kept for documentatio n.  4.4. Results are submitted to medical specialist for reading and interpretation	Professio nal Fees for reading and interpreta tion X-ray: 50.00  ECG: 50.0  Ultrasoun d: 30% for total cost	10 minutes	<i>Radiologic Technologist</i> PEEDO-DDN Hospital Radiology Department

<p>5. Receive result after 1 day</p>	<p>5.1. Present the official receipt issued by the Radiology department (x-ray and ultrasound)</p> <p>5.2. Present official receipt issued by the cashier – for ECG (if there is any)</p> <p>5.3. Give further instructions</p>		<p>5 minutes</p>	<p><i>Radiologic Technologist</i> PEEDO-DDN Hospital Radiology Department</p>
<p><b>TOTAL:</b></p>		<p><b>P 150.00 to P 200.00 for Doctor's professional fee. Services are free charged to Malasakit Center</b></p>	<p><b>30 to 40 minutes</b></p>	

## 18. Death Registration

Registration of death for persons that were declared dead on arrival (DOA) or clients that died during admission.

<b>Office or Division:</b>	Hospital Information Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID's of Informant/Client (1 photo copy)		1. Client family		
2. Registration Sheets (RS) (3 original copies)		2. Hospital information management department		
<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 Death certification (DC) draft form/registration sheets.	1.1 Interview/verify and give RS to informant/client. 1.2 Instruct to Fill-out the RS	None	5 minutes.	<i>Records Clerk</i> PEEDO-DDN Hospital Information Management Department
2. Submit ID and RS to records clerk.	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 Death Certification to MCR for	None	15 minutes.	<i>Records Clerk</i> PEEDO-DDN Hospital Information Management Department

	registration approved by Medical Records Officer with waiver.			
3. Give the DC to MCR. Wait to be registered and get a copy of the form; or as instructed by the MCR.	3.1 Get an official copy of DC from MCR after DC is registered.  3.2 Log and file Death Certificate in records.	None	10 minutes.	<i>Records Clerk</i> PEEDO-DDN Hospital Information Management Department
<b>TOTAL:</b>		<b>N/A</b>	<b>25 minutes</b>	

## 19. Registration of Live Birth

Registration of live birth is a service for clients with new born babies within the Davao del Norte hospital.

<b>Office or Division:</b>	Hospital Information Management Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Marriage Certificate (If Married) (1 photo copy)		1. Civil registrar's office		
2. Valid ID's of Parents (If not married) (1 photo copy)		2. Client		
3. Official Receipt (OR) of Certificate of live-birth from Municipal Civil Registrar (1 photo copy)		3. Civil Registrar's Office		
4. Registration Sheets (3 original copies)		4. Civil Registrar'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. 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	<i>Records Clerk</i> PEEDO-DDN Hospital Information Management Department
2. Show OR, RS and submit ID's or Marriage certificate to records clerk.	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.	None	15 minutes.	<i>Records Clerk</i> PEEDO-DDN Hospital Information Management Department



	2.4 Instruct client to forward the official Birth Certification to MCR for registration approved by Medical Records Officer with waiver.			
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.	3.1 Get an official copy of BC from MCR after BC is registered. 3.2 Log and file Birth Certificate in records.	None	10 minutes	<i>Records Clerk</i> PEEDO-DDN Hospital Information Management Department
<b>TOTAL:</b>		<b>N/A</b>	<b>30 minutes</b>	

## 20. Luntiang Paraiso Regional Rehabilitation Center Services

The center provides a safe haven for the rehabilitation for drug dependents and serves as the nerve center of activities on drug abuse prevention. With its verdant and rustic ambience and adequate and modern facilities, the center hopes to provide every drug dependent an experience of a “A home away from home where values and vision are regained” that promise an effective renewal process which employs self-help modality that prepares them to be integrated back to the mainstream of society, especially to their loving families.

