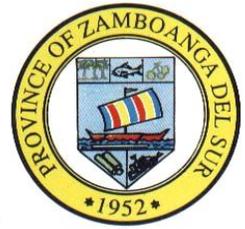




# PROVINCE OF ZAMBOANGA DEL SUR

## CITIZEN'S CHARTER

2021 (2<sup>nd</sup> Edition)



## **I. Mandate:**

As a political and corporate unit of government, serves as dynamic mechanism for developmental processes and effective governance of local government units within its territorial jurisdiction. (Sec. 459, Chapter I, Title IV, R.A. 7160)

The Governor as head of the province shall:

1. Exercise general supervision and control over all programs , projects, services, and activities of the provincial government;
2. Enforce all laws and ordinances relative to the governance of the province and the exercise of the appropriate corporate powers, implement all approved policies, programs, projects, services and activities of the province;
3. Initiate and maximize the generation of resources and revenues, and apply the same to the implementation of development plans, program objectives and priorities, particularly those resources and revenues programmed for agro-industrial development and country-wide growth and progress;
4. Ensure the delivery of basic services and the provision of adequate facilities.

(Sec. 465, Article I, Chapter III, Title IV, R.A. 7160)

## **II. VISION OF THE PROVINCE OF ZAMBOANGA DEL SUR**

### **A. VISION of the ZAMBOSURIANS FOR SELF:**

In 2040, all Zambosurians will enjoy the abundance of agricultural and fishery production, and able to send their children to school, have a secured and durable homes and live freely with peace, safety, and resiliency surrounded by the beauty of nature and lead by transparent, responsible and Godly leader.

### **B. VISION of the ZAMBOSURIANS FOR THE PROVINCE:**

In 2040, Zamboanga del Sur is the home of a prosperous and predominantly middle-class society where no one is poor and its constituents are smart and innovative, and will live in a high-trust society.

**III. Mission:** The Province of Zamboanga del Sur together with the Civil Society Organization and the National Line Agencies is committed to uplift the level of well-being of the Zambosurians by practicing good governance, and promoting peace and order by nurturing safe and progressive local communities.

Inspired by these visions and guided by its mission, the major initiatives to be addressed shall be geared towards the attainment of the Pillars of Development which is anchored on “The Love of Service”.

**The Two (2) Pillars of Development are:**

**I The Love of Environment**

This is focused on the programs that involves Environment Protection, Conservation and Rehabilitation. Our environment is the foundation of all development.

**II The Love of People**

This concerns about the People Socio-Economic Support and Development which focused on the following programs:

- Food Security
- Community Based Health Care and Development
- Nutrition Development and Services
- Social Services Easy Access Program (SSEAP)
- Education for the Future of the Youth
- Peace and Order and Public Safety
- Shelter Program for the Poor
- Infra-Support and Development

**II. Service Pledge:**

We, the Officials and employees of the Provincial Government of Zamboanga del Sur, pledge to commit our sincere services as public servants, by serving with integrity, honesty and professionalism. Act promptly and courteously on all request. Observe transparency, be responsive to the needs and interest of the public most of the times and be accountable in all our actions.



## LIST OF SERVICES

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# **ECONOMIC GOVERNANCE**

## **1. Provincial Agriculture Office Support to Agriculture and Fishery Services**

## **2. Provincial Veterinary Office Veterinary Services**



## I. Agricultural Services

### Service Information

<b>Office</b>	Provincial Agriculture's Office
<b>Classification</b>	Economic
<b>Type of Transaction</b>	Agricultural and Fishery Support
<b>Who May Avail</b>	Farmers & Fisher folks

### 1. Accessing Technical Assistance on Seed Availability

#### 1.1. Plant Now Pay Later Program (PNPL) of Hybrid Yellow Corn

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the Officer of the Day (OD) Desk Sign the client logbook, print your name and address legibly / clearly	2 minutes	<i>The officer of the Day (OD) assigned</i>
2. Presentation of Requirements a. The client is expected to have undergone the Training / Orientation Seminar conducted by the Office b. Completed the Application form of Plant Now Pay Later (PNPL) Loan	5 minutes	<i>Aaron B. Capayas 0916-116-9007</i>
3. Releasing of Corn Seeds	15 minutes	<i>Jay-ar S. Mariquita 0966-925-2386</i>

#### 1.2. Distribution of Vegetable Seeds

- How to avail of the Service

<b>Follow These Steps</b>	<b>It will take you</b>	<b>Person Responsible</b>
1. Approach the Officer of the Day (OD) Desk Sign the client logbook, print your name and address legibly / clearly	2 minutes	<i>The officer of the Day (OD) assigned</i>
2. Releasing of Vegetable Seeds	3 minutes	<i>Alma Paler Annjillian G. Dogon 0938-424-2639</i>

### 1.3. Rice Seed Production Field Inspection

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Inform the deputized Seed Inspector for 1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> & final inspection	2 minutes	<i>Dante D. Lao-ay 0939-931-3870 Noel Q. Penalosa 0919-406-8251 Carlito C. Dela Cruz 0910-283-4452 Arthur S. Tan-awon 0907-607-5875</i>
2. Conduct field inspection	12 hours	<i>Dante D. Lao-ay Noel Q. Penalosa Carlito C. Dela Cruz Arthur S. Tan-awon</i>
3. Prepared & Submit field inspection report	30 minutes	<i>Dante D. Lao-ay Noel Q. Penalosa Carlito C. Dela Cruz Arthur S. Tan-awon</i>

### 1.4. Rice Seed Sampling

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Inform the deputized Seed Inspector to conduct seed sampling	2 minutes	<i>Dante D. Lao-ay Noel Q. Penalosa Carlito C. Dela Cruz Arthur S. Tan-awon Diana Rose B. Opon DovieAngelove O. Leopoldo</i>
2. Conduct seed sampling	1-2 hours	<i>Dante D. Lao-ay Noel Q. Penalosa Carlito C. Dela Cruz Arthur S. Tan-awon Diana Rose B. Opon DovieAngelove O. Leopoldo</i>
3. Prepared & Submit seed sampling report	30 minutes	<i>Dante D. Lao-ay Noel Q. Penalosa Carlito C. Dela Cruz Arthur S. Tan-awon Diana Rose B. Opon DovieAngelove O. Leopoldo</i>

### 1.5. Seed Tagging

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Inform the deputized Seed Grower for schedule seed tagging	2 minutes	<i>Dante D. Lao-ay Noel Q. Penalaza Carlito C. Dela Cruz Arthur S. Tan-awon Diana Rose B. Opon DouvieAngelove Leopoldo</i> O.
2. Prepared cards for seed tagging	15 minutes	<i>Dante D. Lao-ay Noel Q. Penalaza Carlito C. Dela Cruz Arthur S. Tan-awon Diana Rose B. Opon DouvieAngelove Leopoldo</i> O.
3. Conduct Seed Tagging	1-2 hours	<i>Dante D. Lao-ay Noel Q. Penalaza Carlito C. Dela Cruz Arthur S. Tan-awon Diana Rose B. Opon DouvieAngelove Leopoldo</i> O.
4. Prepared & Submit report for seed tagging	30 minutes	<i>Dante D. Lao-ay Noel Q. Penalaza Carlito C. Dela Cruz Arthur S. Tan-awon Diana Rose B. Opon DouvieAngelove Leopoldo</i> O.

### 1.6 Crop Damage Assessment

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Receive damage report from the municipality	5 minutes	<i>Dante D. Lao-ay Noel Q. Penalaza Carlito C. Dela Cruz Arthur S. Tan-awon Diana Rose B. Opon 0912-064-5141</i>
2. Conduct field validation	1-2 hours	<i>Dante D. Lao-ay Noel Q. Penalaza Carlito C. Dela Cruz Arthur S. Tan-awon Diana Rose B. Opon</i>

3. Prepared & submit validated Crop Damage Report to Authorized Agency for Action	30 minutes	<i>Dante D. Lao-ay  Noel Q. Penaloza  Carlito C. Dela Cruz  Arthur S. Tan-awon  Diana Rose B. Opon  Dovie Angelove O.  Leopoldo  Anedem P. Ebillo  Alma O. Paler, Jaleth J. Sajol</i>
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## 2. Organic Distribution of Vegetable Seeds

- How to avail of the Service

Follow These Steps	Processing Time	Person Responsible
1. Approach the officer of the Day (OD) Desk or Project in-Charge in the Organic Center  Sign the clients logbook, print your name and address legibly/clearly	2 minutes	<i>Alma O. Paler   Anjillian G. Dogon  0938-424-2639</i>
2. Release of vegetables seeds	Depends on the delivery/transport of product from the project area to Pagadian City	<i>Alma O. Paler  Annjillian G. Dogon</i>

## 3. Technical Assistance to IPM-FFS Farmer Field School

- How to avail of the Service

Follow These Steps	Processing Time	Person Responsible
1. Inform the Provincial Agriculture Office for the conduct of lecture to FFS Training: Rice, Corn and Vegetable Production and Management	5 minutes	<i>Dante D. Lao-ay  Noel Q. Peñaloza  Carlito C. Dela Cruz  Arthur S. Tan-awon  Diana Rose B. Opon</i>
2. Conduct Lectures Rice, Corn, Vegetable production and management	2-3 hours	<i>Dante D. Lao-ay  Noel Q. Peñaloza  Carlito C. Dela Cruz  Arthur S. Tan-awon  Diana Rose B. Opon</i>
3. Prepared and Submit Report	30 minutes	<i>Dante D. Lao-ay, Noel Q. Peñaloza, Carlito C. Dela Cruz, Arthur S. Tan-awon  Diana Rose B. Opon  Dovie Angelove O.  Leopoldo  Anedem P. Ebillo  Alma O. Paler Jaleth J. Sajol</i>

#### 4. Accessing Technical Assistance on Soil Analysis

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the Officer of the Day (OD) Desk  Sign the client logbook, print your name and address legibly/clearly	2 minutes	<i>The Officer of the Day (OD) assigned</i>
2. Briefing on the proper collection of soil samples  Conduct briefing on the proper collection and labeling of soil samples	15 minutes	<i>Alma O. Palar 0921-987-0881</i>
3. Submit soil samples for analysis to PAgO then forwarded to Department of Agriculture (DA-IX)	30 minutes	<i>Alma O. Palar</i>
4. Get result/recommendations  Results/recommendations will be released	7 days	<i>Alma O. Palar</i>

#### 5. Accessing Technical Assistance On Seaweeds Seedlings Availability

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the Officer Assign at Fisheries Development Division Office Sign the client logbook, print your name and address clearly	2 minutes	<i>Melrose H. Flores 0906-131-3825 0945-830-5605</i>
2. Conduct an orientation lecture on the requirements on how to avail the said assistance	5 minutes	<i>Melrose H. Flores</i>
3. Presentation of Eligibility requirements  The officer assigned will verify the documents submitted, and if completed, it will be submitted to SP for approval for accreditation, to avail the said assistance	10 minutes	<i>Melrose H. Flores</i>
4. If given SP approval for accreditation, the seaweed farmer association can now avail the said assistance thru proper processing and documentation	30 days	<i>Melrose H. Flores</i>

## 6. Accessing Technical Assistance on Coastal Resources Management (CRM) Services

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the Officer Assign at Fisheries Development Division Office  Sign the client logbook, print your name and address clearly	2 minutes	<i>Julio A. Segundo</i> <i>0905-789-8215</i> <i>0930-585-5664</i>
2. Conduct a short briefing on the requirements on how to avail the said assistance	5 minutes	<i>Julio A. Segundo</i>
3. Arrange with BFAR-IX on the Conduct of Fishery Law Enforcement Training (if needed by requesting party)	1 hour	<i>Julio A. Segundo</i>

## 7. Accessing Technical Assistance on Fishery Law Enforcement Services

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the Officer Assign at Fisheries Development Division Office  Sign the client logbook, print your name and address clearly	2 minutes	<i>Julio A. Segundo</i> <i>Henry G. Cleto</i>
2. Conduct a short briefing on the requirements on how to avail the said assistance	5 minutes	<i>Julio A. Segundo</i> <i>Henry G. Cleto</i>
3. Arrange with BFAR-IX on the conduct of Fishery Law Enforcement Training (if needed by requesting party)	1 hour	<i>Julio A. Segundo</i> <i>Henry G. Cleto</i>

## 8. Expediting Technical Assistance Thru Intensified Monitoring, Surveillance and Management of Red Tide Phenomenon

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the Laboratory in-Charge  State your purpose. Sign the client's logbook, print your name and address clearly	5 minutes	<i>Zea Mae C. Agir</i> <i>0946-934-3274</i>
2. Briefing/Orientation on the proper collection and labeling of seawater and shellfish meat samples	15 minutes	<i>Zea Mae C. Agir</i>
3. Submit/indorse the collected seawater and shellfish meat samples for analysis to FDD of the PAgO	5 minutes	<i>Zea Mae C. Agir</i>
4. Claim/Get Results/Recommendation  Results/Recommendation will be released	1 week	<i>Zea Mae C. Agir</i>

## 9. Technical Assistance in Brackish Water Aquaculture Production System and Marine Fish Cages Production System

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
3. Approach the officer assign at Fisheries Development Division  Sign the clients logbook, print your name and address clearly	2 minutes	<i>Joseph Milfred M. Arcenal</i> <i>0950-343-5766</i>
4. Conduct a short briefing on the requirements on how to avail the said assistance	5 minutes	<i>Joseph Milfred M. Arcenal</i>
5. Arrange with FDD Technical Staff on the conduct of Brackishwater Fishpond Operation and Management technical skill	30 minutes	<i>Joseph Milfred M. Arcenal</i>

## 10. Availment of Tilapia Fingerlings for Freshwater Fishery

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the Officer of the Day (OD) Desk	5 minutes	<i>Officer of the Day (OD) assigned</i>
2. Conduct an orientation lecture on Freshwater Fish Farming at PAgO (a must for first timer)	15 minutes	<i>Henry G. Cleto 0918-351-9620</i>
3. Inform PAgO if your fish pond is ready for stocking as recommended for validation (can be done thru text message)	5 minutes	<i>Henry G. Cleto</i>
4. Secure notice of payment from PAgO (P0.10/fingerling)	5 minutes	<i>Henry G. Cleto</i>
5. Present notice of payment to the PTO and pay corresponding fee	5 minutes	<i>PTO Personnel</i>
6. Present O.R. to PAgO and withdraw fingerlings at the hatchery	15 minutes	<i>Henry G. Cleto</i>

## 11. Accessing Technical Assistance on Aquaasilviculture

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the officer Assign at Fisheries Development  Sign the client's logbook, print your name and address clearly	2 minutes	<i>Moryelle B. Aleta</i>
2. Conduct an orientation lecture on the requirements on how to avail the said assistance	5 minutes	<i>Moryelle B. Aleta</i>
3. Presentation of Eligibility requirements  The officer assigned will verify the documents submitted, and if completed, it will be submitted to SP for approval for accreditation, to avail the said assistance	10 minutes	<i>Moryelle B. Aleta</i>
4. If given SP approval for accreditation, the seaweed farmer association can now avail the said assistance thru proper processing and documentation	45 days	<i>Moryelle B. Aleta</i>

## 12. Institutional Development Services

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Farmers' Association - Inquiry on the organization, updates and program implementation	10 minutes	<i>Aaron B. Capayas</i>
Rural Improvement Club (RIC) - Inquiry on the organization, updates and program implementation	5-10 minutes	<i>Emily B. Basas Aaron B. Capayas</i>
4-H/Gawad Saka - Organize & re-organization of 4-H who will avail the JAEC Exchange Program, PATP, Adopt a Farm Youth	5-10 minutes	<i>Glenn L. Romanos</i>
FARMC/PAFC - Inquiry on the organization, updates and program implementation	5-10 minutes	<i>Julio A. Segundo</i>

## 13. Accessing Farmer's Information Technology Service

- How to avail of the Service

<b>Follow These Steps</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach the FITS Manager  Sign the client logbook, print your name and address legibly/clearly	2 minutes	<i>Jar-ar S. Mariquita</i>
2. Make inquiry on available/needed technologies <ul style="list-style-type: none"> <li>○ Browse library reading materials</li> <li>○ Ask desired available copies of the technologies</li> <li>○ Access the internet for online information on addition/latest technology</li> </ul>	30 minutes-1 hour	<i>Jar-ar S. Mariquita</i>

## II. Veterinary Services

### Service Information

<b>Office</b>	Provincial Veterinary's Office
<b>Classification</b>	Economic Governance
<b>Type of Transaction</b>	Veterinary
<b>Who May Avail</b>	General Public

### SERVICES OFFERED:

#### I. LIVESTOCK AND POULTRY PRODUCTION AND DEVELOPMENT DIVISION:

- ARTIFICIAL INSEMINATION
- ANIMAL DISPERSAL
- FORAGE AND PASTURE DEVELOPMENT
- POST HARVEST

#### II. ANIMAL HEALTH DISEASE PREVENTION, DISEASE SURVEILLANCE, MONITORING AND REGULATORY CONTROL DIVISION:

- VETERINARY QUARANTINE REGULATORY
- ANIMAL DISEASE PREVENTION AND CONTROL
- VACCINATION, VITAMIN SUPPLEMENTATION AND DEWORMING
- ANIMAL TREATMENT
- SURVEILLANCE AND MONITORING

#### Schedule of Availability of Services:

Monday – Friday (except Holidays)

8:00 AM – 12:00 NN

1:00 PM – 5:00 PM

#### Where to avail of the Services:

Provincial Veterinarians Office, Sto.Niño, Pago Building, Pagadian City

Telephone Number (062) 214-2780

**Fees:**

Fees and charges are based on the Revenue Code of the Province of Zamboanga del Sur, under Ordinance No. 020-006 dated October 19, 2006

For availing of these services please refer to the following:

**1. ISSUANCE OF QUARANTINE SHIPPING PERMITS**

- Who are required to get quarantine permit?  
All livestock shippers, livestock raisers, farmers and individuals whether commercial or non-commercial are required to secure veterinary health certificate securing quarantine shipping permit before shipping their specie/s from this province.
  
