PROVINCIAL GOVERNMENT OF CAMARINES SUR

CITIZEN'S CHARTER

2026

FOREWORD OF THE GOVERNOR

My fellow public servant of Camarines Sur, it is with immense pride, gratitude, and a profound sense of shared mission that I present to you the 2026 Third Edition of the Camarines sur Citizen's Charter Handbook. This handbook is far more than an administrative response to statutory compliance under Republic Act No. 11032. We must guarantee that this charter is the living, breathing master blueprint of how we serve our people. It represents our sacred, legally binding promise of trust, efficiency, and accountability to the constituents we have sworn to protect, empower, and lift up.

In Camarines Sur, we have carved out a proud reputation founded on Integrity, Ethical Service, and Good Governance. Our supervisory corps and workforce have consistently demonstrated world-class transparency and ethical dedication. This high public service standard of public ethics is the solid rock upon which our administration stands. Yet, true governance cannot rest solely on good intentions; it demands systemic excellence through the active promotion of transparency and the continuous enhancement of service accessibility.

To elevate our province into modernized, competitive, and highly professionalized local government unit, we must bridge the gap between individual integrity and organizational awareness. We must move away from the obsolete habits of the past – from viewing our work through disconnected components and isolated silos. By promoting absolute transparency, we open our processes to the public eye, removing the shadows where delays and red tape hide. By enhancing accessibility, we ensure that our services are physically, linguistically, and digitally within reach of every single resident of Camarines Sur – most especially our underserved, rural, and remote communities. Our commitment is to dismantle the barriers of complex jargon and physical distance, replacing them with open doors and intuitive, clear pathways.

Furthermore, this updated Charter is a cornerstone of our strategic drive toward greater economic competitiveness. In a rapidly evolving global economy, local entrepreneurs and international investors alike seek administrative landscapes characterized by speed, predictability, and ease. By strictly committing to our streamlined service standards, we lower transaction costs, eliminate costly bureaucratic delays, and send an unmistakable signal to the country and the world that Camarines Sur is open for business. An efficient, friction-free public service is our greatest competitive advantage in attracting major investments, generating high- quality local jobs, and accelerating economic prosperity for all our families.

As leaders and supervisors, your duty is to see the entire horizon. Every signature you secure, every document you process, and every second you save must directly fuel our provincial vision for food security, accessible health care, massive infrastructure development, and digital integration. When an internal service like a Service Record is delayed, it stalls the very engine of our province. Conversely, when we streamline our internal workflows, we directly accelerate our frontlines and deliver immediate, life-changing impact to our farmers, our patients, our entrepreneurs, and our constituents.

To our department heads and supervisors, it is our collective duty to guard the structural integrity of these processes. Treat every citizen and colleague who approaches your window not just as a transaction, but as a stakeholder in our shared provincial future.

Together, let us prove that in Camarines Sur, our ethical standards are matched only by our operational brilliance, and our commitment to good governance is felt in every second we save for our people.

Forward, Camarines Sur!

LUIS RAYMUND F. VILLAFUERTE, JR.
Governor

THE FOUNDATION OF OUR CITIZEN'S CHARTER

Provincial Government of Camarines Sur

Following the executive directive of our provincial Governor, this section establishes the legal mandate, the strategic destination, and the ethical pillars that govern every public transaction, service handshake, and administrative decision within our province.

I.THE PROVINCIAL MANDATE:

The Provincial Government of Camarines sur derives its core authority and operational mandates from Republic Act No. 7160, otherwise known as the Local Government Code of 1991.

Specifically, under Section 16 (General Welfare), the province is legally bound to exercise powers that are essential to the promotion of the general welfare. Our Administrative workflows are not merely clerical tasks; they are the exact mechanisms through which we realize the nine (9) statutory mandates of the General Welfare Clause.

Section 16 Mandates & Strategic Administrative Alignment:

1. Preservation and Enrichment of Culture: Accelerating tourism clearances, supporting cultural heritage grants, and streamlining processing for local artists and historical preservation programs.

2. Promotion of Health and Safety: Re-engineering internal clearance systems for medicine procurement, municipal & provincial hospitals, and rapid tertiary healthcare assistance delivery.

3. Enhancement of the Right of the People to a Balance Ecology: Enhancing the technical validation speed of PENRO clearances, quarry assessments, and ecological waste management protocols.

4. Encouragement and Support of Science and Technology (4IR) Capabilities): Eliminating paper-based lag by utilizing the Provincial Intranet Database, implementing contactless digital submissions, and promoting smart agricultural technology transfers.

5. Improvement of Public Morals: Enforcing strict transparency, public oversight of transactions, and unyielding compliance with the Zero-Contact Policy to prevent opportunities for administrative graft.

6. Enhancement of Economic Prosperity and Social Justice: Standardizing and accelerating investment applications, property tax declaration updates, and agricultural assistance workflows to foster and elite business climate.

7. Promotion of Full Employment Among Residents: Rapidly processing PESO employment clearances, professionalizing administrative assistance programs, and securing streamlined local business licensing pathways.