<b>Office or Division:</b>	PEEDO – LPRRC			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C (Government to Client)			
<b>Who may avail:</b>	All - Davao del Norte constituents – MOA Outside DdN – depending on family income			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Requirements: (with Medical Clearance) (1 original each) a. Chest X- Ray b. Urinalysis c. CBC		1. Preferably at LEXA'S MEDICAL LABORATORY 2 <sup>nd</sup> Floor Chua Bldg., Osmeña St., Tagum City		
2. Drug Test (1 original copy)		Provincial Health Office Drug Testing Center, Provincial Government Center, Mankilam, Tagum City		
3. Family & Client Assessment form (1 original copy each)		To be conducted by Ms. Gabriela S. Logronio (LPRRC Executive Director) at PEEDO, Capitol, Tagum City. Contact #: 0922-2369-172		
4. Psychiatric Evaluation form (1 original copy)		To be conducted by Dr. Rachele Jan Lobino-Enojada at her clinic- Stall #72, Trade Center, Bonifacio St., TagumCity. Psychiatric Evaluation Fee: Php 1,500.00		
5. Waiver/ Court order for the voluntary clients to be notarized. Court Order for Involuntary and Compulsory identified client, whether apprehended and/ or special proceedings. (1 original copy)		At the Provincial Legal Office, 2 <sup>nd</sup> Floor, Main Building, Provincial Government Center, Mankilam, Tagum City.		
2. 2X2 Colored Picture (2 original copies) and whole-body photo shot (1 original copy)		Requesting Party		
3. Female clients are required for a Pregnancy Test. (2 original copies)		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.Presentation of	1.1. Purchase of	Small to	5 minutes	<i>Officer on Duty</i>

complied documents for admission as required	admission kit is obligatory for all admission	Large P2,800.00 Extra Large P2,900.00 Double Extra Large P3,000.00		PEEDO-LPRRC
2. Required Family Orientation with corresponding role and responsibility and billing obligations and emotional interview conducted	2.1. TRAIS conducted to residents or admission with complete documents complied and approved		15 minutes	<i>Officer on Duty</i> PEEDO-LPRRC
3. Sign MOA and avail category of payment	3.2. Issue order of payment to client based on the category availed	Within Davao del Norte – P5,000.00 Outside Davao del Norte – P8,000.00	5 minutes	<i>Ms. Sandra B. Nunala, RSW</i>
4. Clients presents OR from PTO	4.1. Produce photo copy of OR and signed MOA for clients copy.		5 minutes	<i>Ms. Sandra B. Nunala, RSW</i>
5. Officially admission to rehab center upon complete compliance of admission requirements with accompanied with dependents for signing of contract	5.1. Contract signing with Co-deps		5 minutes	<i>Officer on Duty</i> PEEDO-LPRRC
<b>TOTAL:</b>		<b>Fees to be paid</b>	<b>35 minutes</b>	

	<b>depends on the clients availed categor y</b>		
--	---	--	--

## 21. Medical Social Services

This department/section directs and implements the programs, projects, and activities on social services, which include social casework, multi-sectoral networking and linkages in understanding the socio-behavioral and economic plight of patients and their families for the holistic approach in their management and treatment. Social service includes client without watcher and abandon client, Violence Against Women and Children (VAWC) client, referral clients to other agencies and conduct Psychosocial interview with the client. Other services rendered are the following; Phil health availment and Patients Information Assistance Desk (PIAD).

### a. Social Services

#### a.1 Client without watcher and Abandon patient

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<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. Valid ID (1 original)		1. Personal copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The nurse on duty call the Social Worker in-charge	1. Proceed to patient's location (ER, OPD, Ward)	None	2 minutes	<i>Social Worker, Nurse on duty, Client</i>
2. The patient will wait in their respective area (ER, OPD, Nurse Station)	2. Conduct validation and interview with the client	None	10-15 minutes	<i>Social Worker, Client</i>
3. The patient will wait for his/her	3.1 Call and inform the immediate	None	5-10 minutes	<i>Social Worker, Client</i>