- What are requirements for getting veterinary health certificate?
  - A. Large Animal Shippers for commercial Purposes**
    1. Credential of Animal (Certificate of ownership of Large Cattle/Certificate of Transfer of Ownership of Large Cattle
    2. Barangay Clearance
    3. Mayor's Clearance
    4. Municipal/City PNP Clearance
    5. Provincial PNP Clearance
      - a. Inspection Report
      - b. Clearance for Shipment
    6. Livestock License from Bureau of Animal Industry (Department of Agriculture)
    7. Payment of Veterinary Health Certificate
  
  - B. Large Animal Shippers for Agriculture Purposes**
    1. Credential of Animal
    2. Barangay Clearance
    3. Mayor's Clearance
    4. Municipal/City PNP Clearance
    5. Provincial PNP Clearance
      - c. Inspection Report
      - d. Clearance for Shipment
    6. Payment of Veterinary Health Certificate
  
  - C. Small Animal Shipper for Commercial Purposes**
    1. Livestock License from Bureau of Animal Industry
    2. Payment of Veterinary Health Certificate
  
  - D. Small Animal Shipper for Agricultural Purposes**
    1. Payment of Veterinary Health Certificate
  
  - E. Exotic Animals for Agricultural Purposes**
    1. Clearance from DENR (CENRO)
    2. Payment of Veterinary Health Certificate

### **FEEES OF SHIPPING PERMIT ISSUANCES**

<b><u>Animal</u></b>	<b><u>Species</u></b>	<b><u>Amount per Head</u></b>
DOG	CANINE	P 20.00
GOAT	CAPRINE	P 10.00
PIG	PORCINE	P 10.00
SHEEP	OVINE	P 10.00
DEER		P 10.00
GAME BIRDS/ FIGHTING COCK		P 10.00
COMMERCIAL CHICKS		01/HEAD
CHICKEN (5 Heads free)	AVIAN	P 30.00
HORSES	EQUINE	P 30.00
COW	BOVINE	P 30.00
CARABAO	BUBALINE	P 30.00

### **ANIMAL BY-PRODUCT**

FRESH/FROZEN MEAT (10 kg free)	P 2.00/kl
HIDES, BONES, MEALS, DUNG (10kg free)	P 1.00/kl
ORGANIC FERTILIZERS (50kg free)	P 50.00/sack
BALUT EGGS	P 100.00/tray

**SERVICE STANDARDS**

<b>No.</b>	<b>Applicant/Client</b>	<b>Animal Production Division</b>	<b>Duration of Activity</b>	<b>Person In-charge</b>
1	Mayor/Brgy. Captain	Information Dissemination on Artificial Insemination	1-2 hours	Gerardo M. Pingkian RomedalloDela Rama Euclid Langoyan Arnel A. Aragon
2	Brgy. Captain/Farmers	Deworming/Vitamins	8 hours	Gerardo M. Pingkian RomedalloDela Rama Euclid Langoyan Arnel A. Aragon
3	Farmer	Schedule of Activities	1-2 hours	Gerardo M. Pingkian RomedalloDela Rama Euclid Langoyan
4	Farmer	Synchronization and P.D. Activity	8 hours	Gerardo M. Pingkian RomedalloDela Rama Euclid Langoyan
5	Farmer	A.I. Activity 3 days after Synchronization/P.D.	8 hours	Gerardo M. Pingkian RomedalloDela Rama Euclid Langoyan
6	Farmer	Follow-up 18-21 days after A.I.	8 hours	Gerardo M. Pingkian Romedallo Dela Rama Euclid Langoyan

## ISSUANCE OF QUARANTINE SHIPPING PERMITS

<b>SERVICE STANDARDS</b>
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No.	Applicant/Client	Admin. Officers Activity	Duration of Activity	Person In-charge
1	Proceed to the Provincial Veterinarians Office	Check and review all the documents	2mins.	Tito L. Cagoco Jose A. Bugasto Nathaniel Badajos
2	Submit all the requirements needed	Check the number of animal heads and issue order of payment slip	2mins.	Tito L. Cagoco Jose A. Bugasto Nathaniel Badajos
3	Proceed to the Provincial Treasurer's Office for payment of shipping permit fee	Sealed with quarantine seal all livestock credentials	2mins.	Tito L. Cagoco Jose A. Bugasto Nathaniel Badajos
4	Advice client to wait	Received official receipt for record purposes	5mins.	Tito L. Cagoco Jose A. Bugasto Nathaniel Badajos
		Type the quarantine permit form		
		Approve the quarantine permit	2mins.	Anita N. Jangad-Chua, DVM.
5	Release the approved quarantine permit	Segregate file copy for record purposes	2mins.	Tito L. Cagoco Jose A. Bugasto Nathaniel Badajos

**Rabies Vaccination:**

Local Dogs	P 20.00
High Grade Dogs	P 50.00

**Veterinary Surgical Operation/Hospitalization:**

Dogs	P 250.00
Piglet (1day-30days old)	P 50.00
Adult (above 1 month)	P 250.00
Carabao	P 500.00
Cattle	P 500.00
Horse	P 500.00



# **ADMINISTRATIVE GOVERNANCE (Revenue Generation)**

**Provincial Assessor's Office**

**Provincial Treasurer's Office**



### III. Assessment Services

#### Service Information

<b>Office</b>	Provincial Assessor's Office
<b>Classification</b>	Administrative Governance
<b>Type of Transaction</b>	Revenue Generation
<b>Who May Avail</b>	Real Property Owners

### EXTERNAL SERVICES

#### 1. Issuance of Certified True Copy of Tax Declaration/Certification of Aggregate Landholdings

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Certified True Copy of TD's:				
1. Duly Accomplished Request Form		Property Owner / Authorized Representative		
2. Official Receipt of Payment of Fees and Charges		Property Owner / Provincial Treasurer's Office		
3. Latest Payment of Real Property / Tax Clearance for the Current Year		Property / Municipal Treasurer's Office		
4. Authorization Letter / Special Power of Attorney (If requesting party is not the owner)		Property Owner / Authorized Representative		
5. Valid identification Card (Both owner and representative)		Property Owner / Authorized Representative		
<b>Additional Requirements For Certifications Required By BIR/DAR:</b>				
1. Photo Copy of Deed of Conveyance		Property Owner		
2. Photo Copy of Updated Sworn Statement of Real Property Values (with payment of in case of late filing)		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out request form and submits required documents to in charge personnel at windows 1 & 2	1.1. Receive and checks required documents; verifies with database records and issues order of payment.	None	15 minutes	<i>Administrative Officer V Administrative Officer III</i>

2. Pays certification fee to the Cashier at Provincial Treasurer's Office	2.1. Receives payment for Certification Fee	P150.00 (Provincial Ordinance No. 020-2017 (Art. 18.1))	15 minutes	<i>Cashier (PTO) personnel</i>
3. Presents official receipt to Service Provider	3.1. Receives and Records Official Receipt and prints Certified True Copy / Certification requested	None	20 minutes	<i>Administrative Officer V Administrative Officer III</i>
	3.2. Signs the Certified True Copy/Certifications	None	5 minutes	<i>Supervising Administrative Officer</i>
	3.3. Releases the documents	None	5 minutes	<i>Administrative Officer V Administrative Officer III</i>
<b>TOTAL</b>		<b>None</b>	<b>1 hour</b>	

## 2. Issuance of Tax Declaration for Land:

### 2.1 Declared for the First Time

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FAAS Endorsement from Municipal Assessor	Municipal Assessor
2. Survey plan prepared by Geodetic Engineer and approved by Land Management Bureau ( LMB ) of the DENR	Geodetic Engineer/Surveyor
3. Certification from CENTRO that the land is within the Alienable and Disposable area	CENRO Office
4. Affidavit that applicant is in ,long, continuous and notorious possession of property	Lawyer
5. Certification from the Barangay Captain that the declarant is the present possessor/occupant of the land	Barangay Captain
6. Certification of the Adjoining Owners duly Sworn to by the Barangay Captain	Barangay Captain
7. An ocular inspection/investigation report by the Assessor or Authorized Representative	Municipal Assessor

<ul style="list-style-type: none"> <li>• In cases of newly discovered lands wherein the possessor/occupant whose rights cannot be established, the foregoing requirements under ( 1 ) to ( 7 ) hereof, shall likewise apply</li> <li>• In case of lands of the public domain occupied and possessed by National Cultural Communities prior to July 4, 1955, certification from the National Commission for Indigenous Peoples ( NCIP ) shall be submitted.</li> </ul>	
8. Other Documents:	

## 2.2 FOR REGISTERED LAND

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FAAS Endorsement from Municipal Assessor	Municipal Assessor
2. Certified True Copy of Approved Free Patent, Homestead or Miscellaneous Sales Application	Department of Environment and Natural Resources ( DENR )
3. Certified True Copy of Title issued by the Register of Deeds	Register of Deeds ( ROD )
4. Approved survey / subdivision plan ( for subdivided property )	DENR / Surveyor
5. Deed of conveyance ( sale / donation / partition agreement / adjudication among heirs )	Property Owner
6. Certificate Authoring Registration ( CAR )	Bureau of Internal Revenue ( BIR )
7. Other Documents:	

## 2.3 FOR TRANSFER

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FAAS Endorsement from Municipal Assessor	Municipal Assessor
2. Certified True Copy of Approved Free Patent, Homestead or Miscellaneous Sales Application	Department of Environment and Natural Resources ( DENR )
3. Certified True Copy of Transfer Certificate of Title issued by the Register of Deeds	Register of Deeds ( ROD )
4. Approved survey / subdivision plan (	DENR / Surveyor

for subdivided lots )	
5. Deed of Conveyance ( Sale / donation / partition agreement / adjudication among heirs )	Property Owner
6. Partition Agreement	Property Owner
7. Certificate Authorizing Registration ( CAR )	BIR
8. Other Documents:	

### PROCESS / FLOW:

1. Submission to the Municipal Assessor
2. Municipal Assessor endorsed complete sets of documents to the Provincial Assessor for evaluation, validation and verification for recording
3. Endorsement of documents to Administrative Division for assignment of transaction Numbers.
4. Endorsement to Technical Divisions for evaluation, validation and verification(Taxmapping, Appraisal and Assessment Divisions)
5. Endorsement to Provincial Assessor for Approval
6. Endorsement to Records Division for:
  - a. Proper Recording and Filing
  - b. Released of Approved Documents to Clients

### 3. Appraisal for the Procurement of Privately Owned Real Properties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement Letter from Municipal Assessor	Municipal Assessor
2. Request for Appraisal duly signed by an authorized signatory	Local Government Unit (LGU) / Property Owner
3. Offer to Buy or to Sell or Both	Property Owner
4. Tax Declaration	Municipal Assessor / Provincial Assessor
5. Certificate of Title- Photocopy	Property Owner
6. Extrajudicial Settlement Among Heirs (when applicable) with CAR on estate & Affidavit of Publication	Property Owner
7. Sales documents on adjacent lots or Mortgage on adjacent lots ( for market data )	Municipal Assessor
8. Resolution of Sangguniang Bayan/Sangguniang Panlalawigan authorizing the Local Chief Executive to negotiate and to enter into contract with the property owner	
9. Other Documents:	

**PROCESS / FLOW:**

1. Submission to the Municipal Assessor
2. Submission to Appraisal Committee Secretariat for initial evaluation
3. Conduct of offsite investigation by the Technical Working Group ( TWG )
4. Conduct of Ocular Inspection
5. Endorsement of Appraisal Report to the Appraisal Committee proper
6. Provincial Committee Approval / Resolution
7. Endorsement of Resolution to:
  - a. Municipal Assessor
  - b. Requesting Party

**FEES AND CHARGES:**

CERTIFICATION / ISSUANCE OF ASSESSMENT RECORDS	<b>P 150.00</b>
ANNOTATION FEE FOR LOAN	<b>P 200.00</b>
ANNOTATION OF BAILBOND	<b>P 150.00</b>
CANCELLATION OF MORTGAGE / BAILBOND	<b>P 150.00</b>
RESEARCH FEE	<b>P 200.00</b>
CERTIFIED TRUE COPY OF TAX DECLARATION	<b>P 100.00</b>
CERTIFICATE OF LANDHOLDINGS / PROPERTY HOLDINGS	<b>P 230.00</b>
CERTIFICATE OF NO LANDHOLDINGS / PROPERTY HOLDINGS	<b>P 180.00</b>
CERTIFICATE OF NO / WITH IMPROVEMENTS	<b>P 180.00</b>

**\* Additional Documentary Stamp Tax of P30.00 for Certification**

**PER PROVINCIAL ORDINANCE NO. 020-2017 ( Art. 18 Sec. 18.0 )**



## IV. Treasury Services

### Service Information

<b>Office</b>	Provincial Treasurer's Office
<b>Classification</b>	Administrative Governance
<b>Type of Transaction</b>	Revenue Generation
<b>Who May Avail</b>	Real Property Owners

1. Real Property Tax				
STEP	TAXPAYER/CLIENT	OFFICE ACTIVITY	DURATION of Activity	PERSONS IN-CHARGE
	Proceed to the Office of the Municipal Treasurer where the property is located	Receiving of payment of Real Property Tax in the Provincial Treasurer's Office is temporarily suspended due to the ongoing RPT Collection System Upgrading		

### 2. Transfer of Real Property Ownership

	Proceed to the Office of the Provincial Treasurer or to the municipality where the property is located	Require the taxpayer to present the following a. Tax Clearance b. Tax Declaration c. Deed of Sale Compute corresponding tax due	10 mins	Wishney S. Abenojar, Ziga E. Mandang, Alexander C. Cosep, Jr.
	Proceed to the Revenue Collection and	Collect payment	10 mins	Wishney S. Abenojar,

	Enforcement Division (RCED)	and issue O.R.		Ziga E. Mandang, Alexander C. Cosep, Jr.
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**3. Payment of Provincial Impositions (Amusement Tax, Professional/Occupation Tax, Tax on Sand and Gravel and other Quarry Resources, Annual Fixed Tax on Delivery Trucks and Vans and other Provincial Impositions.)**

1	Proceed to the Office of the Provincial Treasurer's Office , RCED Division	Compute and collect payment and issue Official Receipt based on the order of payment issued by concerned offices.	15 mins.	Wishney S. Abenojar, Ziga E. Mandang, Alexander C. Cosep, Jr.
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**4. Requisition and Issuance of Delivery Receipts For Sand and Gravel**

1	Proceed to LPENRO at Prov'l. Government Center, Dao, to get order of payment	Compute the amount of Delivery Receipts purchased based on the order of payment		
2	Proceed to Revenue Collection Enforcement Division (RCED) for payment of Delivery Receipts (DR)	Collect Corresponding payment of delivery receipts and issue Official Receipt		Wishney S. Abenojar, Ziga E. Mandang, Alexander C. Cosep, Jr.
	Proceed to Treasury Operations Review & Administrative Division (TORAD) to request Delivery Receipts (DR)	Issue stubs of DR to SAG permittees based on the Official Receipts and mark DR with rubber stamp with name of the concessionaire	15 mins./stub	Elisa M. Bueno, Julius Cesar R. Mante, Ronila E. Estrito

## 5. Requisition and Issuance of Various Accountable Forms to 26 Municipalities

1	Proceed to Treasury Operations Review and Administrative Division (TORAD) to request Accountable Forms	Require the requisitioner for a copy of fidelity Bond, Approval of the RIS by the Provincial Treasurer and compute the amount of Accountable forms purchased	15 mins.	Elisa M. Bueno, Mercy S. Gallo
2	Proceed to Revenue Collection Enforcement Division (RCED) for payment of Accountable Forms to be purchased	Collect corresponding payment of Accountable Forms purchased and issue OR	10 mins.	Wishney S. Abenojar, Ziga E. Mandang, Alexander C. Cosep, Jr.
3	Go back to the Treasury Operations Review and Administrative Division (TORAD) for issuance of Accountable Forms	Issue Invoice and Receipts of Accountable Forms purchased for signature of the requisitioner and approval of the Provincial Treasurer; Issue corresponding stubs of Accountable Forms to municipalities/requisitioner	20 mins.	Vladimir G. Sagun, Eliza M. Bueno, Mercy S. Gallo



**ENVIRONMENTAL GOVERNANCE**  
**(Forest, Coastal, Marine, Urban Ecosystems**  
**Management)**

**Provincial Environment & Natural Resources**  
**Office**



## V. Environmental Services

### Service Information

<b>Office</b>	Provincial Environment & Natural Resources Office
<b>Classification</b>	Environmental Governance
<b>Type of Transaction</b>	Forest, Coastal Marine, and Urban Ecosystems Management
<b>Who May Avail</b>	General Public

### **STANDARD SERVICES OFFERED:**

#### 1. Issuance of Governor's Permits

##### 1.1 Sand and Gravel Concessionaires

##### 1.1.1 Sand and Gravel Quarry Governor's Permit

Amended Mandatory Acceptance Requirements

PMRB RESOLUTION # 08272020 – 015

##### 1.1.2 For New Industrial Sand & Gravel-Province Governor's Permit

#### **NINE (9) MANDATORY ACCEPTANCE**

1. Duly Filled Up Application Form
2. Area Status and Clearance Issued by MGB RIX Together with Survey Plan / MAP DULY PREPARED, SIGNED AND SEALED BY LICENSED GEODETIC ENGINEER
3. DPWH CLEARANCE
4. NIA CLEARANCE
5. MUNICIPAL CLEARANCE or BARANGAY CLEARANCE / RESOLUTION
6. CLEARANCE FROM THE PROVINCIAL ENGINEERS OFFICE
7. ENDORSEMENT FROM THE PENRO – PLGU, ZDS
8. ONE-YEAR DEVELOPMENT / UTILIZATION WORK PROGRAM (ONE-YEAR DUWP) OF COMMERCIAL SAND AND GRAVEL PERMIT (CSAG) / INDUSTRIAL SAND AND GRAVEL PERMIT (ISAG) / QUARRY PERMIT APPLICATIONS DULY PREPARED, SIGNED AND SEALED BY LICENSED MINING ENGINEER / GEOLOGIST
9. PAYMENTS OF FILING FEE AND OTHER RELATED FEES

**SIX (6) OTHER REQUIREMENTS / DOCUMENTS**

1. ENVIRONMENTAL COMPLIANCE CERTIFICATION (ECC)
2. CURRICULUM VITAE AND AFFIDAVIT OF UNDERTAKING OF THE TECHNICAL PERSONNEL WHO WILL UNDERTAKE THE ONE-YEAR DUWP FROM THE PREPARER
3. TAX CLEARANCE FROM THE PROVINCIAL TREASURERS OFFICE
4. TWG REPORT / FIELD VERIFICATION REPORT
5. COMMUNITY TAX CERTIFICATE , VALID ID, VERIFIED TIN AND 2x2 PICTURE
6. PMRB RESOLUTION ENDORSING TO THE PROVINCIAL GOVERNOR FOR THE ISSUANCE OF GOVERNOR'S PERMIT

**1.1.3 For Renewal Industrial Sand & Gravel-Province Governor's Permit**

1. LETTER OF INTENT TO RENEW WITH JUSTIFICATION
2. ACCOMPLISHMENT REPORT OF THE ONE-YEAR DEVELOPMENT / UTILIZATION WORK PROGRAM OF COMMERCIAL SAND AND GRAVEL PERMIT (CSAG) / INDUSTRIAL SAND AND GRAVEL PERMIT (ISAG) / QUARRY PERMIT DULY PREPARED, SIGNED AND SEALED BY A LICENSED MINING ENGINEER / GEOLOGIST
3. CERTIFICATION FROM SAGCA ASSOCIATION (IN GOOD STANDING)
4. TWG REPORT / FIELD VERIFICATION REPORT
5. TAX CLEARANCE FROM THE PROVINCIAL TREASURER'S OFFICE
6. RENEWAL FOR BUSINESS PERMIT

**MANDATORY FEES AND CHARGES**

REVENUE CODE PROVINCIAL TAX ORDINANCE NO. 020 – 2017

1. GOVERNOR'S PERMIT FEE	P 1, 500.00
2. APPLICATION FORM	P 65.00
3. PERMIT FORM	P 100.00
4. FILING AND PROCESSING FEE	P 50.00
5. EXTRACTION FEE (1,000 cubic meter x Php 7.50 / cu.m.)	P 7, 500.00
6. VERIFICATION FEE	P 650.00
7. PROJECTION FEE	P 130.00
8. DELIVERY RECEIPTS (advance DR 5 x 155.00 pesos)	<u>P 775.00</u>
<b>TOTAL AMOUNT</b>	<b>P 10, 770.00</b>

## 1.2 Small Scale Mining Permittees

### 1.2.1 MINAHANG BAYAN GOVERNOR'S PERMIT

Republic Act 7076 or the People's Small-Scale Mining Act of 1991, also known as the Minahang Bayan Law

#### **1.2.1.1 FOR NEW MINAHANG BAYAN – PROVINCE GOVERNORS PERMIT**

#### **ELEVEN (11) MANDATORY ACCEPTANCE**

REVENUE CODE PROVINCIAL TAX ORDINANCE NO. 020-2006

1. DULY ACCOMPLISHED APPLICATION FORM
2. SPECIAL POWER OF ATTORNEY , SPECIFICALLY STATING THE SCOPE OF AUTHORITY OF THE ATTORNEY – IN – FACT IF THE APPLICATION SHALL NOT BE FILED OR PROCESSED PERSONALLY BY THE APPLICANT
3. COPY OF ENVIRONMENTAL COMPLIANCE CERTIFICATE (ECC) FROM DENR – EMB
4. COPY OF AREA CLEARANCE CERTIFICATE (ACC) FROM DENR – MGB
5. SURVEY PLAN WITH TECHNICAL DESCRIPTION OF THE APPLIED FORM WITH SCALE OF 1:50,000 DULY SIGNED AND SEALED BY A LICENSED GEODETIC ENGINEER
6. ARTICLES OF INCORPORATION AND BY – LAWS, IF THE APPLICANT IS A COOPERATIVE
7. CLEARANCE FROM THE APPROPRIATE GOVERNMENT AGENCY IN CASE THE AREA APPLIED FOR FALLS UNDER GOVERNMENT RESERVATION OTHER THAN MINERAL
8. OPERATING AGREEMENT WITH THE CLAIM OWNER, IF APPLICABLE
9. SURFACE RIGHT AGREEMENT WITH THE LAND OWNER, IF APPLICABLE
10. WAIVER OF RIGHTS, IF THE AREA APPLIED WITHIN THE MPSA
11. CERTIFICATE FROM MUNICIPAL MAYOR CONCERNED FOR THE APPLICANT TO CONDUCT SMALL - SCALE MINING ACTIVITIES

#### **MANDATORY FEES AND CHARGES**

REVENUE CODE PROVINCIAL TAX ORDINANCE NO. 020 – 2017

1. Governor's Permit	P 2, 200.00
2. Renewal Form	P 50.00
3. Permit Form	P 75.00
4. License Form	P 50.00
5. Surety Bond	<u>P 20, 000.00</u>
<b>TOTAL AMOUNT</b>	<b>P 22, 375.00</b>

**Note: Surety Bond is applicable to New Applicants Only**

## 2. Issuance of Special Permits

### \* Who are required to get Special Permit?

All Sand and Gravel Haulers / Permittees, Project Contractor and Small - Scale Mining Permittees

\*Order of Payment will be issued upon availing of the services.