8. Maintenance of Peace and Order: Enhancing procedural synchronization with legal and protective offices to process safety clearances and institutional compliance mechanisms with absolute integrity.

9. Preservation of the Comfort and Convenience of Inhabitants: The core driver of the Citizen's Charter. By reducing simple transactions to one (1) hour and complex ones to four (4) days, we physically respect the time, effort, and dignity of our constituents.

II. THE PROVINCIAL VISION

Our Destination: Where we are building our future.

"To realize the full potential of becoming the Philippines' most Advanced, Inclusive, and Sustainable Province. A globally recognized hub for education, Tourism, Green Innovation, Strategic Agri-Industry, and Smart Infrastructure, where opportunity thrives for every citizen, driven by faith, unity, visionary governance."

- The Organizational Awareness Connection: Every supervisor must remember that no service is isolated. Whether you are processing a voucher, approving a medical clearance, or issuing an agricultural permit, you are directly laying a brick in the foundation of this Provincial Vision.

III. THE PROVINCIAL MISSION

Our Pathway: How we build every day.

"To lead Camarines Sur into a future shaped by globally competitive digital innovation, world-class infrastructure, and sustainable, inclusive growth. We commit to responsive, faith-based, compassionate, ethical governance, empowering every CamSureno to dream bigger, rise together, and succeed."

III-A. ALIGNMENT WITH THE SEAL OF GOOD LOCAL GOVERNANCE

The SGLG Connection: Turning administrative compliance into provincial prestige.

To realize our mission, Camarines Sur aligns its service delivery directly with the Seal of Good Local Governance statutory criteria under RA No. 11292. Our Citizen's Charter is the operational engine that powers our compliance across the SGLG parameters:

1. Financial Administration & Sustainability: Streamlining our voucher processing and financial handshakes ensures transparent, audit-ready fiscal management and rapid resource mobilization.

2. Disaster preparedness: Re-engineering our administrative clearance systems ensures that emergency responses, disaster funds, and relief operations are cleared in hours, not days.

3. Social Protection & Sensitivity: Ensuring that medical clearances, financial aid, and civil assistance workflows are accessible to marginalized, indigenous, and remote communities without bureaucratic delays.

4. Health Compliance & Responsiveness: Professionalizing hospital administration and internal processing lines to guarantee that tertiary healthcare delivery remains swift and responsive.

5. Sustainable Education: Processing student assistance programs, teacher credentials, and local school board clearances through highly efficient, error-free internal pipelines.

6. Business-friendliness and Competitiveness: Fulfilling the core mandates of RA 11032 by reducing processing times for permits, land tax clearances, and business assessments, creating an elite investment climate.

7. Safety, Peace, and Order: Synchronizing operations with local protective units and legal divisions to ensure that safety-related clearances are processed with absolute integrity.

8. Environmental Management: Enhancing the speed and technical validation of environmental clearances to protect the rich biodiversity and agricultural lands of Mt. Isarog and our marine ecosystems.

9. Tourism, Heritage development, Culture, and Arts: Eliminating bureaucratic friction for local cultural programs and tourism operators to accelerate. Job creation and keep our cultural heritage vibrant.

10. Youth Development: Design swift, accessible mechanisms for youth leadership programs and sports development clearances, empowering the next generation of Bicolano leaders.

IV. THE CAMARINES SUR SERVICE PLEDGE

(Aligned with RA 11032 and the 2026 ARTA Compliance Standards)

We, the public servants of the Provincial Government of Camarines Sur, proudly bind ourselves to this sacred contract of service with the people. We solemnly pledge to:

- Promote Radical Transparency : We will keep all requirements, fees, and timeless open, clear, and visible. We reject hidden steps and arbitrary delays.

- Respond with Speed and Accuracy: We will honor our clients' time by executing our re-engineered workflows within the mandated timelines (Simple transactions within 3 delays/hours, Complex within 7 days, and Highly technical within 20 days).

- Optimize Service Accessibility: We will breakdown barriers of physical distance and bureaucracy. We will bring services closer to our remote communities through digital integration and simplified processes.

- Validate Operational Integrity: We will maintain absolute honesty, fairness, and transparency in every transaction, adhering strictly to the Zero-Contact Policy to eliminate opportunities for corruption.

- Institutionalize Role Permanence: We will serve with consistency and professional stability. Our service standards will remain reliable, predictable, and resilient, independent of personal changes or political transitions.

- Nurture Systemic Synergy: We will operate as one unified provincial team. We will eliminate isolated office silos, executing internal clearances handshakes behind the scenes so the citizens does not have to carry the burden of paperwork.

- Commit to Continuous Professionalization: We will proactively upgrade our technical competencies, embrace modern 4IR administrative technologies, and constantly strive to refine our service architecture.

- Empower our Constituents: We will treat every citizen, business partner, and colleague with the highest level of courtesy, respect, and dignity, remembering that the ultimate measure of our success is the prosperity of our people.

V. OUR CORE VALUES

To bridge the gap between our proven ethical strength and our strategic goals, we govern our daily conduct through the Arch of Excellence.