watcher	family or Barangay functionaries			
	3.2 Follow-up watcher status	None	5 minutes	<i>Social Worker, Client</i>
	3.3 If watcher is unavailable, send patient home through utility/ambulance vehicle.	None	15-20 minutes	<i>Social Worker, Client, Driver</i>
<b>TOTAL:</b>		<b>None</b>	<b>37-52 minutes</b>	

a.2 Violence Against Women and Children (VAWC) client

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<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. Charge slip 2. Referral letter		1. OPD or ER Section 2. Medical Social Worker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Charge slip	1. Interview and brief counselling of the client	None	20 minutes	<i>Social Worker, Client</i>
2. The client wait for referral	2. Refer clients to other agencies (Police station, CSWD)	None	10 minutes	<i>Social Worker, Client</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

a.3 Referral clients to other agencies

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<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. Statement of Account (SOA) 3. Doctors order		1. Billing Section 2. Doctor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Statement of Account (SOA) and/or Doctors order	1. Refer clients for possible assistance to other agencies	None	5 minutes	<i>Social Worker, Client</i>
2. The client proceed to referred agencies	2. Wait for the client to come back	None	20-25 minutes	<i>Social Worker, Client</i>
3. Patient will be going to Medical Social Services Section and submit guarantee letter as form of assistance	3. Receive Guarantee letter and SOA and make a note for appropriate billing	None	5-10 minutes	<i>Social Worker, Client</i>
4. Client will go to Nurse station to submit SOA with note from the Social Worker for	4. Receive the SOA with note from the Social Worker for discharge	None	2 minutes	<i>Nurse or Nursing Attendant on duty, Client</i>



discharge				
TOTAL:		None	32-42 minutes	

a.4 conduct Psychosocial interview with the client

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<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. Psychosocial form		1. Medical Social Services 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 client will wait at their respective room	1. Proceed to patients' room	None	2 minutes	<i>Social Worker, Client</i>
2. The client will be interviewed by the Medical Social Worker in-charge	2.1 Conduct Psychosocial interview	None	15-20 minutes	<i>Social Worker, Client</i>
	2.2 Attached Psychosocial form to Client Signature Form (CSF)	None	1-2 minutes	<i>Social Worker, Client</i>
<b>TOTAL:</b>		<b>None</b>	<b>18-24 minutes</b>	

b. Philhealth availment

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<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. Philhealth ID or any valid ID 2. Birth Certificate or Baptismal Certificate 3. Marriage Certificate 4. Charge Tracking Slip 5. Claim Signature Form (CSF)		1. Philhealth Office 2. PSA/Civil Registrar or Parish Office 3. PSA/Civil Registrar 4. Medical Social Services Section 5. Medical Social Services Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Philhealth ID or any valid ID	1.1. Validate Philhealth eligibility	None	5 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
	1.2 Interview client for possible Point of Service (POS) enrollment	None	5 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
2. Receive Charge Tracking Slip. (Color coding may vary on the Philhealth category)  • Pink - Senior Citizen	Issuance of Charge Tracking Slip to be used in availing laboratory, medicines and other	None	2 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>

<ul style="list-style-type: none"> <li>- Private or Government Employed</li> <li>- OFW</li> <li>- Self employed</li> <li>• Yellow <ul style="list-style-type: none"> <li>- 4P's, IP's</li> <li>- NHTS</li> <li>- LGU sponsored</li> </ul> </li> <li>• Blue <ul style="list-style-type: none"> <li>- POS</li> <li>- POC</li> </ul> </li> </ul>	services available during confinement			
3. Filling-out of Philhealth Claim Signature Form (CSF) attached with complete documents	3.1 Validate the completeness of filled out form (CSF)	None	5 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
	3.2 Enrollment to POS	None	5 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
4. Submit needed documents	Forward complete Philhealth Form to Billing Section	None	10 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
<b>TOTAL:</b>		<b>None</b>	<b>32 minutes</b>	

c. Patients Information Assistance Desk (PIAD)