### Schedule of Availability of Services:

Mondays - Fridays

8:00 AM - 12:00 NN

1:00 PM - 5:00 PM

REVENUE CODE PROVINCIAL TAX ORDINANCE NO. 020-2006

### 2.1 For Gratuitous Permit

#### Five (5) Mandatory Acceptance

1. LETTER OF INTENT
2. DULY ACCOMPLISHED APPLICATION FORM
3. PROGRAM OF WORKS
4. PROJECT CONTRACT
5. PAYMENT OF PERMIT FEE (OFFICIAL RECEIPTS)

#### **MANDATORY FEES AND CHARGES**

REVENUE CODE PROVINCIAL TAX ORDINANCE NO. 020 – 2017

- |                              |                 |
|------------------------------|-----------------|
| 1. Certification Fee         | P 100.00        |
| 2. Filing and Processing Fee | P 50.00         |
| 3. Verification Fee          | P 650.00        |
| 4. Projection Fee            | <u>P 130.00</u> |

#### **TOTAL AMOUNT P 930.00**

5. Extraction Fee (Php 7.50 / cu.m.) based on the volume stated at the Program of Work

Note:

	<u>AGGREGATES</u>	<u>SAND</u>	<u>GRAVEL</u>	<u>MIXED</u>	<u>BOULDERS</u>	<u>MT QUARRY</u>	<u>CINDERS</u>
Market Value	350.00 / cu.m	400.00 / cu.m	300.00 / cu.m	250.00 / cu.m	-	250.00 / cu.m.	
Fair Market Value	35.00 / cu.m.	40.00 / cu.m.	30.00 / cu.m.	25.00 / cu.m.	-	25.00/cu.m	

## 2.2 Ore Transport Permit

### SIX (6) MANDATORY ACCEPTANCE

1. LETTER OF INTENT
2. PRODUCTION REPORT
3. MINERAL ASSAY RESULT
4. BUYER'S CONTRACT AGREEMENT
5. FIELD INSPECTION REPORT CONDUCTED BY DENR - MGB
6. PAYMENT OF PERMIT FEE (OFFICIAL RECEIPTS)

#### **MANDATORY FEES AND CHARGES**

REVENUE CODE PROVINCIAL TAX ORDINANCE NO. 020 – 2017

1. Certification Fee	P 100.00
2. Transport Fee per ton	<u>P 27.50</u>

**TOTAL AMOUNT P 127.50**

3. Regulatory Fee -

- Note:** The Computation of the Regulatory Fee will be based on:
- a. Buying Price Contract in dollars converted to Peso (\$65 x Php 48)
  - b. Volumes in Metric Tons
  - c. Fair Market Value (11%)

Initial Transport is 50%, Second year 75% and Third onwards is 100%

<b>STEPS IN GETTING PERMITS</b>				
<b><u>SAND AND GRAVEL QUARRY GOVERNOR'S PERMIT</u></b>				
<b>STEP</b>	<b>APPLICANT / CLIENT</b>	<b>EVALUATION OF SUBMITTED REQUIREMENT/S</b>	<b>Processing time</b>	<b>Person Responsible</b>
1.	Proceed to the PNERO – PLGU, ZDS	Evaluate and review the Complete and Notarized application with mandatory requirements and forward to the receiving desk for logbook control;	1 minute	MERCELYN H. BUALAN JESSIE CRIS B. ARON
2.	Advice client to wait	Applicant Client will Filled-up the Application Pro-Forma and prepare the documents to be forwarded to the Provincial Mining regulatory board (PMRB) - Technical Working Group (TWG) for field validation report and endorse to the PMRB for Deliberation;	For Schedule	DEBAH B. WAYCO JESSIE CRIS B. ARON AND PMRB- TWG

3.	Contact Client	Applicant / client will appear at the deliberation for interview and orientation on the submitted document together with the Mining Engineer;	For Schedule	DEBAH B. WAYCO JESSIE CRIS B. ARON AND PMRB TWG
4.	Advise client to wait	Forward the PMRB Resolution together with the Governor's Permit to the Office of the Governor	For Signature	RICHARD S. LIGAN PENRO
5.	Contact Client	Upon completion / approval, issuance of Order of Payment slip signed by the PENR Officer or by the OIC if the PENRO is on Official Business;	1 minute	JESSIE CRIS B. ARON MERCELYN H. BUALAN
6.	Advise client to proceed to PTO	Process the Permit attached the Official Receipt	2 minutes	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCELYN H. BUALAN
7.	Contact client for the release of the Governor's Permit	Segregate file copy for the records, monitoring and evaluation on SAG Operation purposes.	2 minutes	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCELYN H. BUALAN

Note:

*Fees will be computed based on the Revised Revenue Code (Please refer to the costing page for breakdown) and (please refer to the list of requirement page for guidance)*

### STEPS IN GETTING PERMITS

#### MINAHAYANG BAYAN (SSM) GOVERNOR'S PERMIT

STEP	APPLICANT / CLIENT	EVALUATION OF SUBMITTED REQUIREMENT/S	Processing time	Person Responsible
1	Proceed to the PNERO – PLGU, ZDS	Evaluate and review the Complete and Notarized application with mandatory requirements and forward to the receiving desk for logbook control;	1 min	MERCELYN H. BUALAN JESSIE CRIS B. ARON
	Advise client to wait	Applicant Client will Filled-up the Application Pro-Forma and prepare the documents to be forwarded to the Provincial Mining regulatory board (PMRB) - Technical Working Group (TWG) for field validation report and endorse to the PMRB for Deliberation;	For Schedule	DEBAH B. WAYCO JESSIE CRIS B. ARON AND PMRB-TWG
	Contact Client	Applicant / client will appear at the	For	DEBAH B. WAYCO

3		deliberation for interview and orientation on the submitted document together with the Mining Engineer;	Schedule	JESSIE CRIS B. ARON AND PMRB TWG
4	Advice client to wait	Forward the PMRB Resolution together with the Governor's Permit to the Office of the Governor	For Signature	RICHARD S. LIGAN PENRO
5	Contact Client	Upon completion / approval, issuance of Order of Payment slip signed by the PENR Officer or by the OIC if the PENRO is on Official Business;	1 min	JESSIE CRIS B. ARON MERCELYN H. BUALAN
6	Advice client to proceed to PTO	Process the Permit attached the Official Receipt	2 mins	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCELYN H. BUALAN
7	Contact client for the release of the Governor's Permit	Segregate file copy for the records, monitoring and evaluation on Minahang Bayan Operation purposes.	2 mins	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCELYN H. BUALAN

Note:

*Fees will be computed based on the Revised Revenue Code (Please refer to the costing page for breakdown) and (please refer to the list of requirement page for guidance)*

<b>STEPS IN GETTING PERMITS</b>				
<b><u>SPECIAL PERMIT – GRATUITOUS PERMIT</u></b>				
<b>STEP</b>	<b>APPLICANT / CLIENT</b>	<b>EVALUATION OF SUBMITTED REQUIREMENT/S</b>	<b>Processing time</b>	<b>Person Responsible</b>
1.	Proceed to the PNERO – PLGU, ZDS	Evaluate and review the Complete and Notarized application with mandatory requirements and forward to the receiving desk for logbook control;	1 min	MERCELYN H. BUALAN JESSIE CRIS B. ARON
2.	Advice client to wait	Forward the Application for the Gratuitous Permit to the Office of the Governor	For Signature	RICHARD S. LIGAN PENRO
3.	Contact Client	Upon completion / approval, issuance of Order of Payment slip signed by the PENR Officer or by the OIC if the PENRO is on Official Business;	1 min	JESSIE CRIS B. ARON MERCELYN H. BUALAN
4.	Advice client to proceed to PTO	Process the Permit attached the Official Receipt	2 mins	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCELYN H. BUALAN
5.	Contact client for the release of the Governor's Permit	Segregate file copy for the records, monitoring and evaluation on Project Operation purposes.	2 mins	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCELYN H. BUALAN
<b><u>SPECIAL PERMIT – ORE TRANSPORT PERMIT</u></b>				
<b>STEP</b>	<b>APPLICANT / CLIENT</b>	<b>EVALUATION OF SUBMITTED REQUIREMENT/S</b>	<b>Processing time</b>	<b>Person Responsible</b>
1.	Proceed to the PNERO – PLGU, ZDS	Evaluate and review the Complete and Notarized application with mandatory requirements and forward to the receiving desk for logbook control;	1 min	MERCELYN H. BUALAN JESSIE CRIS B. ARON
2.	Advice client to wait	Forward the Application to the Gratuitous Permit to the Office of the Governor	For Signature	RICHARD S. LIGAN PENRO
3.	Contact Client	Upon completion / approval, issuance of Order of Payment slip signed by the PENR Officer or by the OIC if the PENRO is on Official Business;	1 min	JESSIE CRIS B. ARON MERCELYN H. BUALAN

4.	Advice client to proceed to PTO	Process the Permit attached the Official Receipt	2 mins	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCelyn H. BUALAN
5.	Contact client for the release of the Governor's Permit	Segregate file copy for the records, monitoring and evaluation on Permit Transport Operation purposes.	2 mins	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCelyn H. BUALAN

Note:  
Fees will be computed based on the Revised Revenue Code (Please refer to the costing page for breakdown) and (please refer to the list of requirement page for guidance)

### STEPS IN GETTING PERMITS

#### ISSUANCE OF CERTIFICATE OF POSTING

STEP	APPLICANT / CLIENT	EVALUATION OF SUBMITTED REQUIREMENT/S	Processing time	Person Responsible
6.	Proceed to the PNERO – PLGU, ZDS	Evaluate and review the Complete and Notarized application with mandatory requirements and forward to the receiving desk for logbook control;	1 min	MERCelyn H. BUALAN JESSIE CRIS B. ARON
7.	Advice client to wait	Informed the applicant that the Certificate will be released after the three week of posting based on the RA 7942 Procedures and PMRB Policies,;	As Schedule	MERCelyn H. BUALAN JESSIE CRIS B. ARON
8.	Advice client to wait	Forward the Application to the Gratuitous Permit to the Office of the Governor	For Signature	RICHARD S. LIGAN PENRO
9.	Contact Client	Upon completion / approval, issuance of Order of Payment slip signed by the PENR Officer or by the OIC if the PENRO is on Official Business;	1 min	JESSIE CRIS B. ARON MERCelyn H. BUALAN
10.	Advice client to proceed to PTO	Process the Permit attached the Official Receipt;	2 mins	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCelyn H. BUALAN

11.	Contact client for the release of the Governor's Permit	Segregate file copy for the records, monitoring and evaluation on Project Operation purposes.	2 min s	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCELYN H. BUALAN
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**ISSUANCE OF PROJECT ENDORSEMENT**

STEP	APPLICANT / CLIENT	EVALUATION OF SUBMITTED REQUIREMENT/S	Processing time	Person Responsible
1.	Proceed to the PNERO – PLGU, ZDS	Evaluate and review the Complete and Notarized application with mandatory requirements and forward to the receiving desk for logbook control;	1 min.	MERCELYN H. BUALAN JESSIE CRIS B. ARON
2.	Advice client to wait	Revalidation and Verification of the Project Operations and activities under the jurisdiction of the PENR Office;	As schedule	JESSIE CRIS B. ARON
3.	Contact and Advice client to proceed to PTO	Process the Endorsement signed by the PENR Officer and attached the Official Receipt;	2 min s.	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCELYN H. BUALAN
4.	Contact client for the release of the Governor's Permit	Segregate file copy for the records, monitoring and evaluation on Project Operation purposes.	2 min s.	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCELYN H. BUALAN

Note:  
Fees will be computed based on the Revised Revenue Code (Please refer to the costing page for breakdown) and (please refer to the list of requirement page for guidance)

<b>STEPS IN GETTING PERMITS</b>				
<b><u>ISSUES AND CONCERN (Complaints, Comments and Suggestions)</u></b>				
<b>STEP</b>	<b>APPLICANT / CLIENT</b>	<b>EVALUATION OF SUBMITTED REQUIREMENT/S</b>	<b>Processing time</b>	<b>Person Responsible</b>
1.	Proceed to the PNERO – PLGU, ZDS	Evaluate and review the Complete and Notarized application with mandatory requirements and forward to the receiving desk for logbook control;	1 min.	MERCELY N H. BUALAN JESSIE CRIS B. ARON
2.	Advice client to wait	If client is a member of SAGCA forward the complaint to the SAGCA;	As Schedule	C/o Sand and Gravel Concessionaire's Association (SAGCA)
3.	Advice client to wait	SAGCA FACTS FINDING will be forwarded to the Provincial Mining Regulatory Board for Deliberation and appropriate action;	For Signature	RICHARD S. LIGAN PENRO
4.	Contact Client	Informed Client on the PRMB Recommendation for Compliance;	1 min.	JESSIE CRIS B. ARON MERCELY N H. BUALAN
5.	Contact client for the release of the Governor's Permit	Segregate file copy for the records, monitoring and evaluation on Project Operation purposes.	2 mins.	DEBAH B. WAYCO JESSIE CRIS B. ARON MERCELY N H. BUALAN

**DISCLOSURE STATEMENT**

**STANDARD PROCESSING TIME IS RECKOND FROM THE COMPLETE- PROPERLY FILLED-UP DOCUMENTS ARE RECEIVED BY THE PERSONNEL-IN-CHARGED, SUBJECT TO PMRB – TWG AND PMRB ENDORSEMENT FOR APPROVAL. THE PROCESSING TIME DOES NOT INCLUDE WAITING TIME THAT MAY VARY DEPENDING ON THE AVAILABILITY OF THE PANEL AND SIGNATORIES IN THE ISSUANCE OF PERMITS**

**Where to get the Governor's Permit/ Special Permit?**

Provincial Environment and Natural Resources Office,  
PEO Compound, PGC, Dao, Pagadian City ZDS  
Telephone No.: (062) 2142 - 359

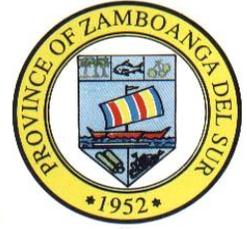
**Who are required to get Governor's Permit?**

All Sand and Gravel Concessionaire's, *Minahang Bayan* Organization Permittee and other  
Special Projects from this Province

All Sand and Gravel Concessionaire's, *Minahang Bayan* Organization Permittee and  
other Special Projects from this Province

**Fees:**

Fees and charges are based on Revenue Code of the Province of Zamboanga del Sur  
under Provincial Tax Ordinance No. 020-2006, Dated October 19, 2006 revised  
Provincial Ordinance No. 020 - 2017



# **SOCIAL GOVERNANCE**

**Disaster Risk Management**

**Population Planning**

**Social Welfare Services**

**Health Services**

**Engineering Services**

**Education Services**

## VI. Disaster Risk Reduction & Management Services

### Service Information



<b>Office</b>	Provincial Disaster Risk Reduction & Management Office
<b>Classification</b>	Social Governance
<b>Type of Transaction</b>	Peace, Security and Disaster Risk Management
<b>Who May Avail</b>	General Public

### Service:

#### 1. Orientation on Disaster Preparedness

#### Discussion of Zamboanga del Sur Initiative in DRRM

Schedule of availability of Service:  
Monday – Friday  
8:00 am – 5:00 pm w/out break

Who may avail the service?  
Residents of Zamboanga del Sur  
And other interested requesting parties

What are the requirements:

1. Letter of Request
  - Must indicate proposed schedule, types of orientation and program flow.
  - Must include contact details of the requesting party
2. Request must be submitted at least 3 days before event.

### Procedure:

Step	Applicant/Client	Service Provider	Processing Time	Person Responsible	Fees	Form
1	Submits request letter at PDRRMO, Old Tesda, Provincial Government Complex, Dao Pagadian City  Email at zds.pdrmo@gmail.com	Accept and records the letter	5 minutes	Clerk	none	none
2		Approves and endorses the	5 minutes	Head	none	PDRRMO

		<b>client's request to the Admin and Training Chief.</b>				<b>Routing Slip</b>
<b>3</b>		<p>If the schedule and the speaker are both available, the client will be informed through phone call, text message, face to face meeting.</p> <p>If the indicated schedule is not available and there are no available speakers at the proposed time, the office will inform the requesting party. The parties will then agree on a new schedule.</p>	<b>5 minutes</b>	<b>Clerk</b>	<b>none</b>	<b>none</b>
<b>4</b>	<b>Facilitate the Seminar/Orientation as indicated on the letter request.</b>	<b>Conducts Orientation/Seminar</b>	<b>Varies depending on the planned activity</b>	<b>Assigned Trainer</b>	<b>none</b>	<b>none</b>
<b>END OF TRANSACTION</b>						

## 2. Conduct of Trainings:

- 2.1 Basic First Aid and Basic Life Support Training
- 2.2. Community-Based Disaster Risk Reduction and Management (CBDRRM) Training
- 2.3 Earthquake and Landslide Search and Rescue Operation Course(EL SAROC)
- 2.4 Basic Boat Handling/Water Search and Rescue (WASAR)
- 2.5 Other trainings and services related to DRRM

### Schedule of availability of Service:

Monday – Friday  
8:00 am – 5:00 pm w/out noon  
break

### Who may avail the service?

Residents of Zamboanga del Sur  
And other interested requesting  
parties

### What are the requirements:

1. Letter of Request
  - Must indicate proposed schedule, types of orientation and program flow.
  - Must include contact details of the requesting party
2. Request must be submitted at least 3 days before event.