1.INTEGRITY & ETHICAL DUTY (Bedrock)

- Our Strength in Action: We leverage our deep-seated commitment to honesty, accountability, and good governance. We hold ourselves to the highest standards of public ethics, ensuring that our transactions are clean, transparent, and completely beyond reproach.

2.ACCESSIBILITY & CITIZEN-FOCUS (Pillar)

. Our Strategi Goal: We design services around the needs of the citizens. We simplify complex procedures, utilize clear language, and leverage digital tools to make our provincial government approachable and easy to navigate for everyone.

3.SYSTEM SYNERGY & COOPERATION (Keystone)

. Our solution to Disconnection: We actively destroy departmental silos. We understand that our individual offices are interconnected nodes in a larger provincial ecosystem. We ensure that our internal transactions handshake flawlessly to keep the province moving forward.

4.PROFESSIONALISM & CONTINUOUS IMPROVEMENT (Pillar)

. Our Commitment to Growth: We actively seek professional development and master our administrative competencies. We embrace modern administrative tools, adopt international standards of efficiency, and take personal responsibility for the continuous refinement of our service standards.

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PART II: EXECUTIVE DEPARTMENT SERVICES

SECTION 1: SOCIAL PROTECTION, EDUCATION, & HEALTH RESILIENCE SECTOR

Provincial Health Office

External Services

1. Dental Services

Provide accessible preventive and curative oral health care to prevent dental diseases, promote lifelong oral wellness, and improve overall health. Priority is given to children, youth, pregnant women, older adults, and other clients through oral examination, treatment, and oral health education.

Office or Divisions:	Provincial Health Office Family Health Cluster - Dental
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All Clients in need of Dental Services

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Not applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration and provide patient information.	1. Interview the patient, record health information and medical history.	None	1 Minute	*Dental Aide*
2. Wait for scheduled turn and respond when called.	2. Measure and record the patient’s blood pressure; Forward the dental record to the dentist.	None	1 Minute	*Dental Aide*
3. Undergo dental examination and/or treatment.	3. Conduct consultation and oral examination.	None	2 Minutes	*Dentist*
	3.1. Perform tooth extraction, when indicated.	None	24 Minutes	*Dentist*
	3.2. Perform tooth restoration, when indicated.	None	25 Minutes	*Dentist*

	3.3 Provide chairside oral health instructions. 3.4 Issue drug prescription, when necessary.	None None	5 Minutes 2 Minutes	*Dentist* *Dentist*
4. Receive prescribed take-home medications.	4. Dispense prescribed medications.	None	2 Minutes	*Dentist*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form	None		*Dental Aide*
	TOTAL	**None**	**1 Hour, 2 Minutes**	

2. Medical Services

Provide accessible, quality healthcare to promote health, prevent illness, and improve well-being across all population groups. Special focus is given to underserved and geographically isolated communities to ensure equitable access to essential medical care and address unmet health needs.

Office or Divisions:	Provincial Health Office Support Services Unit
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Patients seeking Medical Services.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Not Applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and provide patient information.	1. Interview patient, record medical history	None	1 Minute	*Nurse/ Midwife*
2. Wait for scheduled turn and respond when called.	2. Measure and record vital signs, forward medical record for initial assessment.	None	3 Minutes	*Nurse/ Midwife*
3. Proceed to consultation area.	3. Conduct consultation and medical examination.	None	5 Minutes	*Medical Doctor*
	3.1 Provide appropriate treatment, prescription, or referral, as necessary.	None	24 Minutes	*Medical Doctor*
	3.2 Provide health education and instructions.	None	10 Minutes	*Medical Doctor*

4. Proceed to pharmacy area.	4. Dispense prescribed medicines and provide medication instructions.	None	2 Minutes	*Nurse/ Midwife*
5. Receive take home medications and signify in the medicine/supply consumption report.	5. Secure patient's signature in the medicine/ supply consumption report.	None	1 Minute	*Nurse/ Midwife*
6. Accomplish and submit the Customer Feedback Form	6. Receive and file the accomplished Customer Feedback Form	None		*Nurse/ Midwife*
	TOTAL	**None**	**46 Minutes**	

3. Technical Support Services

Provides technical assistance, guidance, and coordination to support the effective implementation of health programs. These services strengthen stakeholder collaboration, enhance service delivery, and promote continuous improvement to achieve sustainable public health outcomes.

Office or Divisions:	Provincial Health Office Technical Division
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government
Who may avail:	Government and Public Health Workers, health professionals, other stakeholders.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request (Optional)	Office of the requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register inquiry at the information desk.	1. Record the clients purpose, log the visit, and refer to the designated program coordinator.	None	3 Minutes	*Information Desk Officer*
2. Present the purpose of visit and provide necessary documents.	2. Assist client, evaluate request, and discuss recommendations, actions, and relevant documents.	None	20 Minutes	*Program Manager*
3. Provide feedback and suggestions for service improvement.	3. Present summary of discussion and agreements.	None	10 Minutes	*Program Manager*

4. Acknowledge the final agreement.	4. Finalize the transaction.	None	1 Minute	*Program Manager*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form	None		*Information Desk Officer*
	TOTAL	**None**	**34 Minutes**	

Provincially Managed Hospitals

External Services

1. Animal Bite Treatment and Prevention Services

This service provides comprehensive medical management for patients exposed to animal bites, scratched, or other potential rabies exposures. Service includes patient assessment, wound treatment, administration of anti-rabies vaccine and immunoglobulin when indicated, tetanus prophylaxis, health education, and follow-up monitoring. The service aims to prevent rabies-related deaths and ensure accessible, timely, and quality healthcare for the community.