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<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. Patients Information Assistance Desk (PIAD) Form		1. Medical Social Services Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Medical Social Worker Section	Provide PIAD Form	None	1 minute	<i>Social Worker, Social Welfare Assistant, Client</i>
2. Fill out the PIAD form	Received filled out PIAD form	None	5-10 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
3. The client will be interviewed by the Philhealth cares	Give information about Philhealth benefits	None	3-5 minutes	<i>Philhealth cares, Client</i>
4. Drop filled out PIAD form at the corresponding Drop box	Instruct client to drop PIAD form at the Drop Box	None	1 minute	<i>Social Worker, Social Welfare Assistant, Client</i>
5. Proceed to Nurse Station for Discharge instruction	Instruct client to proceed to Nurse Station for Discharge instruction	None	1 minute	<i>Social Worker, Social Welfare Assistant, Client</i>
<b>TOTAL:</b>		<b>None</b>	<b>10-21 minutes</b>	



## **Provincial Sports and Youth Development Office (PSYDO)**

1. Request for The Availment Of Venue: Davnor Gym, Pavilion, VIP Clubhouse
2. Request for Sports Development Activities/Training/ Program
3. Request for Youth Development Activities/Training/ Program
4. Request for Borrowing/Utilization of Sports Equipment

## 1. Request for the Availment of Venue: Davnor Gym, Pavilion, Vip Clubhouse

This service is for individual or group of individuals who wish to avail or use the following venue: DavNor Gym with 1,700 capacity, Pavilion with 100 capacity and VIP Clubhouse with 80 capacity. It offers best facility with modern built-in air conditioner, durable chairs, convenient tables and high-performance sound system. Fees must be observed under Provincial Ordinance No. 2019-009 entitled: Amending in part some provisions of Provincial Tax Ordinance No. 2017-001 otherwise known as "revised 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>	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, 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	1. Verify and inform the availability of the venue  1.1 If venue is available, endorse the request to PSYDO P.G. Department Head for action		3 minutes	<i>Administrative Division PSYDO</i>

2. Follow-up the request at PSYDO within 3 working days upon receipt	2. If request is simple, endorse to PSYDO - Administrative Division for processing  2.1 If request is complex, endorse to the Office of the Governor for approval		3 working days	<i>P.G. Department Head PSYDO</i>
3. If request is approved, accomplish the Reservation Sheet and submit all the required documents	3. Issue the Reservation Sheet and start processing the request		5 minutes	<i>Administrative Division PSYDO</i>
4. Pay at the Office of the Provincial Treasurer by showing the Reservation Sheet	4. Processes payment and issues Official Receipt	<p>*G2G Transactions: None</p> <p>*G2C &amp; G2B Transactions: DavNorGym- 1,400.00 per hour</p> <p>Pavilion- 900.00 per hour</p> <p>VIP Clubhouse- 900.00 per hour</p> <p>Chair-5.00 per each</p> <p>Table-10.00 per each</p>	10 minutes	<p><i>Local Revenue Collection Officer</i></p> <p><i>Office of the Provincial Treasurer</i></p>
5. Present the Official Receipt	5. Issue a copy of the Official Receipt		5 minutes	<i>Administrative Division PSYDO</i>



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		15 minutes	<i>Building and Ground Maintenance Section PSYDO</i>
<b>TOTAL:</b>		<b>DavNor Gym- 1,400.00 Pavilion- 900.00 VIP Clubhouse- 900.00 Chair- 5.00 Table- 10.00 *Price may vary</b>	<b>3 days and 38 minutes</b>	

## 2. 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>	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	1. Receive the required documents and determine the nature of request	None	5 minutes	<i>Administrative Division PSYDO</i>
	2. If request is simple, endorse to PSYDO - Sports Development Division for recommendation 2.1 If request is complex, endorse to Office of the Governor for approval		3 working days	<i>P.G. Department Head PSYDO</i>
3. Follow-up the request at	3. Contact the client and inform the status		5 minutes	<i>Administrative Division</i>