### Procedure:

Step	Applicant/Client	Service Provider	Processing Time	Person Responsible	Fees	Form
1	Submits request letter at PDRRMO, Old Tesda, Provincial Government Complex, Dao Pagadian City  Email at zds.pdrmo@gmail.com	Accept and records the letter	5 minutes	Clerk	none	none
2		Approves and endorses the client's request to the Admin and Training Chief.	5 minutes	Head	none	PDRRMO Routing Slip
3		Check the availability of the Trainers.	10 minutes	Admin and Training Section Chief	none	none
4		If the schedule and the speaker are both available, the client will be informed through phone call, text message, face to face meeting.	5 minutes	Clerk	none	none

		If the indicated schedule is not available and there are no available speakers at the proposed time, the office will inform the requesting party. The parties will then agree on a new schedule.				
5	If deemed necessary, you may request for coordination meeting.	Meets with the requestor to coordinate program flow and other logistical requirements.	1 hour	Assigned Trainer	none	none
6	Facilitate the Seminar/Orientation as indicated on the letter request.	Conducts Orientation/Seminar	Varies depending on the planned activity	Assigned Trainer	none	none
<b>END OF TRANSACTION</b>						

### 3. Earthquake Drill Evaluation

Schedule of availability of Service:  
 Monday – Friday  
 8:00 am – 5:00 pm w/out noon  
 break

Who may avail the service?  
 Residents of Zamboanga del Sur  
 And other interested requesting  
 parties

What are the requirements:

1. Letter of Request
  - Must indicate proposed schedule of the drill.
  - Must include contact details of the requesting party
2. Request must be submitted at least 3 days before event.

Procedure:

Step	Applicant/Client	Service Provider	Processing Time	Person Responsible	Fees	Form
1	Submits request letter at PDRRMO, Old Tesda, Provincial Government Complex, Dao Pagadian City  Email at zds.pdrmo@gmail.com	Accept and records the letter	3 minutes	Clerk	none	none
2		Approves and endorses the client's request to the Admin and Training Chief.	5 minutes	Head	none	PDRRMO Routing Slip
3		Check the availability of the Evaluator.	10 minutes	Admin and Training Section Chief	none	none
4		If the schedule and the speaker are both available, the client will be informed through phone call, text message, face to face meeting.  If the indicated schedule is not available and there are no	5 minutes	Clerk	none	none

		available speakers at the proposed time, the office will inform the requesting party. The parties will then agree on a new schedule.				
5	Facilitate the Seminar/Orientation as indicated on the letter request.	Conducts Evaluation	Varies depending on the planned activity	Assigned Evaluator	none	none
<b>END OF TRANSACTION</b>						



## VII. Population Planning Services

### Service Information

<b>Office</b>	Provincial Population Office
<b>Classification</b>	Social Governance
<b>Type of Transaction</b>	Health Services
<b>Who May Avail</b>	General Public

### Services :

#### 1. Pre-marriage Orientation (PMO) both Special and Regular Sessions

Steps	Activities	Target Clients	Time/ Duration	Person Responsible
1	Registration	Would be couple (WBC) 18 years old and above	1 min/client	Trained Population Program officer Municipal Pre-Marriage Orientation and Counseling (PMOC)
2	Assist clients in filing up of participant's profile.		1 min/client	
3	Profile clients in form I		1 min/ client	
4	Assist clients in filing-up, answering the Marriage Expectation Inventory form.		2 mins/client	
5	Conduct Pre-Marriage Orientation Session		4 Hours / session	
6	Prepare and Issue Official Receipt of PMC fee. (Regular and Special) to the clients		1 min / Client	
7	Prepare and issue and distribute certificate of compliance to would-be-couple		2 minutes / client  Refer to be municipal schedule of in the conduct of PMC	

## 2. Pre-Marriage Counseling Special and Regular.

Steps	Activities	Target Clients	Time/ Duration	Person Responsible
1	Conduct Pre-Marriage Counseling Session	Would-be-couple who belong to the age 18-25 years of age based on DILG	4 Hours	Trained and accredited Pre-Marriage Counselors
2	Prepare issue and distribute Certification of Pre-Marriage Certificate	Joint Memorandum Circular #1 series of 2018	5 Minutes	Population Program Officer MSWDO/ member of the PMOC train.

**Cost:** Special Pre-Marriage Counseling - Php 1,000.00

Regular Pre-Marriage Counseling – Php 300.00

## 3. Adolescent Reproductive Health Symposium

Steps	Activities	Target Clients	Time/ Duration	Person Responsible
1	Conduct proper coordination with Participating agencies (LGU, Dep, Ed.ect) for scheduling and support	-Principals LGU Official and etc. -In /Out of school Adolescent / Youth	2 Hours / Par timer agencies	PPO/Pas / Stakeholders at least 3 Population Program Officers

## 4. Capacitate Adolescent / Youth on Giving Workshop, Addressing Issues and concerned re: Teen-age Pregnancy in the community

Steps	Activities	Target Clients	Time/ Duration	Person Responsible
1	Registration and profiling of Participants	Adolescent / Youth	5 Hours	PPO/Pas / Stakeholders at least 3 Population Program Officers
2	Conduct ARH symposium			
3	Conduct workshop Adolescents /Youths		30 minutes	
4	Posttest / evaluation and impression			

## 5. Motivation and Counseling on Family Planning Couple of Reproductive Health

Steps	Activities	Target Clients	Time/ Duration	Person Responsible
1	Identify clients who have unmet need on family Planning	-Living and married Couples and women	1 hour	PPO
2	Conduct Motivation and counseling on Family Planning. Its benefits and purpose and methods client.	Reproductive age.	1 hour	PPO
3	Refer client FP service facility		2 hours	PPO





## IX. Social Welfare Services

### Service Information

<b>Office</b>	Provincial Social Welfare & Development Office
<b>Classification</b>	Social Governance
<b>Type of Transaction</b>	Social Welfare & Assistance
<b>Who May Avail</b>	General Public

### SERVICE STANDARDS

#### 1. Emergency Assistance/ (AICS)

##### 1.1 Medical

##### 1.2 Financial

##### 1.3 Burial

##### 1.4 Transportation

##### 1.5 Emergency Shelter Assistance

##### 1.6 Livelihood Assistance

##### 1.7 Provision of Food Packs

DESCRIPTION	REQUIREMENT/ PROCEDURE	DURATION	RESPONSIBLE PERSON
Indigent families/individual in crisis situation -Walk-in clients -Referral from other Agencies  Assessment of Client's Needs	Conduct intake Interview	10-30 mins.	Ermelina S.Bacatan Elmie M. Santiago Jenessa T. Goroy Shienna Grace J. Buendia ArhamMudzab
	Requirements: Certificate of Indigency, Medical Certificate/Medical Abstract, Death Certificate, Police Blotter, Disaster Report, Referral/Endorsement from LGUs/LSWDOs etc.)for processing		
	Preparation of Case Study Report	10-15 mins.	Elmie M. Santiago Jenessa T. Goroy Shienna Grace J. Buendia ArhamMudzab
	Preparation of other supporting documents	1-2 days for comprehensive SCSR	
Conduct of Home Visitation, if needed	Profile/location of client	30-45 mins	-do-
		½ day - 1day	

## 2. Disaster Relief Operations

DESCRIPTION	REQUIREMENT/ PROCEDURE	DURATION	RESPONSIBLE PERSON
Disaster occurrences or catastrophes that endangered populace in a certain municipality needing intervention from the provincial level	-profiling/data gathering  emergency response/relief goods distribution Requirements: Relief Distribution Sheet	1-12 days  1-3 days	Ermelina S.Bacatan Elmie M. Santiago MarifeG. Pollescas MosheBriones -other PSWDO COS staff  Ermelina S. Bacatan Elmie M. Santiago Marife G. Pollescas Moshe Briones -other PSWDO COS
-provision of relief goods and other interventions to families with referrals from LGUs/ LSWDOs	Invitation request from LGUs/ LSWDOs, Profile of victims Conduct CISD within 72 hrs. after the incident, if possible	2-3 hrs. /session	Ermelina S. Bacatan Elmie M. Santiago MarifePollescas Moshe Emmanuel Briones Social Workers
Critical Incident Stress Debriefing to Victims of Disaster Incidents	-Invitations from PDRRMO, MLGU's, schools and other line agencies.		

## 3. Technical Assistance on Disaster Preparedness

DESCRIPTION	REQUIREMENT/ PROCEDURE	DURATION	RESPONSIBLE PERSON
Training/orientation/ advocacy designed to enhance and increase awareness of populace onDRRM	-Invitations from PDRRMO, MLGU's, schools and other line agencies.	2-3 hrs. /session	<i>ErmelinaS.Bacatan Elmie M. Santiago other technical PSWDO staff</i>

#### 4. Early Childhood Care and Development

DESCRIPTION	REQUIREMENT/ PROCEDURE	DURATION	RESPONSIBLE PERSON
RA No. 6972 "Establishment of Day Care Center in every Barangay for total child's development and protection". RA 8990 "Early Childhood Care and Development Act". A comprehensive policy for Integrated ECCD services.	Consolidation/ Profiling of data of Children under 3to 4 years old enrolled in a Child Development Center.  -Provision of Technical Assistance to MLGU & BLGU through Capability Building of CDWs  -Conduct Quarterly meetings of Federated Provincial CDWs	1-2 hrs/Per submission from LSWDOs  3-5 days Training  1 day per activity/meeting	<i>MarifePollescas GereID. Diaz</i>  <i>ErmelinaS.Bacatan Marife G.Pollescas</i>
RA No. 10410 "An Act Recognizing the age from Zero (0) to Eight (8) years old as the first crucial stage of educational development and strengthening the early childhood care and development system appropriating funds therefore and for other purposes".	-Assessment and Accreditation of Child Development Centers and Child Development Workers for the Granting of Recognition	2 hrs - ½ day/CDW, CDC	<i>ErmelinaS.Bacatan Marife G.Pollescas GereID. Diaz</i>  <i>ErmelinaS.Bacatan Marife G.Pollescas</i>

#### 5. Women's Welfare and Children's Protection

DESCRIPTION	REQUIREMENT/ PROCEDURE	DURATION	RESPONSIBLE PERSON
Walk-in Women, Families and Children in Need of Assistance	--Conduct LCPC Child Related Activities: LCPC Meetings, Children'sCongress, Family Day Celeb., IEC/Advocacy  Help strengthen women's org. through meetings /Orientation /Education info. Campaigns	1 day-2 days/ activity  1 day	<i>ErmelinaS.Bacatan Marife G.Pollescas GereID. Diaz COS staff</i>  <i>ErmelinaS.Bacatan MarifeG. Pollescas</i>

	Provision of Welfare Interventions in Matters of Social Protection for Abused Women and Children	1 day	<i>Ermelina S. Bacatan</i> <i>Marife G. Pollescas</i> <i>Gerel D. Diaz</i>
	Conducts counseling and referral to concerned agency (s) and provisions of appropriate assistance	Case to case	<i>Ermelina S. Bacatan</i> <i>Marife G. Pollescas</i> <i>Gerel D. Diaz</i>

### 6. Crisis Intervention Center for Abused Women and Children

DESCRIPTION	REQUIREMENT/ PROCEDURE	DURATION	RESPONSIBLE PERSON
Operation and Management of Crisis Intervention Center for Abused Women and Children	Referral from LGUs/LSWDOs and other Welfare Agencies/Private Individuals/Institutions and walk-in clients		<i>Ermelina S. Bacatan</i> <i>Marife G. Pollescas</i> <i>Mary Chavey B. Silva</i> <i>Charity Bodiongan</i>
Walk-in Women, Families and Children in Need of Assistance	Pre admission Conference with WCPD and LSWDO Requirements for admission: 1. Referral from LSWDO	1 hr. -2 hrs.	<i>Ermelina S. Bacatan</i> <i>Marife G. Pollescas</i> <i>Mary Chavey B. Silva</i>
Provision of Technical assistance to women's organization	2. Social Case Study Report 3. Birth Certificate 4. Medical Certificate 5. School Record	1 hr.	<i>Charity Bodiongan</i> <i>Ermelina S. Bacatan</i>
	Provision of toiletries and other personal needs	Case to case	<i>Marife G. Pollescas</i> <i>Mary Chavey B. Silva</i> <i>Charity Bodiongan</i>
	Conducts case management and other psycho-social Interventions		
	Coordinate with LSWDOs for Eventual Reintegration of Client in the Community and the Provision of After Care Services	1 hr. -2 hrs.	<i>Ermelina S. Bacatan</i> <i>Marife G. Pollescas</i> <i>Mary Chavey B. Silva</i>



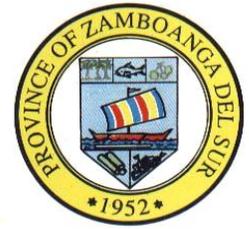
## X. Health Services

### Service Information

<b>Office</b>	Integrated Provincial Health Office
<b>Classification</b>	Social Governance
<b>Type of Transaction</b>	Health Services
<b>Who May Avail</b>	General Public

<b>1. Administrative Section</b>		
<b>Services Offered</b>	<b>Duration</b>	<b>Person Responsible</b>
1.1 Receiving and recording internal and external communication	3 minutes	Ryan D. Maniego/ Felanelle N. Bayron/ Mercedes A. Ortiz/ Junrey L. Torres
1.2 Forwarding to the OIC-PHO/ Chief Technical Division for appropriate action	3 minutes	Ryan D. Maniego/ Mercedes A. Ortiz
1.3 Preparation of communication letters/ Office Memo's	30 minutes	Junrey L. Torres/ Felanelle N. Bayron
1.4 Review and approval of Outgoing communications	5 - 10 minutes	Dr. Anatalio E. Cagampang Jr./ Dahlia M. Aseniero
1.5 Recording and Releasing to concerned offices/ agencies	5 minutes	Mercedes A. Ortiz/ Ryan D. Maniego
<b>2. Supply Section</b>		
2.1 Receiving and recording of supplies/ vaccines from the DOH Regional Office	30 minutes – 1 hour	Ilwie A. Onsing/ Ryan D. Maniego
2.2 Allocation of supplies/ vaccines	5 minutes	Ilwie A. Onsing/ Ryan D. Maniego/ Program Coordinators
2.3 Review and approval of supplies/ vaccines allocation	5 minutes	Dahlia M. Aseniero/ Dr. Anatalio E. Cagampang Jr.
2.4 Distribution of supplies/ vaccines	20 minutes	Ilwie A. Onsing/ Ryan D. Maniego/ Program Coordinators
2.5 Monthly inventory of supplies/vaccine	1 hour	Ilwie A. Onsing/ Ryan D. Maniego

<b>3. Program Implementation</b>		
3.1 National Immunization Program Coordinator/ Health and Education Promotion	8 hours (Per Quarter)	Dahlia M. Aseniero - HEPO IV
3.2 Family Planning Program Coordinator/ Maternal Health Program Coordinator	8 hours (Twice a Month)	Zefanie S. Siyluy - Nurse III
3.3 Blood Program Coordinator/ Leprosy Presentation and Control Program Coordinator/ Rabies Prevention and Control Program Coordinator	8 hours (Per Quarter)	Rosebud S. Bana - Nurse I
3.4 Mosquito-Borne Diseases Program Coordinator/ Emerging, Re-emerging Diseases Program Coordinator	8 hours (Per Quarter)	Jionnel P. Lumbay - Nurse I
3.5 Environmental Sanitation Program Coordinator/ Food and Water Borne Diseases program coordinator	8 hours (Per Quarter)	Genevive B. Tapodoc - Sanitation Inspector IV
3.6 Cold Chain Manager/ Supply in-charge	8 hours (Per Quarter)	Ilwie A. Onsing (COS)
3.7 National Tuberculosis Control Program Coordinator	8 hours (Per Quarter)	Bernadette B. Amantillo - Nurse II
3.8 STI and HIV-AIDS Program Coordinator/ PIDSR and HEMS Coordinator	8 hours (Per Quarter)	Kurt Bryan D. Larubis - Nurse I
3.9 Health Nutrition Program Coordinator/ BHW Coordinator	8 hours (Per Quarter)	Grace F. Sumogue - Nutritionist Dietician II
3.10 Oral Health Program Coordinator/ IMCI Coordinator/ Adolescent Development and Reproductive Program Coordinator/ Violence and Injury Prevention Program Coordinator/ Dangerous Drugs Abuse Prevention and Treatment (DDAAPT) Coordinator	8 hours (Per Quarter)	Jayson Ryan C. Nahial - Nurse I
C.11 Non-Communicable Disease Program Coordinator	8 hours (Per Quarter)	Claudine Karisse P. Luna - Nurse I
C.12 FHSIS Coordinator	8 hours (Per Week)	Girlie A. Tamayo - Statistician II



## XI. Health Services

### Service Information

<b>Office</b>	Zamboanga del Sur Medical Center
<b>Classification</b>	Social Governance
<b>Type of Transaction</b>	Health Services
<b>Who May Avail</b>	General Public

### STEPS IN AVAILING THE SERVICE:

#### 1. Out Patient Consultation

SERVICES OFFERED	PROCEDURE	SERVICE FEE	AVERAGE TIME DURATION	PERSON RESPONSIBLE	REQUIRED FORMS
Consultation: Medical Surgical Pediatrics OB-Gyne	<p>A. Patient came in for outpatient consultation, assessed by the triage nurse, personal information taken including patients' vital signs and recorded.</p> <p>B. Medical consultation done by the Resident physician on duty, with drug prescription when necessary and or issuance of medical certificate/medico – legal</p>	None	15-30 minutes	Resident on duty Triage Nurse ER Nurse ER Nursing Attendant	Outpatient form and consent form (When necessary)
Minor	A. Minor procedure done by the ROD	Billing Section	15-30 minutes	ROD Nurse on duty	

Procedures (Minor surgery, wound dressing, Nebulization Removal/change of Foley bag catheter, NGT insertion and the like.)	and assisted by the nurse on duty (NOD), after assessment and consent signing for the minor procedure.				
Diagnostic Procedures:  Radiology and Laboratory Examinations	A. Request made by the nurse on duty after the doctor's order, and shall be sent to the laboratory/radiology department for compliance.	Billing Section	10-30 minutes	ROD NOD Rad. Tech, Med. Techn.	Diagnostic procedure request

### 1.1. Admission

SERVICES OFFERED	PROCEDURE	SERVICE FEE	AVERAGE TIME DURATION	PERSON RESPONSIBLE	REQUIRED FORMS
Admissions Medical Surgical  Pediatrics  OB-Gyne	A. Patient was appraised by the ROD for admission with admitting orders, and carried out by the NOD.  B. Consent signed for admission by the patient or significant others (watcher) of legal age.  C. Rapid Antigen Swabbing shall be performed to both watcher and patient as part of the triaging protocol.  D. Referral to the	None	30 mines-1hour	ROD  Attending Physician  Triage Nurse  Nursing Attendant  Midwife ( for OB Cases)  Laboratory Radiology Personnel  Admitting personnel  Medical Social Services (MSS)	Admission Forms with Consent form  -Laboratory request form

	<p>attending physician will be furnished by the NOD as ordered by ROD.</p> <p>E. Admitting requirements shall be assessed by the admitting personnel and the MSS.</p>			Personnel	
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**1.2. Disposition**

SERVICES OFFERED	PROCEDURE	SERVICE FEE	AVERAGE TIME DURATION	PERSON RESPONSIBLE	REQUIRED FORMS
<p>Transfer to ward accommodation</p> <p>-Referral to other institution.</p> <p>-Discharge of E.R. Patient</p> <p>-ER death</p>	<p>A. Transfer to ward accommodation must be assisted always by the NOD in charge.</p> <p>B. In the rare occasions of referral to other institution, patient must be transported and accompanied by the ZDSMC-Emergency Medical Technicians. But, in the contrary of patient's other choice of choosing their private transport, patient's right to choose must be observed.</p> <p>C. In the uneventful case of E.R. death, NOD will be the responsible person in charge in facilitating the</p>	Billing Section	30 minutes-1 hour	<p>Attending Physician</p> <p>-NOD</p> <p>-EMT</p>	Discharge Clearance slip

	release of the cadaver. Also, the same will be observed in the discharge of patient confined in the E.R. for proper discharge protocol				
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## **2. IN-PATIENT SERVICES AND DISCHARGE OF PATIENTS**

The Zamboanga del Sur Medical Center serves the entire province not only its catchments of 26 municipalities and one (1) city, it also caters those neighboring provinces as well. It is the premier health care delivery facility of the province of Zamboanga del Sur which caters diagnostic and therapeutic needs of the constituents of the province, including health care consumers from nearby provinces.