Office or Divisions:	Ragay District Hospital Animal Bite Treatment Center (ABTC)
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Individuals exposed to animal bites, scratches, or other potential rabies exposure

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Patient Information/ Registration Form	Ragay District Hospital OPD Section/ABTC Room

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and provide necessary information regarding the animal bite/ scratch incident.	1. Receive and record patient information and prepare the patient's chart	None	2 Minutes	*Out-Patient Department Clerk*
2. Proceed to the triage for assessment	2. Conduct patient interview, assess the exposure, take vital signs, and provide immediate wound cleansing and firs aid	None	15 Minutes	*ER Nurse*
3. Proceed to the attending physician for consultation	3. Examine the patient, determine the category of exposure, prescribe appropriate treatment, and document clinical findings	None	7 Minutes	*Physician*

4. Receive prescription and treatment instructions	4. Explain the treatment plan, prescribe vaccines, medications, and other necessary interventions	None	5 Minutes	*Physician*
5. Proceed to the Animal Bite Treatment Center (ABTC) for treatment	5. Implement the physician's order, verify eligibility for Philhealth benefits (if applicable). Provide health education, and administer prescribed vaccines and medications	None	50 Minutes	*Nurse*
6. Receive Anti-Rabies Vaccine (ARV) and other prescribed treatment	6. Administer Anti-Rabies Vaccine (ARV) and other indicated medications in accordance with established treatment protocols.	None	2 Minutes	*Nurse*
7. For category III exposures, receive ERIG infiltration (if indicated)	7. Administer Equine Rabies Immunoglobulin (ERIG)	None	2 Hours	*Nurse*
8. Wait for post-treatment monitoring	8. Observe the patient for possible adverse reactions and ensure patient stability before discharge	None	30 Minutes	*Nurse*
9. Receive Post-Exposure Prophylaxis (PEP) Card and follow-up schedule	9. Record treatment provided, issue the PEP card, explain vaccination schedule, and schedule follow-up visits	None	5 Minutes	*Nurse*
10. Accomplish and submit the Customer Feedback Form	10. Receive and file the accomplished Customer Feedback Form	None		*OPD Clerk*

TOTAL:	**None**	**1 Hour and 56 Minutes** (w/o ERIG Administration) **3 Hours and 56 Minutes** (w/ ERIG Administration)	

2. Processing and Release of Blood and Blood Components for Transfusion

This service facilitates the processing, compatibility testing, and release of blood and blood components for patients requiring blood transfusion. It includes the verification of blood requests, coordination with the Lead Blood Facility, blood typing, cross-matching, and issuance of compatible blood units in accordance with established transfusion medicine standards. Through this service, the hospital ensures the timely availability of safe and compatible blood products to support patient care and life-saving medical interventions.

Office or Divisions:	Libmanan District Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	• Patients requiring blood transfusion • Authorized patient representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laboratory Request	Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the blood request and laboratory request form	1. Review and verify the request and explain the procedure and requirements	None	5 Minutes	*Medical Technologist*
2. Provide the required processing and serological testing fee of the Lead Blood Facility	2. Coordinate with the Lead Blood Facility, secure reference number, and request/ reserve the appropriate blood units based on the physician's order and blood typing result	Based on prevailing rate of the Lead Blood Facility	10 Minutes	*Medical Technologist*
	2.1 Arrange retrieval and transport of the requested blood unit/s from the Lead Blood Facility	None	2 Hours	*Ambulance Driver/Medical Technologist*

3. Make the patient available for blood specimen collection	3. Collect the patient's blood specimen for blood typing and cross-matching procedures	None	10 Minutes	*Medical Technologist*
4. Wait for compatibility testing	4. Verify the received blood unit blood typing, cross-matching, and compatibility testing to ensure transfusion safely	None	1 Hour	*Medical Technologist*
5. Wait for the compatible blood to be endorsed and administered for transfusion	5. Release the compatible blood unit together with the required transfusion forms, document the transaction, and coordinate with the attending nurse for the administration of the blood transfusion	None	5 Minutes	*Medical Technologist/ Nurse*
	TOTAL:	*Based on prevailing rate of the Lead Blood Facility*	**3 Hours and 30 Minutes**	

3. Outpatient Medical Consultation Services

This service provides medical consultation, clinical assessment, diagnosis, treatment, and health education for non-emergency patients. It aims to deliver accessible and quality primary healthcare. Promote early detection and management of illness and support the overall health and well-being of patients.