PSYDO within 3 working days upon receipt	of their request 3.1 Endorse the request to PSYDO - Sports Development Division *If request is approved			<i>PSYDO</i>
4. Proceed to PSYDO - Sports Development Division for proper deliberation	4. Receive the request and discuss the technical concerns, work mechanics and availability of funds  4.1 Formulate the Activity Design and endorse to the Office of the Governor for approval  4.2 Coordinate with the client for proper execution		10 working days	<i>Sports Development Division PSYDO</i>
<b>TOTAL:</b>			<b>13 days and 10 minutes</b>	

### 3. 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 **Y**outh **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>	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	1. Receive the required documents and determine the nature of request	None	5 minutes	<i>Administrative Division PSYDO</i>
	2. If request is simple, endorse to PSYDO - Youth Development Division for recommendation  2.1 If request is		3 working days	<i>P.G. Department Head PSYDO</i>

	complex, endorse to Office of the Governor for approval			
3. Follow-up the request at PSYDO within 3 working days upon receipt	3. Contact the client and inform the status of their request  3.1 Endorse the request to PSYDO - Youth Development Division *If request is approved		5 minutes	<i>Administrative Division PSYDO</i>
4. Proceed to PSYDO - Youth Development Division for proper deliberation	4. Receive the request and discuss the technical concerns, work mechanics and availability of funds  4.1 Formulate the Activity Design and endorse to the Office of the Governor for approval  4.2 Coordinate with the client for proper execution		10 working days	<i>Youth Development Division PSYDO</i>
<b>TOTAL:</b>			<b>13 days and 10 minutes</b>	

#### 4. Request for Borrowing/Utilization 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 enthusiasts 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.	1. Inform and verify the availability of equipment  1.2 If available, endorse the request to PSYDO - P.G Department Head for action	None	5 minutes	<i>Administrative Division PSYDO</i>
2. Follow-up the request at PSYDO within 3 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		3 working days	<i>P.G. Department Head PSYDO</i>
3.If approved, accomplish the Borrower's Form and surrender your Identification Card	3. Accept the Borrower's Form and client's Identification Card		5 minutes	<i>Sports Equipment Custodian PSYDO</i>

4. After borrowing, return the sports equipment and retrieve your Identification Card	4. Receive the borrowed sports equipment and return client's Identification Card		5 minutes	<i>Sports Equipment Custodian PSYDO</i>
<b>TOTAL:</b>			<b>3 days and 15 minutes</b>	



### **Vice-Governor's Office (VGO)**

1. Availing of Charity Care/Financial Assistance from One-Stop Shop Request for Sports Development Activities/Training/ Program
2. Availing of Solicitation Funds from the Vice Governor



## 1. Availing of Charity Care/Financial Assistance from One-Stop Shop

This service serves only as a channel, addresses some gaps or it bridges clients to reach out to representatives at the Malasakit Center and Wellness Center. 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			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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) 2. Certificate of Indigency (original & photocopy) 3. Billing Statement/Quotation (original & photocopy) 4. Medical Abstract (original & photocopy) 5. Doctor's Prescription with indicated amount (original & photocopy) 6. Photocopy of Valid ID of the patient and representative (original & photocopy) * number of copies may vary depending the center's requirements.		1. Government facility where the patient is admitted 2. Barangay Hall 3. Government facility where the patient is admitted 4. Government facility where the patient is admitted 5. Attending Physician 6. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present patient's status and discuss his/her financial needs.	1. Identify the need and discuss the process with the client	None	Within 30 minutes	Officer of the Day Vice Governor's Office
2. Secure all the necessary requirements	2. Call the assigned staff of charitable institution and forward the client with a note/referral slip	None		
<b>TOTAL:</b>		<b>Not Applicable</b>	<b>Indefinite</b>	

## 2. 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			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	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)		1. 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. Accept letter request  1.1. Forward the letter request to Vice Governor for his feedback or comments  1.2. The assigned staff for donation requests processes the documents based on the procurement law, strictly.	None		Officer of the Day Vice Governor's Office
2. Wait for the staff for updates on his/her request.	2. The assigned staff finally communicates with the client as soon as his/her request is available and ready for awarding.			
3. The solicitor acknowledges receipt of solicitation funds/requested item.	3. The assigned staff/liaison officer awards the request.			