The following are the process for the in-patient services and discharging patients, to wit:

<b>STEPS</b>	<b>SERVICE PROVIDED</b>	<b>DURATION</b>	<b>PERSON IN-CHARGE</b>
Daily Rounds (In-patient)	<ul style="list-style-type: none"> <li>Perform daily rounds of patients for evaluation and review of medications and treatment</li> <li>Carry out new orders of the doctor</li> </ul>	10mins./ patient or Case to case	Attending physician Ward Nurse on duty
Discharge Order (Discharging patient)	<ul style="list-style-type: none"> <li>Examine and evaluate patient if qualified to be discharged</li> <li>Order discharge, prescription needed for home treatment and follow up check up</li> </ul>	Case to Case	Attending physician
	Review and carry out discharge order, plan and clearance Instruct discharge plan and health education to the patient and inform of the date of follow up check up Prepare/sign clearance form and discharge notice Instruct patient or significant others to comply the discharge clearance to the billing section		Ward Nurse
	Compute all patients charges (supplies, Medicines, room accommodation, professional fee if		Billing



**STEPS FOR AVAILING THE SERVICES:**

<b>STEPS</b>	<b>REQUIREMENTS</b>	<b>PERSON IN-CHARGE</b>
1. Secure priority number		OPD Nurse
2. Registration	-old patient/s or companion should present OPD ID card to OPD registration desk -new patient/s or companion: fill up OPD record form (patient's data), request for OPD ID and pay OPD Fee at the Cashier -Input of patients Biographic Data in the computer system with hospital number	OPD Nurse
3. Provide relevant information and history taking to the OPD Nurse, followed by taking of vital signs, recorded together with the referral form	-priority number -OPD Card -OPD Record Form	OPD Nurse
4. Medical examination by the attending physician and provide medical instruction and prescription	- OPD Record Form	Physician on duty
5. Secure clinical laboratory request from the physician if recommended for clinical laboratory	- Laboratory request	Physician on duty
6. Pay laboratory fee/s	- Laboratory request	Cashier
7. Extraction of blood, collection of specimens	- specimen / samples	Med. Technologist on duty
8. Present laboratory results to the physician	-Laboratory results	Physician on duty
9. Medicine acquisition	Physician's prescription	Pharmacist on duty
10. Purchase medicines	Prescription with corresponding price	Cashier
11. If indigent, refer patients to the MSS	Prescription	Medical Social Worker
12. Issuance of medicine/s	Official Receipts and prescription	Pharmacist on duty

## 4. DENTAL SERVICES

**DENTAL SERVICES AND FEES : PAY TO CASHIER**

**CLINIC HOURS:**

- Monday – Friday : 8:00AM -12: Noon  
: 1:00PM – 4:00PM
- Saturday : 8:00AM -12:00Noon
- Sundays, Holidays and Community Outreach : CLOSED

**STEPS IN AVAILING THE SERVICES:**

STEPS	REQUIREMENTS	SERVICES	PERSON IN-CHARGE
Registration	-Priority Number -OPD Card -OPD Record Form	OPD nurse conduct the intake of client's personal data and registers clientele name in the logbook	OPD Nurse
Consultation	OPD Record Form	Oral examination, assessment of client's dental condition	Dentist
Treatment	OR payment	Perform preventive or curative dental treatment	Dentist
Post Dental Instructions		Post dental instructions and follow up schedule of dental treatment	Dentist
Acquisition of medicine	Physicians order / OR of payment	Dispense needed medicine of the clientele	Pharmacy

## 5. Family Planning/OB Services

**SCHEDULES:**

CONSULTATION DAY: Monday – Friday : 8:00AM – 12:00Noon  
: 1:00PM - 5:00PM

PRE-NATAL DAY: Monday, Wednesday, Friday

**SERVICES:**

STEPS	REQUIREMENTS	PROCESSING TIME	PERSON IN-CHARGE
Pap Smear	Physicians Order	10 mins.	Midwife & OB-Gyne doctor On duty
IUD Insertion	Physicians Order	10 mins.	
IUD Removal	Physicians Order	5 mins.	
Internal Exam	Physicians Order	2 mins.	
Prenatal check up	Physicians Order	10 mins.	
Consultation	Physicians Order	10 mins.	
Counseling & Health Education	Physicians Order	Case-to-case	

Note: Fees/Payment of the above procedure c/o cashier or billing section

## 6. Physical Therapy Rehabilitation Services

The Zamboanga del Sur Medical Center Physical Rehabilitation Unit offers the cheapest rate for the differently-abled. It provides P.T. Rehabilitation services to patients of all ages and background.

It is a 389.07 square meter area with new facilities which could ensure quality and efficient intervention to clients with various neurological and orthopedic conditions. It is designed to provide a safe and accessible environment that facilitates fulfillment of the mission, objective and goals of the Physical Therapy service.

### **SCHEDULES:**

Monday – Friday : 8:00 A.M. – 12:00 NN  
: 1:00 P.M. – 5:00 P.M.

➤ CLOSED every Weekends and Holidays

### **SERVICE & FEES:**

Private/Semi-Private :450.00 / Treatment session  
Ward Patients/OPD Patients :400.00 plus 100.00 for multiple cases  
20% discount for Senior Citizen & PWD

### **PERSON IN-CHARGE**

**: Orthopedic Surgeon on Duty**  
MARK GIL D. CALISO, M.D. (M.O. IV)  
**INTERNAL MEDICINE DOCTOR ON DUTY**

### **P.T. REHABILITATION UNIT PERSONNEL:**

JASMIN M. TAGUIAM, PTRP (PT 1-Chief)  
CATHERINE B. PADEN (NA I – PT)  
MARPHE A. PIOQUINTO (NA I – PT)  
RACHEL D. ROQUE, (COS-PT)  
ZUZETTE O. NOVISION (COS-OT)

### **WHO MAY AVAIL THE SERVICE:**

- ❖ General Public
- ❖ Clientele with Neurological or Orthopedic condition

**STEPS FOR PHYSICAL THERAPY SERVICE:**

<u>STEPS</u>	<u>SERVICE PROVIDED</u>	<u>PERSON IN-CHARGE</u>
1. Registration	Conducts the intake of client's Personal data and registers clientele's name in the logbook (centralized recording)	OPD Nurse / IT
2. Initial Examination and Evaluation	Performs and documents an initial examination and evaluates the data to identify problems and determine the diagnosis prior to intervention.	Physical Therapy
3. Plan of Care	Identifies realistic long-term and short-term goals and expected functional outcomes based on the examination, evaluation, diagnosis and prognosis.	Physical Therapy
4. Intervention / Treatment	Provided at level that is consistent with current physical therapy practice. This may be altered in accordance with changes in response or status of patient.	Physical Therapy
5. Re-examination and Re-evaluation	Continually re-examines that patients re evaluates the data and modifies the plan of care accordingly.	Physical Therapy
6. Discharge / Discontinuation of Intervention	Discontinue of intervention: <ul style="list-style-type: none"> <li>❖ When the patient declines to continue care</li> <li>❖ When the goals and projected outcomes have been attained</li> <li>❖ When the physical therapist determines that intervention is no longer warranted</li> <li>❖ When the patient is unable to continue/receiving care.</li> </ul>	Physical Therapy

**REQUIREMENTS:**

- A. Referral note from attending physician for in-patient/s.
- B. Referral note and diagnostic results for out-patient/s.
- C. P.T. Rehabilitation O.R. Fee

## 7. Pediatric Under-Five Services

### SCHEDULES:

CONSULTATION DAY: (0-12 years old only)

Monday – Friday : 8:00AM – 12:Noon

: 1:00PM – 4:00PM

Saturday : 8:00AM – 12:Noon

Sundays & Holidays : NO CONSULTATION

### REMINDERS:

- All children age 0-59 months old must bring UFC card (Growth Chart) or any record from health center, other hospital or a private physician
- Lost UFC Card will be replaced with charge

### SERVICES:

TYPES OF SERVICES	REQUIREMENTS	PROCESSING TIME	PERSON IN-CHARGE
Consultation (0-12yo)	Physicians Order	5 mins.	OPD Physician
Nebulization (pedia)	Physicians Order	5 mins.	OPD NA
Cord Dressing	Physicians Order	5 mins.	OPD NURSE
Follow up injections	Physicians Order	5 mins.	OPD NURSE
Health education to mothers & promotion of breastfeeding	Physical Appearance	Case-to-case	OPD NURSE
Animal Bite	Physical Appearance	5 mins.	OPD NURSE

Note: Fees for the above procedure c/o Cashier / Billing

## 8. Treatment Services (OPD)

### SCHEDULES:

Monday – Friday : 8:00AM-12:00Noon  
: 1:00PM- 4:00PM  
Saturday : 8:00AM-12:00Noon  
Sundays & Holidays : CLOSED

### SERVICES:

Anti Rabies Vaccination  
Counseling

### DURATION:

5 MINUTES

PERSON IN-CHARGE: OPD NURSE

WHO MAY AVAIL OF THE SERVICE : **GENERAL PUBLIC**

### REQUIREMENTS:

- Doctor's order
- Consent by the patient or guardians (for minor patient) before treatment
- Payments to the cashier before treatment

### REMINDERS:

- Passive immunization is given during mornings and it requires skin testing
- Active immunization is given anytime of the day
- Schedule of injections that fall during Holidays and Sundays will be moved to the following days

## 9. Minor Surgery Services

### SCHEDULES:

Monday – Friday : 8:00AM-12:00Noon  
: 1:00PM- 4:00PM  
Saturday : 8:00AM-12:00Noon  
Sundays & Holidays : CLOSED

### REQUIREMENTS:

- Doctor's Order
- Consent of the patient and guardians (for minor patient)
- Vital signs record of the patient
- Settlement of payment before the procedure
- PhilHealth members and dependents may avail the PhilHealth benefits

### SERVICES:

<b>TYPES OF SERVICES</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
Minor Surgery	10-30 minutes	Surgeon & Nurse

## 10. Radiology Services

### RADIOLOGY SERVICE PLEDGE

<u>SERVICES</u>	<u>WAITING TIME FOR RESULT</u>
<p><b>10.1 CT-Scan</b></p> <ul style="list-style-type: none"> <li>• Plain Procedures (24/7)</li> <li>• With Contrast (Weekdays Only)</li> <li>• Weekend/Holiday Procedures</li> </ul>	<p>24 Hours 48 Hours</p> <p>First 2 earliest working days</p>
<p><b>10.2 Ultrasound (Weekdays Only)</b></p> <p>Out-patients</p> <p>In-patients</p> <p>Morning Procedures within the day</p> <p>Afternoon Procedures within the day</p>	<p>15-20 Minutes, within the day</p> <p>11:30AM – 12:00NN,</p> <p>4:30PM – 5:00 PM</p>
<p><b>10.3 X-ray (24/7)</b></p> <p>8AM-12NN Procedures within the day</p> <p>12NN or Later Procedures</p> <p>Weekend/Holiday Procedures</p>	<p>3:00PM-400PM</p> <p>10:00AM-11:00AM, next day</p> <p>First 2 earliest working days</p>

## 10.1 COMPUTED TOMOGRAPHY SCAN (CT-SCAN) UNIT

Who May Avail of the Service:

- ❖ In-patient and Out-patient that has a CT-Scan request of their attending physician

REQUIREMENTS:

- ❖ Request from the attending physician
- ❖ For in-patient asking promissory, the CT-Scan request must be signed by the Chief of Hospital or the Hospital Administrator
- ❖ For out-patient asking discount, the CT-Scan request must have discount signed by the Chief of Hospital or by the hospital Administrator
- ❖ Official Receipt of the payment/s.

<b>CT – SCAN PROCEDURE</b>			
<b>STEPS</b>	<b>SERVICE PROVIDER</b>	<b>DURATI ON</b>	<b>PERSON IN-CHARGE</b>
Receiving of diagnostic requests	<p>Receive patients' request from attending physician. Schedule patient for the diagnostic procedure.</p> <p>Instruct patients/significant others/nurses for any preparation prior to the respective examination.</p>	5 minutes	CT – Scan Technologists
Charging of diagnostic and professional fees	<p>Paying patients proceed to CASH SECTION.</p> <p>Malasakit patients proceed to MALASAKIT CENTER.</p> <p>Doctor's professional fees are paid in the Ultrasound room.</p> <p>In-patients' diagnostic procedures and professional fees are charged to patient's system account.</p>	15-30 minutes	<p>Cashier</p> <p>Malasakit Center In-Charge</p> <p>Radiology Receptionist/Clerk</p> <p>CT – Scan Technologists/</p>
Assessment of patient	Assess and document patient's personal data and health history.	10 minutes	CT – Scan Technologists
Performing Diagnostic	Image acquisition.	10-15 minutes	CT – Scan Technologists

Procedure			
Logging, Encoding and CD Burning	Data obtained are encoded, logged and burned for Radiologist's interpretation.	5-10 minutes	CT – Scan Technologists
Reading and Interpretation	Images and documented data are interpreted.	24 hours	Radiologist
Releasing of Result	Out-patients' results are released to patients/significant others.  In-patients' results are endorsed to respective wards/stations.	1-3 Minutes  15-30 minutes	CT-Technologist  and/or  Radiology Receptionist/Clerk

ITEM DESCRIPTION	ACCOUNT TO	PRICE
BRAIN PLAIN (CT SCAN)	CT SCAN	3100
BRAIN WITH CONTRAST (CT SCAN)	CT SCAN	4000
CERVICAL SPINE PLAIN (CT SCAN)	CT SCAN	3300
CERVICAL SPINE WITH CONTRAST (CT SCAN)	CT SCAN	4500
CHEST PLAIN (CT SCAN)	CT SCAN	4000
CHEST WITH CONTRAST (CT SCAN)	CT SCAN	4500
CHEST/ABDOMINAL BIOPSY (CT SCAN)	CT SCAN	2500
CRANIAL (CT SCAN)	CT SCAN	3100
CRANIAL WITH CONTRAST (CT SCAN)	CT SCAN	4000
CT STONOGRAM PLAIN (CT SCAN)	CT SCAN	5000
EXTREMETIES PLAIN (CT SCAN)	CT SCAN	3000
LOWER ABDOMIN WITH CONTRAST (CT SCAN)	CT SCAN	4500
MANDIBLE, MASTOIDS PLAIN (CT SCAN)	CT SCAN	3300
MANDIBLE, MASTOIDS WITH CONTRAST (CT SCAN)	CT SCAN	4500
NECK PLAIN (CT SCAN)	CT SCAN	3600
NECK PLAIN (CT SCAN)	CT SCAN	3600
NECK WITH CONTRAST (CT SCAN)	CT SCAN	4000
ORBITS/NASO/LARYNX PLAIN (CT SCAN)	CT SCAN	3300
ORBITS/NASO/LARYNX WITH CONTRAST (CT SCAN)	CT SCAN	4500
UPPER ABDOMIN WITH CONTRAST (CT SCAN)	CT SCAN	4500
WHOLE ABDOMEN PLAIN (CT SCAN)	CT SCAN	5500
WHOLE ABDOMEN WITH CONTRAST (CT SCAN)	CT SCAN	6900

## 10.2 ULTRASOUND PROCEDURE FOR IN AND OUT PATIENTS

STEPS	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE
Receiving of diagnostic requests	<ul style="list-style-type: none"> <li>• Receive patients' request from attending physician.</li> <li>• Schedule patient for the diagnostic procedure.</li> <li>• Instruct nurse &amp;/or nurse attendant, patients/significant others for any preparation prior to the respective examination.</li> </ul>	5 minutes	Radiology Receptionist/Clerk  and/or  Radiographer/Sonographer
Charging of diagnostic and professional fees	Paying patients proceed to CASH SECTION.  Malasakit patients proceed to MALASAKIT CENTER.  Doctor's professional fees are paid in the Ultrasound room.  In-patients' diagnostic procedures and professional fees are charged to patient's system account.	15-30 minutes	Cashier  Malasakit Center In-Charge  Radiology Receptionist/Clerk  Radiology Receptionist/Clerk
Assessment of patient	Assess and document patient's personal data and health history.	10 minutes	Radiology Receptionist/Clerk  Radiographer/Sonographer

Performing Diagnostic Procedure	Pre-scan and document images from patient's diagnostic procedures.	15-30 minutes	Sonographer
	Consultation and checking of diagnostic procedure.	5-10 minutes	Radiologist/ Sonologist
Logging and Encoding	Data obtained are encoded and logged for Radiologist's interpretation.	5-10 minutes	Clerk/Sonographer
Reading and Interpretation	Images and documented data are interpreted.	15-20 minutes	Radiologist/Sonologist
Releasing of Result	In-patients' results are endorsed to respective wards/stations.  Results are released to patients/significant others.	15-30 minutes  1-3 minutes	Radiology Receptionist/Clerk  and/or Radiologic Technologist

### ULTRASOUND FEES AND CHARGES

ITEM DESCRIPTION	ACCOUNT TO	PRICE
ARTERIAL BLOOD GAS (ABG)	ULTRASOUND	1200
BACTERIAL FILTER	ULTRASOUND	500
PCO2 SENSOR	ULTRASOUND	500
APPENDICITIS PROTOCOL (ULTRASOUND)	ULTRASOUND	500
ULTRASOUND	ULTRASOUND	1000
ABDIMEN, LOWER (ULTRASOUND)	ULTRASOUND	600
ABDOMEN, UPPER (ULTRASOUND)	ULTRASOUND	600
ABDOMEN, WHOLE (ULTRASOUND)	ULTRASOUND	800
APPENDICITIS PROTOCOL (ULTRASOUND)	ULTRASOUND	500
BIOPHYSICAL PROFILE (ULTRASOUND)	ULTRASOUND	650
BREAST (ULTRASOUND)	ULTRASOUND	550
CHEST UTZ *	ULTRASOUND	700
CHEST UTZ SENIOR CITIZEN *	ULTRASOUND	560
CRANIAL (ULTRASOUND)	ULTRASOUND	750

FETAL BIOMETRY (ULTRASOUND)	ULTRASOUND	550
HBT AND PANCREAS (ULTRASOUND)	ULTRASOUND	550
HBT UTZ *	ULTRASOUND	800
HEMITHORAX/CHEST (UNILAT) (ULTRASOUND)	ULTRASOUND	650
HEPATOBIILIARY SYSTEM (ULTRASOUND)	ULTRASOUND	500
INGUINAL REGION (UNILAT) (ULTRASOUND)	ULTRASOUND	650
KIDNEYS (ULTRASOUND)	ULTRASOUND	400
KUB (ULTRASOUND)	ULTRASOUND	500
KUB UTZ *	ULTRASOUND	800
KUB/ PROSTATE (ULTRASOUND)	ULTRASOUND	600
KUBP SENIOR CITIZEN *	ULTRASOUND	720
PELVIC (ULTRASOUND)	ULTRASOUND	550
PELVIC UTZ *	ULTRASOUND	600
PERICARDIAL SPACE (ULTRASOUND)	ULTRASOUND	650
SINGLE ABDOMINAL ORGAN (ULTRASOUND)	ULTRASOUND	400
SUPERFICIAL SOFT TISSUE (ULTRASOUND)	ULTRASOUND	550
TESTES / SCROTAL (ULTRASOUND)	ULTRASOUND	650
THYROID (ULTRASOUND)	ULTRASOUND	550
TRANSRECTAL/PROSTATE (ULTRASOUND)	ULTRASOUND	550
TRANSVAGINA / TRANSRECTAL (ULTRASOUND)	ULTRASOUND	550
ULTRASOUND GUIDANCE ONLY (ULTRASOUND)	ULTRASOUND	1000
UPPER ABDOMEN UTZ *	ULTRASOUND	900
WHOLE ABDOMEN *	ULTRASOUND	1100
WHOLE ABDOMEN *	ULTRASOUND	1040
WHOLE ABDOMEN ULTRASOUND *	ULTRASOUND	1300
WHOLE ABDOMEN UTZ SENIOR CITIZEN *	ULTRASOUND	1040