Office or Divisions:	Camarines Sur Provincial Medical Center Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Bato Provincially Managed Clinic Buhi Provincially Managed Clinic Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Patient seeking non-emergency medical consultation and treatment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Patient Record / OPD Card	Medical Records Section
Referral Slip (if applicable)	Referring physician or facility
Valid ID	Any Government Issuing Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Registration Area and present the required information and documents	1. Verify patient information, retrieve or create the patient's medical record and issue OPD number/ chart	None	10 Minutes	*Records Clerk*
2. Wait for name to be called for triage and assessment	2. Conduct triage, take and record vital signs (blood pressure, temperature, pulse rate, respiratory rate, weight, and other necessary measurements.	None	10 Minutes	*Nurse on Duty*
3. Proceed to the Philhealth Yakap Desk for verification	3. Verify PhilHealth membership and register the patient under the PhilHealth Yakap Program	None	20 Minutes	*Yakap Team*
4. Proceed to consultation room when called.	4. Conduct medical history taking, physical examination, clinical assessment, diagnosis, and treatment planning	None	10 Minutes	*Physician on Duty*
5. Receive medical advice, prescriptions, laboratory requests or referrals	5. Explain diagnosis, treatment plan, prescribed medications, laboratory request, follow-up schedule, and referrals, when necessary	None	10 Minutes	*Physician on Duty*
6. Proceed to Pharmacy for prescribed medicines or complete the consultation process	6. Dispense available medicines, provide instructions, and advise on follow-up consultation when necessary	None	15 Minutes	*Pharmacist*

7. Accomplish the Customer Feedback Form	7. Receive and file the accomplished Customer Feedback Form	None	3 Minutes	*Outpatient Department Staff*
TOTAL:			**1 Hour and 18 Minutes**	

4. Computed Tomography (CT) Scan Services

This service provides diagnostic imaging through Computed Tomography (CT) scanning to assist physicians in the detection, diagnosis, evaluation, and monitoring of various medical conditions. It includes patient preparation, image acquisition, interpretation by a qualified radiologist, and release of imaging results. Through this service, patients are provided with accurate and timely diagnostic information to support appropriate medical management and treatment decisions.

Office or Divisions:	Camarines Sur Provincial Medical Center (CSPMC) Libmanan District Hospital
Classifications:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Outpatients with a duly accomplished CT Scan Request from a licensed physician

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Schedule confirmation message	PHO / Kafuerte Designated Scheduler
CT Scan Request Form duly signed by the	Requesting Physician
Government Issued ID	BIR, SSS, LTO, etc.
Serum Creatinine Result (valid 14 days)	Laboratory (for contrast procedures)
Assessment and Consent Form	Radiology Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present appointment confirmation, valid identification card, and other required documents	1. Verify the patient's appointment, identity, and completeness of documentary requirements	None	5 Minutes	*Administrative Staff*

2. Submit CT scan request and supporting documents at the CT Scan Receiving Area	2. Review the CT Scan request, verify supporting documents, and check serum creatinine results for contrast-enhanced CT scans, when applicable	None	10 Minutes	*Radiologic Technologist*
3. Accomplish the assessment and informed consent form	3. Provide the necessary forms and assist the patient in competing the required information	None	5 Minutes	*Radiologic Technologist*
4. Participate in safety screening and pre-procedural interview	4. Conduct patient screening, verify consent, assess contraindications, and ensure readiness for the procedure	None	5 Minutes	*Radiologic Technologist*
5. Wait for the CT Scan Procedure	5. Encode patient information, prepare examination records, and call the patient for the procedure	None	10 Minutes	*Radiologic Technologist*
6. Proceed to the CT Scan room when called.	6. Position the patient appropriately and perform the CT Scan examinations	None	30 Minutes	*Radiologic Technologist*
7. Proceed to the observation/ holding area after the procedure	7. Monitor the patient for possible adverse reactions, particularly for contrast-enhanced CT scan, and release the DVD copy	None	20 Minutes	*Nurse*

8. Wait for the preparation and completion of the official CT Scan report	8. Process CT scan images, interpret findings and prepare the official radiology report for review	None	5 Working Days	*Radiologic Technologist*
8. Return on the scheduled release date to claim the official CT Scan result.	8. Verify patient identity or authorization and release the official CT Scan report and imaging result	None	5 Minutes	*Releasing Staff/ Radiologic Technologist*
9. Accomplish the Customer Feedback Form	9. Receive and file the accomplished Customer Feedback Form	None	3 Minutes	*Releasing Staff/ Radiologic Technologist*
	TOTAL (PLAIN):	**None**	5 Working Days, 1 Hour, 33 Minutes	

5. Dental Consultation and Treatment Services

This service provides comprehensive oral health care through dental consultation, oral examination, diagnosis, treatment, preventive care, and oral health education. It aims to promote good oral hygiene, prevent dental diseases, relieve pain and discomfort, and improve the overall oral health and well-being of patients through accessible, safe, and quality dental services.