	3.1 In case of no funds available, the assigned staff presents alternatives			
<b>TOTAL:</b>		<b>Not Applicable</b>	<b>Indefinite</b>	



## **Sangguniang Panlalawigan Office (SPO)**

1. Request for Data Information

## 1. Request for Data Information

Provision of data information concerning the plans, programs, laws governing the welfare of the youth.

<b>Office or Division:</b>	Office of the SK Provincial Federation President			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G and G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request noted by the authorized person.		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.Receives and records the letter/memo for appropriate action	None	5 mins.	<i>Private Secretary II or I, or Executive Assistant I</i> Sangguniang Panlalawigan Office – Hon. Silutan
	1.1Prepares the required data		5 mins.	
	1.2Prepares the required data and information/written reply to the requesting party		5 mins.	
	1.3Release the data to the requesting party.		5 mins.	
<b>TOTAL:</b>		<b>None</b>	<b>20 mins.</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			
<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>	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 *Certified Copy of Record per document P100.00		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 and fill in the request form.	1.1. Give the request form to the client  1.2. Receive the request.  a. Enter into the LIMS	None	Less than 5 minutes	<i>Legislative Staff Officer</i>
2. Pay the necessary fees to the Revenue Collection Clerk from the Treasury Office.	2.1. Revenue Collection Clerk from the Treasury Office will issue a receipt.	Certified Copy of Record per document P100.00	Less than 15 minutes	<i>Provincial Treasurers Office</i>
3. Document Retrieval	3.1. Prepare the requested	None	Less than 30 minutes	<i>Records Officer</i>

	documents for release		(depending on the document requested)	
4. Present the Official Receipt	4.1. Release of the documents upon presentation of the Official Receipt	None	Less than 2 minutes	<i>Records Officer</i>
5. Get copy of approved document needed.	5.1. Releases the request document needed	None	Less than 5 minutes	<i>Records Officer</i>
<b>TOTAL:</b>		<b>P 100.00</b>	<b>Less than 57 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>	Highly Technical			
<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		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. The Legislative Staff Officer receives the submitted requirements.  1.2. Enter into the LIMS  1.3. The Legislative Staff Officer endorses the same to the SP Secretary for review and appropriate action.  1.4. For the inclusion in the Agenda of the SP Session.	None	Less than 15 minutes	<i>Legislative Staff Officer</i>  <i>Secretary to the SP</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>Less than 15 minutes</b>	



	<p>For inquiries and follow-ups, clients may contact the following telephone number: PHRMO: (084) 655-9419 0920-974-5783 – SMART Users</p> <p>PAdO: (084) 216-6906 0920-974-5781 – SMART Users</p>
<p>How complaints are processed</p>	<p>The designated ARTA Officer opens the complaints drop box on a monthly basis and evaluate each complaint.</p> <p>Upon evaluation, the ARTA Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The ARTA Office will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action.</p> <p>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</p> <p>PAdO: (084) 216-6906 0920-974-5781 – SMART Users</p>



## LIST OF OFFICES

Office	Address	Contact Information
Provincial Governor's Office (PGO)	Provincial Governor's Office, Capitol Bldg., 2 <sup>nd</sup> Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09953076859 Email: pgodavnor2019@gmail.com
Provincial Administrator's Office (PAdO)	Provincial Administrator's Office, Capitol Bldg., 2 <sup>nd</sup> Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09992221967 Email: davaodelnorte574@gmail.com
a. Disaster Risk Reduction Management Division (DRRMD)	Disaster Risk Reduction Management Office, Government Center, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: davnorpdrrmd@gmail.com
b. Internal Audit Services (IAS)	PAdO - Internal Audit Services, Capitol Bldg., Ground Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09985959431 Email: padoiasd@gmail.com
c. Provincial Rehabilitation Center (PRC)	Provincial Rehabilitation Center, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09992298087 Email: jailbirddavnor@yahoo.com