## **10.4 X-RAY PROCEDURE**

WHO MAY AVAIL OF THE SERVICE:

- ❖ In-patient and Out-patient that has an X-ray request of their attending physician

REQUIREMENTS:

- a. Request from the attending physician
- b. PhilHealth member/s that has an X-Ray request must be signed by the MSS/SHO personnel for verification.
- c. For indigent patient, the X-Ray request must be signed by the Chief of Hospital, Hospital Administrator and or Medical Social Worker
- d. For patient asking promissory, the X-Ray request must be signed by the Chief of Hospital, Hospital Administrator or Officer of the Day
- e. Official Receipt of the payment/s

<b>STEPS</b>	<b>SERVICE PROVIDER</b>	<b>DURATION</b>	<b>PERSON IN-CHARGE</b>
Receiving of diagnostic requests	<ul style="list-style-type: none"> <li>• Receive patients' request from attending physician.</li> <li>• Schedule patient for the diagnostic procedure (ICU/ PUI/OR).</li> </ul>	5 minutes	Radiographer
Charging of diagnostic and professional fees	<ul style="list-style-type: none"> <li>• Paying patients proceed to CASH SECTION.</li> <li>• Malasakit patients proceed to MALASAKIT CENTER.</li> <li>• Doctor's professional fees are paid in the Ultrasound room.</li> <li>• In-patients' diagnostic procedures and professional fees are charged to patient's system account.</li> </ul>	15-20 minutes	Cashier  Malasakit Center In-Charge  Radiology Receptionist/ Clerk Radiographer
Assessment of patient	<ul style="list-style-type: none"> <li>• Assess and document patient's personal data and health history.</li> </ul>	5 minutes	Radiographer
Performing Diagnostic Procedure	<ul style="list-style-type: none"> <li>• Image acquisition.</li> </ul>	5-10 minutes	Radiographer
Logging, Encoding and	<ul style="list-style-type: none"> <li>• Data obtained are encoded, logged and burned</li> </ul>	5-10	Radiographer

USB File Transferring	for Radiologist's interpretation.	minutes	
Reading and Interpretation	<ul style="list-style-type: none"> <li>Images and documented data are interpreted.</li> </ul>	6-24 hours	Radiologist
Releasing of Result	<ul style="list-style-type: none"> <li>Out-patients' results are released to patients/significant others.</li> <li>In-patients' results are endorsed to respective wards/stations.</li> </ul>	1-3 Minutes  15-30 minutes	Radiographer

### FEES AND CHARGES

ITEM DESCRIPTION	ACCOUNT TO	PRICE
ABDOMEN APL (PER VIEW)	X-RAY	400
ANKLE APL (PER VIEW)	X-RAY	400
ARM APL (PER VIEW)	X-RAY	400
ARM PORTABLE (PER VIEW)	X-RAY	260
BABY GRAM (PER VIEW)	X-RAY	400
CERVICAL AP (PER VIEW)	X-RAY	200
CHEVICAL APL (PER VIEW)	X-RAY	400
CHEST AP (PER VIEW)	X-RAY	200
CHEST AP PORTABLE (PER VIEW)	X-RAY	260
CHEST APL (PER VIEW)	X-RAY	400
CHEST APL PORTABLE (PER VIEW)	X-RAY	520
CHEST LAT	X-RAY	200
CHEST PA (PER VIEW)	X-RAY	200
CLAVICLE AP (PER VIEW)	X-RAY	200
CLOSE REDUCTION (X-RAY ROO) (PER VIEW)	X-RAY	2000
ELBOW APL (PER VIEW)	X-RAY	400
ELBOW PORTABLE (PER VIEW)	X-RAY	260
FEMUR (PORTABLE)	X-RAY	260
FEMUR APL (PER VIEW)	X-RAY	400
FILM AND PROCESSING	X-RAY	200
FLAT PLATE ABDOMEN (PER VIEW)	X-RAY	200
FLAT PLATE UP RIGHT ABDOMEN	X-RAY	400
FOOT APO (PER VIEW)	X-RAY	400
FOOT PORTABLE (PER VIEW)	X-RAY	260

FORE ARM APL (PER VIEW)	X-RAY	400
FORE ARM PORTABLE (PER VIEW)	X-RAY	260
HAND APO	X-RAY	400
HAND PORTABLE(PER VIEW)	X-RAY	260
HIP JOINT (PER VIEW)	X-RAY	200
HIP JOINT PORTABLE (PER VIEW)	X-RAY	260
KNEE (PORTABLE) (PER VIEW)	X-RAY	260
KNEE APL (PER VIEW)	X-RAY	400
LEG APL (PER VIEW)	X-RAY	400
LEG PORTABLE (PER VIEW)	X-RAY	260
LORDOTIC VIEW (PER VIEW)	X-RAY	200
LUMBAR AP	X-RAY	200
LUMBAR APL (PER VIEW)	X-RAY	400
LUMBO SACRAL APL	X-RAY	400
MANDIBLE AP (PER VIEW)	X-RAY	200
MANDIBLE APL (PER VIEW)	X-RAY	400
MANDIBLE LAT (PER VIEW)	X-RAY	200
NANDIBLE AP (PER VIEW)	X-RAY	200
NASAL BONE (PER VIEW)	X-RAY	200
OPD CHEST X-RAY	X-RAY	300
PARANASAL SINUSES X-RAY(PER VIEW)	X-RAY	400
PELVIS AP (PER VIEW)	X-RAY	200
PELVIS PORTABLE (PER VIEW)	X-RAY	260
PORTABLE X-RAY (OR)	X-RAY	2000
SHOULDER AP (PER VIEW)	X-RAY	200
SHOULDER PORTABLE (PER VIEW)	X-RAY	260
SKULL	X-RAY	200
SKULL APL (PER VIEW)	X-RAY	400
SKULL LAT (PER VIEW)	X-RAY	200
THORACIC AP (PER VIEW)	X-RAY	200
THORACIC APL (PER VIEW)	X-RAY	400
THORALUMBOSACRAL APL	X-RAY	400
UP RIGHT ABDOMEN (PER VIEW)	X-RAY	200
WATERS VIEW (PER VIEW)	X-RAY	200
WRIST APL (PER VIEW)	X-RAY	400
WRIST PORTABLE (PER VIEW)	X-RAY	260
X-RAY (CHEST AP PORTABLE)	X-RAY	260
X-RAY (FILM AND PROCESSING) PER VIEW	X-RAY	200
X-RAY (HARD COPY CR) PER VIEW	X-RAY	350
X-RAY (LUMBOSACRAL APL)	X-RAY	400
X-RAY (MOBILE OR) MAXIMUM OF 6 VIEWS; IN EXCESS P200	X-RAY	2000

PER VIEW		
X-RAY (PORTABLE MACHINE) PER VIEW	X-RAY	260
X-RAY (RT FOREARM APL PORTABLE)	X-RAY	520
X-RAY (SKULL AP & LAT)	X-RAY	400
X-RAY CERVICAL APL	X-RAY	400
X-RAY CHEST	X-RAY	400
X-RAY FEMUR APL PORTABLE	X-RAY	520
X-RAY KNEE APL	X-RAY	400
X-RAY KNEE APL PORTABLE (PER VIEW)	X-RAY	260
X-RAY LEG APL	X-RAY	400
X-RAY PEVIS 200	X-RAY	200
X-RAY PROCESSING (ONLY)	X-RAY	50
X-RAY PROCESSING ONLY (PER VIEW)	X-RAY	50

## 11. Laboratory Services

The Laboratory Department provides excellent diagnostic services to Zamboanga del Sur Medical Center's physicians and patients through advanced laboratory examination and evaluation. You can always assured of high quality service since we are equipped with partially automated equipment and fully staffed by dedicated pathologist and technologists. We can deliver accurate and reliable diagnoses that contribute significantly to your effective treatment and care. We operate 24 hours, 7 days a week, servicing more than 500 patients daily. Our range of diagnostic services covers both clinical pathology, helping diagnose disease by analyzing body fluids and anatomic pathology that analyzes organs, tissues and cells.

### HOW TO AVAIL THE SERVICE

<b>STEPS</b>	<b>TIME DURATION</b>	<b>PERSON-IN-CHARGE</b>
1. Present Laboratory Request	2 minutes	Medical Technologists or Laboratory Aides on duty
2. Payment of Fees	5 minutes	Cashier on Duty
3. Laboratory Examination	Case-to-Case (Medical Technologist will inform the client if when they can claim the result/s and laboratory examination will be done)	Medical Technologist on duty

**FRONTLINE SERVICES**

<u>TYPE</u>	<u>FEES</u>	<u>REQUIREMENTS</u>	<u>PROCESSING TIME</u>		<u>PERSON IN-CHARGE</u>
Aerobic Culture and Sensitivity: 1. Blood 2. Body Fluids	2,000.00 1,300.00	Laboratory Request and OR Payment	7 days 3-5 days		Medical Technologist
Albumin	150.00	Laboratory Request & OR of payment	3 hours		
Arterial Blood Gas	1,200.00	Laboratory Request & OR of payment	30 minutes		
Bilirubin -Direct	200.00	Laboratory Request & OR of payment	3 hours		
Bilirubin - Total	200.00	Laboratory Request & OR of payment	3 hours		
Bleeding/Clotting Time	50.00	Laboratory Request & OR of payment	20 minutes		
Blood Smear For Malaria	80.00	Laboratory Request & OR of payment	1 Hour		
Blood Typing (ABO) RH	150.00	Laboratory Request & OR of payment	15 minutes		
BUN	150.00	Laboratory Request & OR of payment	3 hours		
BUA	150.00	Laboratory Request & OR of payment	3 hours		
Calcium	250.00	Laboratory Request & OR of payment	3 hours		
CBC w/ Platelet	250.00	Laboratory Request & OR of payment	MANUAL	MACHINE	
			30 minutes	20 mins.	
Chloride	250.00	Laboratory Request & OR of payment	3 hours		
Cholesterol	150.00	Laboratory Request &	3 hours		

		OR of payment		
Creatinine	150.00	Laboratory Request & OR of payment	3 hours	
Cross-Matching	300.00	Laboratory Request & OR of payment	3 hours	
Dengue Test	700.00	Laboratory Request & OR of payment	3 hours	
Dengue Ns1	1,000.00	Laboratory Request & OR of payment	3 hours	
FBS / RBS	150.00	Laboratory Request & OR of payment	3 hours	
Fecal Occult Blood	180.00	Laboratory Request & OR of payment	3 hours	
Gram Stain	80.00	Laboratory Request & OR of payment	1 hour	
Hematocrit	50.00	Laboratory Request & OR of payment	10 minutes	
Hemoglobin	50.00	Laboratory Request & OR of payment	10 minutes	
HBA1C	800.00	Laboratory Request & OR of payment	3 hours	
Hepa A	1,500.00	Laboratory Request & OR of payment	1 hour	
Hepatitis B Surface Antigen	180.00	Laboratory Request & OR of payment	1 hour	Medical Technologist
Hepa C Test	400.00	Laboratory Request & OR of payment	1 hour	
HDL	150.00	Laboratory Request & OR of payment	3 hours	
HIV Test	300.00	Laboratory Request & OR of payment	2 hours	
Lipid Profile	600.00	Laboratory Request & OR of payment	3 hours	

LDL	150.00	Laboratory Request & OR of payment	3 hours	
Platelet Count	150.00	Laboratory Request & OR of payment	30 minutes	
Potassium	250.00	Laboratory Request & OR of payment	30 minutes	
KOH	80.00	Laboratory Request & OR of payment	30 minutes	
Pregnancy Test	150.00	Laboratory Request & OR of payment	30 minutes	
Rapid Plasma Reagin (RPR)	200.00	Laboratory Request & OR of payment	2 hours	
SGOT or AST	150.00	Laboratory Request & OR of payment	3 hours	Medical Technologist
SGPT or ALT	150.00	Laboratory Request & OR of payment	3 hours	
Sodium	250.00	Laboratory Request & OR of payment	30 minutes	
Stool Exam / Fecalalysis	50.00	Laboratory Request & OR of payment	30 minutes	
Total Protein	200.00	Laboratory Request & OR of payment	3 hours	
Triglycerides	150.00	Laboratory Request & OR of payment	3 hours	
Tubex Test	650.00	Laboratory Request & OR of payment	1 hour	
Typhi Dot	650.00	Laboratory Request & OR of payment	1 hour	
Urinalysis	50.00	Laboratory Request & OR of payment	30 minutes	
Wet Mount	80.00	Laboratory Request & OR of payment	30 minutes	
Widal Test	200.00	Laboratory	1 hour	

		Request & OR of payment		
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## 12. Medical Records Services

The Zamboanga del Sur Medical Center Medical Records Department is committed to the delivery of quality client service to patients in need of medical records.

The general function of the Medical Records Section is to provide and organized system of measuring quality patient care and to ensure that sufficient data is written in sequence of events to justify the diagnosis, warrant the treatment and end result.

The department is responsible for the processing, analyzing, maintenance and safekeeping of all medical records created/maintained in the hospital in the course of giving medical care to patients.

The medical record is a vital tool in the health team's provision of patient care. As the service component responsible for the custody and maintenance of these records, the MRS plays a key role in patient care thru the generation of data from the record and other related sources.

Our Medical Records Department (MRD) forms part of the basic hospital set-up. It's functions include:

- To ensure that patient records are available
- To see to it that medical records are maintained in accordance with principles and practices of efficient and effective MRD
- To maintain comprehensive indexes
- To review records for completeness and accuracy
- To respond to subpoenas and medico-legal cases directed to the hospital
- To maintain and safeguard the confidentiality of medical records
- Preparation of the monthly hospital statistical reports from data collected to various hospital sections.

### SCHEDULES:

**MONDAY – FRIDAY : 8:00A.M. - 12:00NN  
: 1:00P.M. - 5:00P.M**

**Saturdays/Half day : 8:00A.M. - 12:00NN  
(Skeletal)**

**No noon break (skeletal) from Monday to Friday only**

### Department Services:

- Processing, analysis, maintenance and safekeeping of all medical records

- Preparing accurate statistics according to hospital, statutory and regulatory requirements
- Storage and retrieval of all medical records
- Preparation of birth certificate/s occurring in the hospital
- Preparation of death certificate/s occurring in the hospital
- Preparation of medical certificate/s occurring in the hospital

<b>FRONTLINE SERVICES</b>	<b>REQUIREMENTS</b>	<b>FEES</b>	<b>PROCESSING TIME</b>
<b>Issuance of Medical Certificate</b>	Doctor's Diagnoses; in case of admitted patient, payment of medical certificate is required	100.00	5 minutes
<b>Issuance of Medico-Legal</b>	Medical examination result	150.00	5 minutes
<b>Retrieval of Medical Records</b>	Patients date of admission	100.00	Case-to-Case
<b>Authentication of Chart/Records</b>	Photocopy/Records	100.00	5 minutes
<b>Issuance of Live Birth</b>	Patient is admitted/deliver/giving birth in the hospital; payment of hospital certificate of live birth	100.00	5 minutes
<b>Issuance of Death Certificate</b>	Patient is admitted and died in the hospital; payment of hospital bill/hospitalization	100.00	5 minutes

**STEPS IN AVAILING THE SERVICE:**

<b>SERVICE</b>	<b>STEPS/ACTION TAKEN</b>	<b>TIME</b>	<b>PERSON IN-CHARGE</b>
Issuance of Medico-Legal Certificate	<ul style="list-style-type: none"> <li>❖ Receives formal request for medico-legal certificate from an authorized party or from a police authority.</li> <li>❖ Retrieves medical records from file</li> <li>❖ Seeks clearance from the Attending Physician</li> </ul>	Case-to-case	Medical Records Clerk  Attending Physician & other physician

	<ul style="list-style-type: none"> <li>❖ Instructs requesting party to pay the fees to the cashier</li> <li>❖ Types certification on Medical Certificate Form in duplicate copy</li> <li>❖ Forwards it to the Attending Physician and other physicians concerned for review and signature</li> <li>❖ Signs certificate and returns it to the Medical Records Section</li> </ul>		concerned
	Presents official receipt to the Medical Records Clerk		Authorized Party/Client
	Affixes seal of the hospital on the certificate and forwards it to the COH (only for Medico-Legal Certificates)	1 minute	Medical Records Clerk
	Attest/Signs certificate and returns it to the Medical Records Section	Case-to-case	Chief of Hospital
	Records in the logbook, indicating the official receipt number and releases certificate to the authorized party	5 minutes	Medical Records Clerk
	Files the second copy on a separate folder	2 minutes	Medical Records Clerk
Issuance of Birth Certificate	Fills up draft form	5 minutes	Parents
	Interview parent and verify data; signs blank official birth certificate form which is also signed by attending physician	5-8 minutes	Medical Records Clerk

	Types data into the official form	5 minutes	Medical Records Clerk
	<p>Instruct the parents/client to claim the birth certificate at the Local Civil Registrar for their copy.</p> <p>✚ As per RA 3753, it is the duty of the hospital to prepare the Birth Certificate and transmit to the Local Civil Registrar. The registered Birth Certificate should be released by the Local Civil Registrar to the parents and not by the hospital.</p>	2 minutes	Medical Records Clerk
Issuance of Death Certificate	Prepares death certificate draft and sign (front page only) and forwards it to the attending physician.	5 minutes	Nurse on Duty
	Completes and signs death certificate and returns it to the Nurse (1 set composed of 5 sheets)	5 minutes	Attending Physician
	Checks accuracy and completeness of data and forwards it to the Medical Records Section	5 minutes	Nurse
	Types the forwarded accomplish death certificate form; Records in official logbook and releases four copies of the certificate to the patient's relative for embalmer's signature	8 minutes	Medical Records Clerk
	Acknowledges acceptance of the death certificate and signs		

	on the logbook	1 minute	Patient's relative
	Advises patient relative to get their registered copy of death certificate at the MRS at 4:00PM during Tuesday and Thursday of the week where their transaction fall. Files death certificate accordingly.	2 minutes	Medical Records Clerk
Release of Clinical Information to Insurance Verifier	Receives written request (waiver) from the unauthorized insurance verifier;  Retrieves patient's chart from the permanent file;  Authenticates signature of the patient on the waiver;  Informs Attending Physician of the request.	Case-to-case	Medical Records Clerk
	Determines whether or not the information may be released and advises the medical records clerk accordingly	8 minutes	Attending Physician
	Upon clearance, advises insurance verifier to pay the request verification and duplication fees to the hospital Cashier.  Upon presentation of the OR by the insurance verifier, photocopies requested portion of the patient's chart are now provided by the hospital as package to their payment of authentication fee.	10 minutes	Medical Records Clerk
	Authenticates photocopy, affixes hospital's seal, and returns it to the Medical Records Clerk	5 minutes	Medical Records Clerk

	<p>Records in the official logbook and releases photocopied information to the insurance verifier.</p> <p>Requests insurance verifier to acknowledge the receipt of the information.</p> <p>Files waiver/requests in the patient's permanent file</p>	8 minutes	Medical Records Clerk
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### 13. Cardio/Respiratory Services

The cardio-Respiratory Unit provides a broad range of diagnostic and therapeutic services for In-patient and Out-patient referrals. As a unit we are committed to quality and to actively search for ways to improve the services we offer to the patients referred to us and to the physicians making these referrals.

The focus of ZDSMC Cardio-Respiratory Unit is to diagnose and treat respiratory and cardiac conditions.