Office or Divisions:	Camarines Sur Provincial Medical Center Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All patients requiring dental consultation and treatment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Hospital Record	Medical Records Section
2. Blood Pressure result	Triage / Emergency Room
3. Medical Clearance (if needed)	Medical Doctor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Proceed to the Dental Clinic, register and provide required information	1. Verify records, encode patient information, and take vital signs	None	10 Minutes	*Records Clerk*
2. Wait for the preparation of dental record and queue number	2. Prepare and update patient records and log entry in the dental registry	None	10 Minutes	*Dental Aide*
3. Proceed to the dental chair when called for oral examination	3. Conduct oral examination, assess dental condition, and explain findings and treatment plan	None	10 Minutes	*Dentist*
4. Undergo prescribed dental procedure	4. Perform the necessary dental treatment (tooth extraction, and other available dental services)	None	30 Minutes	*Dentist*
5. Receive post-treatment instructions and schedule follow-up visits, if necessary	5. Provide oral health education, post-treatment care instructions, prescriptions, and follow-up schedule	None	10 Minutes	*Dentist*
6. Accomplish the Customer Feedback Form	6. Receive and file the accomplished Customer Feedback Form	None	3 Minutes	*Records Clerk*
	TOTAL:	**None**	**1 Hour and 13 Minutes**	

6. Issuance of Dead on Arrival (DOA) Certificate

This service provides the official issuance of a Dead on Arrival (DOA) Certificate for individuals brought to the hospital without signs of life upon arrival. It involves medical assessment and confirmation of death by a licensed physician, followed by the preparation and release of the official certificate. The document serves as a legal and medical record required for civil registration, burial arrangements, and other lawful purposes, ensuring accurate documentation of mortality cases in accordance with hospital policies and applicable laws.

Office or Divisions:	**Medical Records Section** Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	• Immediate family members of the deceased patients • Authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification of Requesting Relative/ Representative	Requesting Party
ER Logbook Entry or Record	Emergency Room

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Emergency Room Information Area and request for DOA certification	1. Verify identity of the requesting party and locate ER Logbook/ Record of patient entry	None	5 Minutes	*Nurse*
2. Provide necessary information regarding the patient (name, age, gender, address, circumstances of arrival, and relationship)	2. Conduct verification, confirm case details, and endorse information for certification processing	None	5 Minutes	*Nurse*
3. Wait for physician assessment and confirmation of death upon arrival	3. Examine the patient and officially declare and certify death as Dead on Arrival (DOA)	None	5 Minutes	*Attending Physician*
4. Wait for preparation of document	4. Prepare, encode, and print the Dead on Arrival (DOA) Certificate and secure physician	None	5 Minutes	*Admin Clerk*
	4.1 Review and sign the certificate	None	3 Minutes	*Physician*
4. Receive the official DOA certificate	4. Release the certified DOA document to authorized representative. Relative	None	2 Minutes	*Clerk*
	TOTAL:	**None**	**25 Minutes**	

7. Electrocardiography (ECG) Diagnostic Services

This service provides non-invasive cardiac diagnostic examination through Electrocardiograph (ECG) to assess the electrical activity of the heart. It is used to detect and monitor heart conditions such as arrhythmia, myocardial infarction, and other cardiac abnormalities. The service supports physicians in accurate and timely management of cardiovascular diseases.

Office or Divisions:	Camarines Sur Provincial Medical Center Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Bato Provincially Managed Clinic Buhi Provincially Managed Clinic Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	• Outpatients with ECG requests from a licensed physician • Emergency patients requiring cardiac assessment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hospital Record	Record Section (OPD)
Blood Pressure	Emergency Room (ER)

Clearance (if needed)		Doctor on Duty		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request and required documents.	1. Confirm schedule and endorse patient.	None	3 Minutes	*Administrative Staff*
2. Proceed to waiting area.	2. Review and verify patient documents.	None	5 Minutes	*Nurse*
3. Undergo ECG examination.	3. Conduct diagnostic procedure.	None	15 Minutes	*Nurse*
4. Claim the official result.	4. Prepare, validate, and release results.	None	3 Minutes	*Physician*
	TOTAL:	**None**	**26 Minutes**	

8. Emergency Room (ER) Service

Provides immediate assessment and stabilization for life-threatening or acute conditions.

Office or Divisions:	Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All patients needing emergency care

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Admission Order / Referral Slip	Attending Physician
2. Valid ID	Any Government Issuing Agency
3. PhilHealth Details	PhilHealth Office
4. Consent Forms	Admitting Clerk / Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive at ER (Triage).	1. Perform rapid assessment and notify MD.	None	3 Minutes	*ER Nurse*
2. Participate in relative interview.	2. Record info in ER logbook.	None	3 Minutes	*ER Nurse*
3. Undergo medical assessment.	3. Physician examines and orders tests.	None	10 Minutes	*Medical Officer*
4. Receive medical treatment.	4. Administer meds, wound care, or stabilize.	None	30 Minutes	*ER Nurse*
5. Await disposition.	5. Decision: Admitted, discharged, or referred.	None	5 Minutes	*Medical Officer*
	TOTAL	**None**	**51-60 Minutes**	

9. Hospital Admission Service

Ensures patients are properly assigned to the appropriate ward for safe medical care.