d. Information Technology Division (ITD)	PAdO - Information Technology Division, Capitol Bldg., 2 <sup>nd</sup> Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09985874541 Email: davnor.it@gmail.com
e. Cooperative and Investment Development Division (CIDD)	DDN Sports and Tourism Complex Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09985959430
f. Davao del Norte Investment and Promotion (DNIPC)	DDN Sports and Tourism Complex Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: davaodelnorte574@gmail.com
g. Employment and Workforce Development Division (EWDD)	DDN Sports and Tourism Complex Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09177214351 Email: ddnpesolmi@gmail.com
h. Tourism Division (TD)	PAdO – Tourism Division, Capitol Bldg., 2 <sup>nd</sup> Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: davnortourism@gmail.com
i. Special Programs and Project Division (SPPD)	PAdO – Special Programs and Project Division, Capitol Bldg., 2 <sup>nd</sup> Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: padospdp@gmail.com
Provincial Human Resource Management Office (PHRMO)	Provincial Human Resource Management Office, Capitol Bldg., 2 <sup>nd</sup> Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745783 Email: phrmo@davaodelnorte.gov.ph
Provincial Information, Communication and Knowledge Mgt. Office (PICKMO)	Provincial Information, Comm. and Knowledge Mgt. Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09992221967 Email: pickmodnli@gmail.com

Davao del Norte Learning Institute (DNLI)	PICKMO – Davao del Norte Learning Institute, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09992287009 Email: pickmodnli@gmail.com
Provincial Planning and Development Office (PPDO)	Provincial Planning and Development Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745776 Email: ppedoddn@yahoo.com
Provincial General Service Office (PGSO)	Provincial General Service Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09989630488 Email: pgsoddn@gmail.com
Provincial Budget Office (PBO)	Provincial Budget Office, Capitol Bldg., 2 <sup>nd</sup> Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09177922513
Provincial Accountant's Office (PACCO)	Provincial Accountant's Office, Capitol Bldg., Ground Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09988432457 Email: paccoddn@yahoo.com
Provincial Legal Office (PLO)	Provincial Legal Office, Capitol Bldg., 2 <sup>nd</sup> Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: ploddn@gmail.com
Provincial Treasurer's Office (PTO)	Provincial Treasurer's Office, Capitol Bldg., Ground Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09988432458 Email: ptodavnor@yahoo.com
Provincial Assessor's Office (PASSO)	Provincial Assessor's Office, Capitol Bldg., Ground Floor, Mankilam, Tagum City, Davao del Norte	Contact No: 09988687431 Email: passoddn@yahoo.com

Provincial Health Office (PHO)	Provincial Health Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09992221967 Email: pho_ddn@yahoo.com
Provincial Social Welfare and Development Office (PSWDO)	Provincial Social Welfare and Development Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09178358325 Email: pswdo.davaodelnorte@gmail.com
Provincial Agriculturist's Office (PAGRO)	Provincial Agriculturist's Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: pagroddn@gmail.com
Provincial Veterinarian's Office (PVO)	Provincial Veterinarian's Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: pvoddn@gmail.com
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: penrolgu_ddn@yahoo.com
Provincial Engineer's Office (PEO)	Provincial Engineer's Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09989620767 Email: peodavaodelnorte@gmail.com
Provincial Economic Enterprise Development Office (PEEDO)	Provincial Economic Enterprise Development Office, Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745780 Email: peedodavnor@rocketmail.com

Provincial Sports and Youth Development Office (PSYDO)	DDN Sports and Tourism Complex Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09178358253 Email: davnorpsydo@gmail.com
Vice Governor's Office (VGO)	Vice Governor's Office, Sangguniang Panlalawigan Bldg., Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781
Sangguniang Panlalawigan Office (SPO)	Sangguniang Panlalawigan Office, Sangguniang Panlalawigan Bldg., Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781
Office of the Secretary to the Sanggunian (OSS)	Sangguniang Panlalawigan Bldg., Capitol Compound, Mankilam, Tagum City, Davao del Norte	Contact No: 09209745781 Email: oss.davaodelnorte@gmail.com





# CITIZEN'S CHARTER

440

**CITIZEN'S CHARTER**

2022 (2<sup>nd</sup> Edition)