#### OUT-PATIENTS

STEPS	SERVICE PROVIDED	DURATION	PERSON-IN-CHARGE
Receiving of diagnostic requests	<ul style="list-style-type: none"> <li>Receive patients' request from their attending physician.</li> <li>Schedule patient for their diagnostic procedure.</li> <li>Instruct patients/significant others for any preparation prior to their respective examination.</li> </ul>	5 minutes	Cardio-technician / Respiratory therapist
Charging of diagnostic and professional fees	<ul style="list-style-type: none"> <li>Payment will be done at the <b>CASH SECTION</b> 2D Echo – 2300 / Reading Fee – 600 Pedia Echo – 2300 / PF - 1200 Stress Test – 1200 / PF - 800</li> </ul>	5minutes	Cashier



	<p>interpreted by our cardiologists.</p> <ul style="list-style-type: none"> <li>Arterial Blood Gas is interpreted by our respiratory therapist and approved by our pulmonologist.</li> </ul>	15 minutes	Respiratory Therapist
Releasing of Results	<ul style="list-style-type: none"> <li>Official results will be released to the patients or significant others for out-patients/walk-in patients.</li> </ul>	24 hours	Cardio-respiratory staff

### IN-PATIENTS

STEPS	SERVICE PROVIDED	DURATION	PERSON-IN-CHARGE
Receiving of diagnostic requests	<ul style="list-style-type: none"> <li>Receive patients' request from their nurse-in-charge as ordered by their attending physician.</li> <li>Schedule patient for their diagnostic procedure.</li> <li>Instruct the nurse-in-charge for any preparation prior to their respective examination.</li> </ul>	5-10 minutes	Cardio-technician / Respiratory therapist
Charging of diagnostic and professional fees	<ul style="list-style-type: none"> <li>All diagnostic or professional fees are charge to our HIMS / billing:</li> </ul> <p><b>2D Echo – 2900</b></p> <p><b>Pedia Echo – 3500</b></p> <p><b>Holter – 2900</b></p> <p><b>ABG - 1400</b></p>	5minutes	HIMS / Billing Section
Assessment of patient	<p><b>CARDIOVASCULAR PROCEDURE</b></p> <ul style="list-style-type: none"> <li>Assess and document patient's health status and</li> </ul>	10 minutes	Cardio-

	<p>personal data.</p> <ul style="list-style-type: none"> <li>Take patient's vital signs, weight and height, and record.</li> </ul> <p><b>RESPIRATORY PROCEDURE</b></p> <ul style="list-style-type: none"> <li>Assess and document patient's health status and personal data.</li> </ul>	5 minutes	<p>technician</p> <p>Respiratory Therapist</p>
Performing Diagnostic Procedure	<p><b>CARDIOVASCULAR PROCEDURE</b></p> <ul style="list-style-type: none"> <li>Prepare the patient for their appropriate procedure</li> <li>Perform diagnostic examination (2d Echo or holter monitoring) as ordered by the attending physician at bedside or at the cardio unit.</li> </ul> <p><b>RESPIRATORY PROCEDURE</b></p> <ul style="list-style-type: none"> <li>Extract blood sample from the patient</li> </ul>	<p>2DECHO – 30-60mins. Holter – 15-20mins.</p> <p>ABG – 5-10mins</p>	<p>Cardio-technician</p> <p>Respiratory Therapist</p>

Reading and Interpretation	<ul style="list-style-type: none"> <li>Results and images for cardiovascular examinations are interpreted by our cardiologists.</li> </ul>	30-60minutes	Cardiologists
	<ul style="list-style-type: none"> <li>Arterial Blood Gas is interpreted by our respiratory therapist and approved by our pulmonologist.</li> </ul>	15 minutes	Respiratory Therapist
Releasing of Results	<ul style="list-style-type: none"> <li>Official results will be released to their nurse-in-charge.</li> </ul>	24 hours	Cardio-respiratory staff

## 14. Medical Social Services

Medical Social Service is a specialized area, the function of which revolves around the social development of patients and their families/watchers as related to their medical, social, emotional, environmental and financial problems by conducting daily ward rounds to the different ward levels, to make them attain self-reliance and contribute to the enhancement of community health and social well-being.

PROCEDURE	TIME FRAME	RESPONSIBLE PERSON
<p><b><u>1.Assists Evaluates and Assess patients at Emergency Room:</u></b></p> <ul style="list-style-type: none"> <li>-Gather information of the patient</li> <li>Facilitate Philhealth requirements, assess and recommend POS if non-Philhealth, give requirements if capable and give requirements for financial assistance</li> <li>Fill up Case Investigation form (CIF) for RTPCR, sign the request and submit to swabber</li> <li>Signed request form for swab antigen for both patient and watcher</li> <li>Conduct intake interview to watchers for swab AG and RDT to be charged to Malasakit/MAIP assistance</li> <li>Fill up information and admitting diagnosis of the patient and classify economic capabilities in the chart.</li> </ul> <p><b><u>2.Point of Service</u></b></p> <ul style="list-style-type: none"> <li>-Engage in initial interview of the watcher and prepare supporting documents of the patient</li> <li>-Conduct intake interview in the MSWD Assessment Tool</li> <li>-Enroll to the online Point of Service system</li> </ul>	<p>10-15 minutes, within 5 minutes from the arrival of the patient at Emergency Room</p> <p>10 minutes, within 3 days from the admission of the patient</p> <p>5-10 minutes, within the arrival of the watcher at MSS</p>	<p>Social Worker</p> <p>Social Worker</p> <p>Social Worker</p>

<p>-Refer to Philhealth office for filing</p>	<p>1 hour a day depending on the number of patients every ward</p>	<p>Social Worker</p>
<p><b><u>3. Refers bill of admitted patients for discharge for financial assistance:</u></b></p> <p>-Conduct interview for Brief Social Case Study to support MAIP assistance</p> <p>-Facilitate patient to fill up requirements for PCSO assistance</p> <p>-Record bill in the discharge logbook</p> <p>-Refer to MALASAKIT Center for charging of financial assistance</p>	<p>30 minutes to 1 hour depending on the Case</p> <p>20-35 minutes, within the arrival of the client</p>	<p>Social Worker</p> <p>Social Worker</p>
<p><b><u>4.Ward/Philhealth monitoring</u></b></p> <p>-Engage in patient-to-patient interview in the ward to follow upPhilhealth and other requirements</p> <p>-Determine, verify and review case/referral at the nurse station</p> <p>-Engage in conversation with the patient and assess the case</p> <p>-Consult and Collaborate with the doctor, nurses and other concern hospital staff for problem-solving</p> <p>-Evaluate options and services required to meet patient’s needs</p> <p>-Intervention and Recording</p>	<p>1 hour depending on the number of admitted covid patients everyday</p>	<p>Social Worker</p>
<p><b><u>5.Violence against Women and Children</u></b></p> <p>-Conduct initial interview of the client and significant others</p> <p>-Conduct intake interview in the DOH-VAWC form</p>		

<ul style="list-style-type: none"> <li>-Conduct counselling to the client</li> <li>-Sign the laboratory request</li> <li>-Entry client information to online DOH-VAWC system</li> <li>-Send off client</li> </ul> <p><b><u>6.Facilitate and process documents of COVID patients:</u></b></p> <ul style="list-style-type: none"> <li>-Gather Patient Information and facilitate philhealth portal at admitting unit for newly admitted covid patient</li> <li>-Record patients in the record logbook</li> <li>-Enroll Non-Phil health covid patients to Point of Service system</li> <li>-Submit all Philhealth documents to Philhealth office</li> <li>-Facilitate and fill up clearance for may go home patients at the isolation ward</li> <li>-Call and inform the isolation nurse on duty that the patient is cleared</li> </ul>		
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## 15. Billing and Claims

Name of Frontline Service : **PROCESSING OF STATEMENT OF ACCOUNT FOR IN - PATIENTS**

Schedule of Availability of Service : MONDAY TO SUNDAY AND HOLIDAYS: NO NOON BREAK

Requirements for Availability : REQUEST FOR STATEMENT OF ACCOUNT

(What are the requirements?)

Classification for Availability : IN-PATIENT

(Who may avail the service?)

Department Head :

Contact No. :

Steps	Responsibility of the Client	Responsibility of the Service Provider	Duration of Activity	Person Responsible	Fees	Forms Required
1.	<b>NON-PHILHEALTH:</b> Patient/Representative gets the statement of Account	Retrieves patient's record and released the Statement of Account	20 minutes	Billing and Claims Staff	None	Statement of Account
2.	a) For regular Philhealth member, present documentary requirement for initial verification thru Philhealth Portal for eligibility status.  b) For Hospital Sponsored member, request Philhealth Membership	a) Check the documentary requirements and give Philhealth Forms to be accomplished by the eligible members.  b) For Philhealth Enrollment	20 minutes  20 minutes	Billing & Claims Staff  Medical Social Services Workers	None	MDR and other pertinent documents to support.  Certificate of indigency and other pertinent documents to support

	Registration Form (PMRF) and requirements for enrollment.					his/her application for Philhealth Membership
3.	Representative of patient submitted the complete requirements as per assessment.	Evaluates the submitted requirements.	10 minutes	Billing and Claims Staff	None	Accomplished Forms
4.	If requirements are lacking but the patient / representative promise to comply the needed documents within the given time, they have to deposit an amount equivalent to the total bill.	Prepares the acknowledgment receipt of the amount to be deposited.	5 minutes	Cashier	None	None
5.	Gets the Statement of Accounts and other Philhealth Forms that needed signature of the member/patient.	Processes all the Philhealth Forms and Statement of Accounts and let the member/patient signed the Philhealth Forms and Statement of Account	1 hour	Billing and Claims Staffs	None	Statement of Account, Philhealth Annexes, Philhealth Forms

6.	<p>a) For formal and In-Formal Economy Patients: Patients with excess bill, get the Statement of Account and pay the corresponding excess of the case rate to the Cashier's Section and or an approved assistance if can't pay the whole amount.</p> <p>b) For Indigent Patient : Proceeds to Medical Social Services Welfare Office for further instructions</p>	<p>a) Gives the Statement of Account and process for financial assistance for an excess billing.</p> <p>b) Gives the Statement of Account for Assessment of the Social Worker</p>	<p>30 minutes</p> <p>10 minutes</p>	<p>Billing and Claims Staff</p> <p>Billing and Claims Staff</p>	<p>None</p> <p>None</p>	<p>Statement of Account</p> <p>Statement of Account</p>
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## XII. Engineering Services

### Service Information

<b>Office</b>	Provincial Engineer's Office
<b>Classification</b>	Social Governance
<b>Type of Transaction</b>	Infrastructure Services
<b>Who May Avail</b>	General Public

### Services Offered

1. Preparation of Detailed Engineering Plans and Design for proposed roads, bridges, buildings and other infrastructure.
2. Preparation of Detailed Engineering Plans and Design for proposed roads, bridges, buildings and other infrastructure.
3. Prepare Detailed Programs and Cost Estimates of Identified proposed roads, bridges, buildings and other infrastructure.
4. Prepare Architectural, Structural, Electrical, & Mechanical Design and Program of Works for Buildings and other structures
5. Prepare Monthly Progress Report with site photos, Change Order/ Variation Order, Monthly Certificate of completion, Monthly Certificate of Payment, Statement of Work Accomplished (SWA), Partial/Final Inspection Report, Certificate of Partial/Final Project Completion
6. Perform Drilling and rural waterworks construction/ rehabilitation
7. Conduct maintenance in all Various Project
8. Assist and extend technical assistance to MLGU's and BLGU's
9. Extend heavy equipment Assistance for MLGU's and BLGU's.

### WHO MUST AVAIL OF THE SERVICE?

1. Barangay/Local Officials
2. LGU's and Other Government Agencies
3. Contractors

### REQUIREMENTS:

Written official request from Contractors and all clients or Barangay/ Municipal Resolution addressed to the provincial Governor through Provincial Engineer's Office and with Governor's note of approval.

#### A. PEO Certification for Sand and Gravel Permit

- Request Letter Addressed to the Provincial Engineer
- NIA Clearance
- DPWH Clearance
- Area Clearance
- Official Receipt from the Provincial Treasurer's Office
-

## **B. Contractors Request for Inspection for Billing**

### **For Advance Payment**

- Letter Request for Advance Payment
- NTP/NOA
- Complete Contract Documents (Certified Copy)
- Performance Security
- Certificate of Mobilization from PEO's Project In-charge with Photos
- Other Legal Documents

### **For First Billing**

- Letter Request for 1<sup>st</sup> Partial Billing together with Contractor's SWA
- Original Copy of NTP, NOA, Contract, POW & Plans and complete set of bid documents
- Statement of Work Accomplish (SWA) validated
- Inspection report by Inspectorate Team
- Statement of Time Elapse
- Weather Report
- Material Test Result
- Other documents to support the billing (if any)

### **For Succeeding Partial Billing**

- Letter Request for 1<sup>st</sup> Partial Billing together with Contractor's SWA
- NTP, NOA, Contract, and Certification that the original copy of the other documents is attached to First Billing and copy of previous billing voucher, certificate of payment and SWA.
- Statement of Work Accomplish (SWA) validated
- Inspection report by Inspectorate Team
- Statement of Time Elapse
- Weather Report
- Material Test Result
- Other documents to support the billing (if any)

### **For Final Billing**

- Letter Request for 1<sup>st</sup> Partial Billing together with Contractor's SWA
- NTP, NOA, Contract, and Certification that the original copy of the other documents is attached to First Billing and copy of previous billing voucher, certificate of payment and SWA.
- Statement of Work Accomplish (SWA) validated
- Inspection report by Inspectorate Team
- Statement of Time Elapse
- Weather Report
- Material Test Result
- Certificate of Acceptance from the LGU
- As-built plans
- Other documents to support final billing

**SCHEDULE OF AVAILABILITY OF SERVICE:**

8:00 AM - 5:00 PM  
Monday – Friday (Except Holiday)

**SERVICE PERFORMANCE PLEDGE**

We, the Management and Staff of the Provincial Engineer’s Office, pledge and commit to deliver Quality Public Services as promised in this CITIZEN’S CHARTER, with the objective of rendering fast service delivery to clients:

To serve with Integrity, Promptly and Timely, Politely and Courteously.  
Be available during office hours and beyond office hours when necessary.  
Wear proper office uniform and Identification Card.  
Provide adequate and accurate information with equal treatment to transacting client and be consistent in applying laws and rules

**AUTHORIZED FEES**

- A. Certification Fee
  - PEO Certification for Sand and Gravel Permit Php105.00

**HOW TO AVAIL THE SERVICES**

**A. Administrative Support (Administrative Section)**

<b>Steps</b>	<b>Requesting Party/Client</b>	<b>Office Activity</b>	<b>Duration</b>	<b>Person In-Charge</b>
A.1	Proceed to the Administrative Section and submit written request, Barangay or Municipal Resolution approved by the Provincial Governor	1.Receive duly approved written request/ resolutions. Unapproved request shall be returned to clients or forwarded to Provincial Governor’s Office for his appropriate action and approval  2.For Review, evaluation and appropriate Action and direction  3.Routed/released request/ resolution to the in-charge/concerned Division Chief and personnel for appropriate action and implementation	2 min   3 min.   3 min.	Ms. Evelyn L. Espiritu  Ms. Gloria Herrera   Engr. Isagani Ungad   Ms. Evelyn L. Espiritu  Ms. Chris Rhea Aranza

**B. Pre-Engineering / Survey Activities (Planning, Programming and Design (PPD) Division)**

Client Steps	Requesting Party/Client	Office Activity	Duration	Person In-Change
		<p>1. Received and review the request/resolution routed by Provincial Engineer and indorse to concerned Section Chief/ In-charge</p> <p>2. Designate Surveyor or Survey team, for the proposed projects</p> <p>3. Schedule and Conduct survey of proposed projects</p> <p>4. Plotting of Road Survey, Topographic Survey, Structural Survey Plans</p> <p>5. Schedule/Conduct inspection/prepare Detailed Estimates and Program of Works</p> <p>6. Schedule/Conduct inspection/prepare Plans/Detailed Structural/Architectural, Electrical, Mechanical Design</p>	<p>15 min.</p> <p>5 mins</p> <p>2-3 days</p> <p>1 day</p> <p>Depends on the area to be inspected/ investigated &amp; scope of works</p> <p>Depends on the area to be</p>	<p>Engr. Arnel Ancajas</p> <p>Engr. Ferdinand Fuentes and</p> <p>Engr. Jeconias Escol (Team 1)</p> <p>Mel Anthony Taburno (Team 2)</p> <p>Aldrin Plariza (Team 3)</p> <p>Engr. Ferdinand Fuentes and Team</p> <p>Engr. Carl Lou Baclayon and Team, (Roads and Bridges)</p> <p>Arch. Ivy B. Radaza and Team (Buildings and other structure)</p>

		7.Submission of accomplished Detailed Engineering Plans and Design, Detailed Programs and Cost Estimates, Architectural, Structural, Electrical, & Mechanical Design and Program of Works, Approved Budget Cost for review and signature	inspect ed/ investi gated & scope of works	
		8.Submission of accomplished Detailed Engineering Plans and Design, Detailed Programs and Cost Estimates, Architectural, Structural, Electrical, & Mechanical Design and Program of Works, Approved Budget Cost for recommendation, and approval	30 mins	Engr. Arnel S. Ancajas
		9. Submission of approved Program of Works for funding source and concurrence	30 mins  Depen ding on the availab ility of the Govern or	Engr. Isagani E. Ungad  Provincial Governor

**C. PROJECT IMPLEMENTATION (CONSTRUCTION & MAINTENANCE DIVISION)**

	1.Received and review the request/ resolution routed by Provincial Engineer and indorse to concerned Section Chief/ In-charge	15 mins	Engr. Julieta Alcano
	2. Schedule/ conduct inspection	1-2 days depending on the extent & project location scope of works,	Engr. Julieta Alcano

		weather condition, etc.	
	3. Schedule/ conduct inspection & submit report/project accomplishment	1 day	Agapito Tinampay Luven Pascual Cadag & Project In-charges
	4. Schedule/ conduct Material Quality Control Inspection and investigation	1 day	Engr. Julieta Alcano
	5. Prepare Quality Control Program, Pouring Permit and Certification	Depending on the area to be inspected or investigated	Nida Saladaga Warlito Ybañez & Project In-charges
	6. Conduct maintenance in all Various Project: Roads & Bridges Maintenance, Building Maintenance, Electrical Maintenance	Depending on the area to be inspected or investigated	Engr. Potenciano Rivera (Roads & Bridges Maintenance) Engr. Cornelio Lumacang (Building Maintenance) Engr. Randolph Electrical Maintenance Engr. Arman Pegarido
	7. Schedule/Conduct Site inspection and validation of water system request and perform Drilling and rural waterworks construction/ rehabilitation	Depending on the area to be inspected or investigated	

<b>D. HEAVY EQUIPMENT UTILIZATION (EQUIPMENT POOL DIVISION)</b>			
	1. Received and review the request/ resolution routed by Provincial Engineer and indorse to concerned Section Chief/ In-charge	15 mins.	Engr. Artemio B. Real, Jr.
	Verify and monitor the availability		Engr. Artemio B. Real, Jr.