Office or Divisions:	Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Patients requiring hospital confinement

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Admission Order / Referral Slip	Attending Physician
2. Valid ID	Any Government Issuing Agency
3. PhilHealth Details	PhilHealth Office
4. Consent Forms	Admitting Clerk / Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to desk and present order.	1. Received and review admission documents.	None	5 Minutes	*ER Nurse*
2. Provide personal information	2. Verify info and hospital records.	None	30 Minutes	*Nurse*
3. Wait for room assignment.	3. Assess condition and assign bed/ward.	None	20 Minutes	*Admitting Clerk*
4. Sign admission and consent forms.	4. Explain policies and secure signatures.	None	10 Minutes	*Nurse on Duty*
	4.1 Carry out order and administer meds.	None	30 Minutes	*Nurse on Duty*
5. Proceed to assigned ward.	5. Endorse patient to receiving ward nurse.	None	10 Minutes	*Ward Nurse*
	TOTAL:	**None**	**1 Hour, 45 Minutes**	

10. Hospital Discharge Service

Ensures all medical, nursing, billing, and records requirements are completed before the patient leaves.

Office or Divisions:	**Hospital Ward section** Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Admitted patients cleared for discharge

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Physician's Discharge Order	Attending Physician
2. Valid ID	Any Government Issuing Agency
3. Updated Patient's Chart	Ward Nurse
4. Discharge Clearance Slip	Ward Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the nurse of intent for discharge	1.Evaluate patients and issue discharge order.	None	15 Minutes	*Attending Physician*

3.Submit PhilHealth requirements and other discharge documents, if applicable.	3. Review and process PhilHealth claims and verify supporting documents.	None	15 Minutes	*PhilHealth Staff / Billing Clerk*
4. Undergo clearance from concerned departments (e.g., Pharmacy, Laboratory, Radiology, Dietary, Property Custodian, and other applicable units).	4. Verify completion of services and issue clearance.	None	30 Minutes	*Concerned Department Personnel*
5. Secure discharge documents and prescriptions.	5. Prepare discharge papers, prescriptions, and coordinate discharge requirements with the patient/family.	None	10 Minutes	*Ward Nurse*
6. Receive discharge instructions and follow-up schedule.	6. Provide health teachings, medication instructions, and follow-up appointment details.	None	30 Minutes	*Nurse*
7. Receive medical abstract and other discharge documents.	7. Release medical abstract, discharge summary, and other authorized documents.	None	15 Minutes	*Medical Records Staff / Ward Nurse*
8. Leave the hospital.	8. Verify completion of discharge requirements and facilitate patient exit.	None	5 Minutes	*Ward Nurse / Security Guard*
TOTAL		**Depends on the fees**	**2 Hours**	

11. Issuance of Birth Certificate

Provides certified copies of the birth certificate of newborns delivered in the hospital.

Office or Divisions:	**Administrative Office** Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen Parent of newborns delivered in the hospital
Who may avail:	Guardians authorized to process documents for the newborn (if parents are unavailable)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID of parents	From client
2. Marriage Certificate	From client / PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required document to record section.	1. Check completeness of requirements.	None	10 Minutes	*Administrative Clerk*

2. Fill out necessary forms.	2. Assist client and verify info.	None	15 Minutes	*Administrative Clerk*
3. Wait for processing.	3. Prepare certificate for registration	None	10 Minutes	*Administrative Clerk*
4. Receive processed birth certificate.	4. Release document or advise on schedule.	None	10 Minutes	*Administrative Clerk*
TOTAL:		**None**	**45 Minutes**	

12. Issuance of Death Certificate

Provides for the legal registration and processing of death certificates for deceased patients.

Office or Divisions:	**Administrative Office** Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Immediate relatives of the deceased, Authorized representative with Valid proof of relationship or authority.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID of claimant	From client / claimant
2. Authorization Letter	From claimant (if applicable)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement at records section.	1. Receive and verify submitted documents.	None	5 Minutes	*Administrative Clerk*
2. Wait while documents are reviewed.	2. Validate physician certification.	None	15 Minutes	*Administrative Clerk*

3. Wait for preparation.	3. Prepare and print death certificate.	None	15 Minutes	*Physician*
4. Receive signed death certificate.	4. Release signed certificate to claimant.	None	5 Minutes	*Administrative Clerk*
	TOTAL:	**None**	**40 Minutes**	

13. Issuance of Medical/Medico-Legal

Refers to the issuance of medical or Medico-Legal certificates indicating patient medical conditions and treatment.

Office or Divisions:	Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	- Patients who require a medical certificate for employment, school, or personal purposes. - Relatives of patients requesting a medico-legal certificate (e.g. for medico-legal cases, accidents, injuries or death) - Authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID	From applicant
2. Previous medical records	Records Section
3. Authorization Letter	From applicant (if representative)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to records section and request.	1. Receive and verify submitted requirements.	None	5 Minutes	*Records Clerk*
2. Submit requirements for verification.	2. Check patient records and validate request.	None	5 Minutes	*Nurse*
3. Wait for preparation and signing.	3. Prepare and forward to MD for review.	None	10 Minutes	*Physician*
4. Claim the medical certificate.	4. Release the document.	None	1 Minutes	*Administrative Clerk*
	TOTAL	**None**	**21 Minutes**	

14. Laboratory Services

Provides for the collection and analysis of clinical specimens (blood, urine, stool) to aid in diagnosis.