	<p>of equipment for Equipment Assistance to BLGU and MLGU and conduct equipment maintenance</p> <p>Note: Equipment Utilization is free of rental per Provincial Ordinance No. 029-2020 dated April 23, 2020 (An Ordinance Repealing the Rental Rates under Article 19 of the Revised Revenue Code of the Province of Zamboanga del Sur)</p>		<p>Engr. Jimson Cañete (Base Workshop)</p> <p>Engr. Ian Mamangcao (Field Workshop District I)</p> <p>Engr. CasianoArocha, Jr. (Field Workshop District II)</p>
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### XIII. Education Services

#### Service Information

<b>Office</b>	Zamboanga del Sur Provincial Government College
<b>Classification</b>	Social Governance
<b>Type of Transaction</b>	Education Services
<b>Who May Avail</b>	General Public

#### 1. AURORA CAMPUS

#### SERVICE STANDARDS

Services Offered	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Issuance of certificates	1. Issue request form to client to accomplish and proceed to cashier for payment	30/certificate	2mins	Registrar Clerk/Cashier
	2. Prepare the requested documents.		3mins	
Issuance of TOR	<ol style="list-style-type: none"> <li>Issue final clearance to client to accomplish and proceed to cashier for payment</li> <li>Prepare documents, if Special Order, already available</li> <li>If Special Order was not yet released by CHED</li> </ol>	P50/page	5mins  5days  1 month	Registrar Clerk/Cashier
Issuance of Diploma	<ol style="list-style-type: none"> <li>Issue Request Form to client to accomplish</li> </ol>	150	1day	Records Officer
Student Admission	<ol style="list-style-type: none"> <li>Take the entrance exam</li> <li>Secure Enrollment Form to accomplish</li> <li>Seek advice from the Department Dean</li> <li>Return to Registrar's Office for MIS and subject loading</li> </ol>	None	1hour	Guidance Counselor Registrar Clerk
			5mins	
			5-10mins	Program Dean Registrar Clerk
10mins				
Evaluation of Students	<ol style="list-style-type: none"> <li>Secure request form to accomplish and submit to Registrar Clerk</li> </ol>	none	1day	Registrar

Guidance Counselling	<ol style="list-style-type: none"> <li>1. Issue referral to students</li> <li>2. Call Students Attention</li> <li>3. Provide Counseling</li> </ol>	none	3 days	Guidance Counsellor
Library	<ol style="list-style-type: none"> <li>1. Issue Library Card</li> <li>2. Provide computer for online research</li> <li>3. Lend books to Students</li> </ol>	none	none	Librarian Library Staff
Medical and Dental	<ol style="list-style-type: none"> <li>1. Blood pressure taking</li> <li>2. Checking of Body Temperature</li> <li>3. Wound dressing</li> <li>4. Dispense First Aid Medication</li> <li>5. Height and Weight Measurement</li> <li>6. Impart Health Teaching</li> <li>7. Conduct Entrance Health Examination</li> </ol>	None	3-5 mins	School Nurse
Canteen	<ol style="list-style-type: none"> <li>1. Provide affordable and nutritious foods</li> </ol>	N/A	Daily	Canteen Personnel
Parking Space	<ol style="list-style-type: none"> <li>1. Provide free parking space for students and employees</li> </ol>	N/A	N/A	Security Guard on Duty
Students Consultation	<ol style="list-style-type: none"> <li>1. Students consultation is provided at every college within the institution.</li> <li>2. Every faculty has its consultation schedule provided by the dean/program head.</li> </ol>	N/A	5mins	Instructors Dean Program Head

## 2. PAGADIAN CITY CAMPUS

### SERVICE STANDARDS

#### REGISTRAR'S OFFICE

<b>Activity</b>	<b>Person Responsible</b>	<b>Time</b>
1. Facilitate Enrollment	1. Focal Person 2. Irving S. Bugarin 3. Maria Elma M. Hortelano	1-2 hours
2. Grades Evaluation	1. Focal Person 2. Irving S. Bugarin 3. Maria Elma M. Hortelano	30 mins -1 hour
3. Issuance of College Certificate Grades, Transcript of Records and Good Moral Character Certificate	1. Focal Person 2. Irving S. Bugarin 3. Maria Elma M. Hortelano 4. Accounting Staff	1-2 days
4. Incomplete Grades Completion	1. Focal Person 2. Instructors 3. Irving S. Bugarin 4. Maria Elma M. Hortelano 5. Accounting Staff	1-2 days
5. Adding/Dropping/Changing/Withdrawal of Subjects	1. Focal Person 2. Irving S. Bugarin 3. Maria Elma M. Hortelano 4. Accounting Staff	30 mins -1 hour
6. Issuance of SHS Card, Form 137, Diploma and Good Moral Character Certificate	1. Edel Mae M.Camaongay 2. Mart R. Manalo	20-30 mins

#### ACCOUNTING OFFICE

<b>Activity</b>	<b>Person Responsible</b>	<b>Time Duration</b>
Preparation of Payroll and Statement of Deductions	1. Alva Christina B. Larubis 2. JogieA. Eway 3. Accounting Staff – Main Campus	

Preparation of Vouchers and Obligation Request	1. Alva Christina B. Larubis 2. Jogie A. Eway 3. Accounting Staff – Main Campus	2-3 days  1 hr per voucher
Preparation of PPMP and Purchase Request (PR)	1. Alva Christina B. Larubis 2. Jogie A. Eway 3. Accounting Staff – Main Campus Mart R. Manalo	1-3 days
Canvass and Quotation	1. Geoffrey G. Valmonte Jogie A. Eway	1-3 days
Issuances of Official Receipt (OR) for any School-Related Certifications	1. Alva Christina B. Larubis 2. Jogie A. Eway 2. Accounting Staff – Main Campus	3-5 mins per Certificate

### **ADMINISTRATIVE DIVISION**

Activity	Person Responsible	Time Duration
1. Preparation of Correspondence, Transmittals, and Endorsements for Acting President's Review and Approval	Mart R. Manalo	30 mins per Document
2. Receiving of Communication/Correspondence	Mart R. Manalo	1-2 mins per Document
3. Preparation of Letter-Response to Request: a. No Attachment/Data Required b. With Data on Attachment Required	Mart R. Manalo	1-2 days
4. Preparation of Employees Contract of Services	Mart R. Manalo	5-10mins per COS
5. Preparation of OPCR	Mart R. Manalo	1-2 days
6. Review and Ratings of Employees IPCR	Mart R. Manalo	1-2 days
7. Issuance of Student's Examination Permit	1. Mart R. Manalo 2. Boni Fernando A. Suarez	1-2 mins per Student

8. Evaluation and Validation of Senior High School-DepEd Documents	1. Mart R. Manalo 2. Edel Mae M. Camaongay	5-10 mins
9. Validation of Employees Monthly DTRs	Mart R. Manalo	2-3 mins
10. Review of Class Schedule prior to Class Opening	1. Mart R. Manalo 2. Focal Persons	1-2 days
11. Preparation of Faculty Load	1. Mart R. Manalo 2. Focal Persons	1-3 days
12. Plan, Direct and Coordinate Student Administration and Services to the Main Campus	Mart R. Manalo	1-2 days

#### **GUIDANCE AND COUNSELING OFFICE**

<b>Activity</b>	<b>Person Responsible</b>	<b>Time Duration</b>
1. Administer Entrance Exam	Glynette A. Peralta	1 hour
2. Evaluation of Entrance Exam	Glynette A. Peralta	20-30mins per student
3. Student Counseling	Glynette A. Peralta	30mins-1 hour per student
4. Students' Career Guidance	Glynette A. Peralta	30mins-1 hour per student

#### **LIBRARY SERVICES**

<b>Activity</b>	<b>Person Responsible</b>	<b>Time Duration</b>
1. Borrowing of Books	Shiela Adorna	1-5 minutes
2. Returning of Books Borrowed	Shiela Adorna	1-5 minutes
3. Issuance of Library Card	Twinkle Aiz G. Tria	5-10 minutes
4. Clearance Signing	Twinkle Aiz G. Tria	2-5 minutes
5. Library Orientation	Twinkle Aiz G. Tria	30 minutes to 1 hour



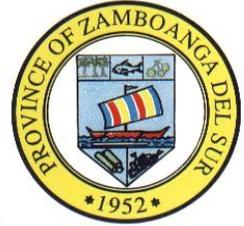
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>The Provincial Government of Zamboanga del Sur appreciates to hear feedback from the clients for the office to improve on their service systems and procedures through:</p> <ol style="list-style-type: none"> <li>1. SMS</li> <li>2. E-mail @ GovVictorJYuOffice@gmail.com</li> <li>3. Telephone No. (062) 2141868</li> <li>4. Suggestion Box</li> <li>5. Client Feedback Form</li> </ol>
How feedbacks are processed	<ol style="list-style-type: none"> <li>1. When feedback are received, Head of Office concerned will be informed of the feedback. The complainant will be contacted on his/her number and informed that appropriate action will be taken.</li> </ol>
How to file a complaint	<p>RA 11032, Rule XIV, Sec. 2. A complaint maybe Initial or Formal in Form;</p> <p><u>a) Initial complaint:</u></p> <ol style="list-style-type: none"> <li>i) The Complaint shall indicate in a concise manner the following:               <ol style="list-style-type: none"> <li>(1) Full name, address, and contact details of the complainant</li> <li>(2) Details of the acts complained of;</li> <li>(3) Person/s charged;</li> <li>(4) Name of Office of the person/s charged;</li> <li>(5) Evidence of such violation</li> </ol> </li> <li>ii) Complaints which do not disclose the identity of the complainant will be acted upon and treated as an anonymous complaint to be given due course. Provided, the complaint provides the details required under Rule XIV, Sec. 2 (a)(i) (2-5) of these rules.</li> <li>iii) The complainant may exhaust all means of verbal, written, and electronic communication available in filing the Initial Complaint to the Governor</li> </ol> <p><u>b) Formal Complaint</u></p> <ol style="list-style-type: none"> <li>i) The Complaint shall be in writing, subscribed</li> </ol>

	<p>and sworn to by the complainant and shall set forth in a concise manner the following:</p> <ol style="list-style-type: none"> <li>(1) Full name and address of the complainant</li> <li>(2) Full name/s and address of the person complained of as well as his/her position and office;</li> <li>(3) A narration of the relevant and material facts which shows the acts or omissions allegedly committed</li> <li>(4) Certified true copies of documentary evidence and affidavits of his/her witnesses, if any, and</li> <li>(5) Certification or statement of non-forum shopping</li> </ol> <p>It must be signed by the party or his/her authorized representative, if any.</p>
How complaints are processed	<p><b>Sec. 3. <u>Evaluation</u></b>  If upon evaluation, it is established that the Initial or Formal Complaint is valid such that it falls within the scope of the Act or its Rules, the Governor shall commence the investigation of the said complaint.</p> <p>However, if the Initial or Formal Complaint does not fall within the scope of the Act or its rules, the Governor shall refer or endorse the said complaint to the relevant government agency for appropriate action.</p> <p><b>Sec. 4. <u>Investigation:</u></b>  If, upon evaluation of the initial Complaint, there is a finding by the Governor that there exists a probable violation of this Act or these Rules, the complainant or the Governor, in motu proprio or anonymous complaints cases, shall execute a Formal Complaint.</p> <ol style="list-style-type: none"> <li>(1) The person/s complained of shall be furnished a copy of the valid Formal Complaint</li> <li>(2) Investigation by the Governor through the Investigation Committee may be conducted in any of the following manner: <ol style="list-style-type: none"> <li>( a) requiring the submission of counter affidavit or comment and/or other documents from the person complained of within seven (7) working days from receipt of the Formal Complaint</li> </ol> </li> </ol>

	<p>(b)) ex-parte evaluation of the records; or</p> <p>(c) clarificatory meeting with the parties to discuss the merits of the case.</p> <ul style="list-style-type: none"> <li>- When the complaint is initiated by the Governor motu proprio, a show-cause order shall be issued directing the person/s complained of to explain within the same period why no administrative or criminal case should be filed against said person.</li> </ul> <p style="padding-left: 40px;">Failure to submit a comment/counter-affidavit/explanation shall be considered a waiver thereof and the investigation may be completed without the counter-affidavit/comment/explanation.</p> <p>(3) A Final Compliant shall be issued by the Governor, if a prima facie case is established after the Investigation.</p> <p>(4) The Governor may deputize the conduct of preliminary investigation and /or formal investigation of a case and may recommend the imposition of the appropriate penalty and/or preventive suspension if warranted.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Telephone Numbers – (02)8478 5091; 8478 5093; 8478 5099</p> <p>Email Address: <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a></p> <p>Website –www.arta.gov.ph</p> <p>Facebook – Anti-Red Tape Authority</p> <p>Twitter - @ARTAgovph</p> <p>Instagram - @ARTAgovph</p>



Office	Address	Contact Information
Provincial Agriculture Office	Consolacion St., Sto. Niño District Pagadian City	(062) 214-2098
Provincial Veterinary Office	Consolacion St., Sto. Niño District Pagadian City	(062) 214-2780
Provincial Assessor's Office	Ground Flr. Capitol Main Building, Capitol Compound, Urro. St., Pagadian City	(062) 214-1879
Provincial Treasurer's Office	Ground Flr. Capitol Main Building, Capitol Compound, Urro. St., Pagadian City	(062) 214-1877
Prov'l Environment & Natural Resources Office	Prov'l Government Center, Dao, Pagadian City	(062) 214-2359
Prov'l Disaster Risk Reduction and Management Office	Prov'l Government Center, Dao, Pagadian City	0936-833-0944
Provincial Population Office	Capitol Compound, Urro. St., Pagadian City	(062) 214-1606
Persons With Disability Office	Capitol Compound, Urro. St., Pagadian City	(062) 925-1601
Prov'l Social Welfare & Dev't. Office	Capitol Compound, Urro. St., Pagadian City	(062) 215-1847
Integrated Provincial Health Office	Prov'l Government Center, Dao, Pagadian City	(062) 215-2931
Zamboanga del Sur Medical Center	Prov'l Government Center, Dao, Pagadian City	(062) 214-2467
Provincial Engineer's Office	Prov'l Government Center, Dao, Pagadian City	(062) 215-4651
Zamboanga del Sur Gov't. College 1. Aurora Campus 2. Pagadian Campus	Aurora, Zamboanga del Sur  Capitol Compound, Urro. St., Pagadian City	(062) 925-6952  0946-583-0099



## CLIENT FEEDBACK FORM

Name (Ngalan, Pangalan)

: \_\_\_\_\_

Address (Pinuy-anan, Tirahan)

: \_\_\_\_\_

Contact No. (Telepono)

: \_\_\_\_\_

Email Address

: \_\_\_\_\_

Name of Employee Subject of Feedback/Comment/Complain (Pangalan ng  
Trabahante na pinupuri/inireklamo/pinuna

: \_\_\_\_\_

Position (Posisyon)

: \_\_\_\_\_

Office/Department (Opisina/Departamento)

: \_\_\_\_\_

Compliment/Praise/Comment

: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What is your complaint?: (Unsay Imong Reklamo/Ano ang iyong reklamo?)

: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

When did it happen? (Kanus-a nahitabo/Kailan Nangyari?)

: \_\_\_\_\_  
\_\_\_\_\_

What would you like us to do? (Unsay gusto nimo nga mahitabo? Anong gusto ninyong mangyari?)

: \_\_\_\_\_  
\_\_\_\_\_

Signature (Pirma/Lagda)

: \_\_\_\_\_

Date (Petsa)

: \_\_\_\_\_



EXECUTIVE ORDER NO. 91  
Series of 2019

AN ORDER CREATING THE ANTI-RED TAPE UNIT (ARTU) OF THE  
PROVINCIAL GOVERNMENT OF ZAMBOANGA DEL SUR

WHEREAS, Republic Act 11032, otherwise known as "*Ease of Doing Business and Efficient Government Service Delivery Act of 2018*," amends Republic Act No. 9485, or the Anti-Red Tape Act of 2007;

WHEREAS, in accordance with the policy of the State, local government units have been mandated to promote integrity, accountability, proper management of public affairs and public property, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government;

WHEREAS, under this act, standards of actions of government agencies on the applications or request submitted by an applicant or requesting party for processing have been laid out;

WHEREAS, pursuant to Section 5 of this act, which provides that all offices and agencies which provide government services are mandated to regularly undertake cost compliance analysis, time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time;

WHEREAS, in order to guide the transacting public of all the services provided by the Provincial Government of Zamboanga del Sur, the service standards need to be updated in the Citizen's Charter in the form of information billboard which shall be posted at the main entrance of the capitol building, handbook and in the agency website and in the form of published materials written either in English, Filipino, or in the local dialect. Office service standards be posted also at the entrance of every office.

WHEREAS, the present Provincial Leadership supports the National Leadership in attaining an improved government service delivery;

NOW THEREFORE, I, VICTOR J. YU, Provincial Governor of the Province of Zamboanga del Sur, by virtue of the power vested in me by law, do hereby order the following:

**SECTION 1. CREATION OF THE ANTI-RED-TAPE UNIT (ARTU)**

Pursuant to ARTA Memorandum, Circular No. 2019-002 s. 2019 dated August 13, 2019, 6.4.1 which mandates all government offices and agencies for the **Creation or Designation of Anti-Red Tape Unit (ARTU)**, the Provincial Government of Zamboanga del Sur, hereby creates its Anti-Red Tape Unit, which shall be composed of the following:

**Head of the ARTU - Mr. Joeje P. Sason - Provincial Administrator**

**Members:**

1. Mrs. Bernarda P. Quirante - Prov'l Human resource Mgt. Officer
2. Mrs. Meriline B. Locson - Prov'l Planning & Dev't Coordinator
3. Atty. Jackielyn Krystel Nehama C. Bana - Prov'l Legal Officer
4. Mrs. Robane O. Barnido - Provincial Accountant
5. Mrs. Nerissa R. Napitnas - Provincial Budget Officer
6. Mrs. Zenaida M. Ohaob - OIC-PGSO

**SECTION 2. ROLES AND FUNCTIONS OF THE ANTI-RED TAPE UNIT**

**(ARTU)** - pursuant to Republic Act 11032 and its Implementing Rules and Regulations, the Anti-Red Tape Unit shall have the following functions:

- Undertake compliance cost analysis, conduct time and motion studies, undergo evaluation and improvement of all government services of the provincial government and reengineer the same to reduce bureaucratic red tape and processing time, and to promote efficiency and simplicity of processes;
- Conduct Regulatory Impact Assessment (RIA) for the purpose of reviewing, simplifying, modifying, modernizing regulations, laws, issuances and ordinances to reduce regulatory burden and cost;
- Draft the Regulatory Impact Statement (RIS). The RIS is a document prepared by a regulatory board before a new regulation is introduced or an existing regulation is modified or repealed;
- Set up the most current and updated service standards which shall be posted in the Citizen's Charter of the Provincial Government;
- Develop and foster client feedback mechanism and client satisfaction measurement;
- Monitor and periodically review the Citizen's Charter;
- Submission of the new Citizen's Charter to the Anti-Red-Tape Authority (ARTA)
- Formulate and introduce procedures that shall adopt appropriate working schedule to ensure that all applicants or requesting parties who are within the premises prior to the end of working hours are attended to and served even during lunch break and after regular working hours;
- See to it that all employees transacting with the public shall be provided with an official identification card, which shall be visibly worn during office hours;
- Establishment of Public Assistance and Complaints Desk to effectively receive feedback and monitor customer satisfaction, in a conspicuous area in the Provincial Capitol premises, where an officer or employee knowledgeable in frontline services shall at all times be available for consultation and advice. It shall be attended to, even during break time. Special lanes shall be provided for personal transactions of senior citizens, pregnant women and persons with disabilities;
- Shall institute hotline numbers, short message service, information communication technology, or other mechanisms by which the clients may adequately express their complaints, comments or suggestions.

**SECTION 3. MEETINGS AND QUORUM** Meetings shall be conducted regularly at any other venue at a time agreed by the majority members of the ARTU.

**SECTION 4. BUDGET** The operation and functionality of the Anti-Red Tape Unit (ARTU) shall be determined by the members subject to auditing rules and regulations and with the approval of the Provincial Governor.

**SECTION 5. AMENDMENTS** Any amendments to this Executive Order relative to the composition and functions of the Anti-Red Tape Unit (ARTU) shall be done in accordance with the provisions of R.A. 11032 and its Implementing Rules and Regulations.

**SECTION 6. EFFECTIVITY** This Executive Order shall take effect immediately.

Issued this 4<sup>th</sup> day of November, 2019 at Pagadian City, Zamboanga del Sur, Philippines.

  
VICTOR O. YU  
Provincial Governor