Office or Divisions:	Camarines Sur Provincial Medical Center Libmanan District Hospital Ragay District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital
Classifications	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	1. An admitted patients who require laboratory tests as part of their medical management. 2. Out-patients referred by physicians for diagnostic testing.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Laboratory Request Form	Attending Physician
2. ID for release (representatives)	Any Government Issuing Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Laboratory request.	1. Evaluate request and issue charge slip for any of the following tests: Hematology Microscopy Parasitology Blood Chemistry -Cholesterol -Triglyceride -HDL -LDL -BUN -Creatinine -BUA -AST -ALT -Sodium -Potassium -Chloride -Calcium -Hba1c Serology -HbSAg -Dengue Titer -Typidot -Dengue NSI -Syphilis ATPT -Dengue TNSI ECG Special tests -TROPI	None	5 Minutes	*Medical Technologist*
2. Provide specimen sample or undergo extraction.	2. Perform extraction or receive samples.	None	10 Minutes	*Medical Technologist*

3. Wait for processing.	3. Perform requested examination.	None	120 Minutes	*Medical Technologist*
4. Claim official results.	4. Verify ID and release official report.	None	3 Minutes	*Releasing Staff*
TOTAL:		None	**2 Hours and 18 Minutes**	

15. Mammogram for Outpatient

Safe and reliable breast imaging procedures to support the early detection and diagnosis of breast conditions.

Office or Divisions:	Camarines Sur Provincial Medical Center (CSPMC),
Classifications:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All outpatients and any government employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Schedule confirmation message	PHO / Kafuerte Designated Scheduler
2. Mammogram Request Form (1 original)	Requesting Physician
3. Assessment and Consent Form	Radiology Dept – Mammogram section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present appointment message or valid ID.	1. Receive and check appointment verification.	None	5 Minutes	*Administrative Staff*
	1.1 Review documents for completeness.	None	5 Minutes	*Administrative Staff*
2. Proceed to Mammogram area for submission.	2. Receive and review mammogram requirements.	None	5 Minutes	*Radiologic Technologist*
3. Fill out assessment and consent form.	3. Provide forms and check compliance.	None	5 Minutes	*Radiologic Technologist*
4. Participate in safety interview.	4. Verify safety and check assessments.	None	5 Minutes	*Radiologic Technologist*

5. Wait to be called.	5. Encode info and call patient	None	10 Minutes	*Radiologic Technologist*
6. Proceed to Mammogram room when called.	6. Position the patient and perform scan.	None	15 Minutes	*Radiologic Technologist*
7. Proceed to the holding area.	7. Inform patient/relative of release schedule.	None	2 Minutes	*Radiologic Technologist*
8. Return to claim result after 5 working days.	8. Verify ID and release official result.	None	3 Minutes	*Releasing Staff*
	TOTAL:	**None**	**5 Days, 1 Hour, and 5 Minutes**	

16. Medical Service (Outreach)

Provision of primary medical care, community health assessment, and medication to underserved and remote sectors.

Office or Divisions:	Provincial Health Office Support Services Unit
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Underserved sectors and general public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Not Applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach registration table.	1. Interview and record health history.	None	1 Minute	*Nurse/Midwife*
2. Stay at the waiting area.	2. Obtain vital signs.	None	2 Minutes	*Nurse/Midwife*
	2.1 Forward medical record to doctor.	None	1 Minute	*Nurse/Midwife*
3. Proceed to consultation table.	3. Conduct Consultation/Medical Exam.	None	5 Minutes	*Doctor*
	3.1 Patient disposition/prescription.	None	24 Minutes	*Doctor*
	3.2 Provide instruction and health education.	None	10 Minutes	*Doctor*
4. Proceed to Pharmacy area.	4. Provide prescribed medicine/instruction.	None	2 Minutes	*Nurse/Midwife*

5. Receive take home medications	5. Let the patient sign consumption report.	None	1 Minute	*Nurse/Midwife*
TOTAL:		**None**	**46 Minutes**	

17. Medical Social Services

Assistance in addressing social, emotional, and financial concerns related to illness and hospitalization.

Office or Divisions:	Camarines Sur Provincial Medical Center Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Bato Provincially Managed Clinic Buhi Provincially Managed Clinic Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	In-patients, Out-patients, ER patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Patient's Request Letter	From Patient
2. Certificate of Indigency	Barangay Chairman
3. Medical Certificate / Abstract	Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to desk and submit requirements.	1. Receive and review submitted documents.	None	15 Minutes	*Social Worker*
2. Provide necessary information in interview.	2. Conduct psychosocial assessment.	None	15 Minutes	*Social Worker*
3. Receive referral or assistance instruction.	3. Release referral documents.	None	20 Minutes	*Social Worker*
	3.1 Perform systematic documentation.	None		*Social Worker*
	TOTAL:	**None**	**50 Minutes**	

18. Medication Administration Service

Ensures the safe and accurate preparation and administration of prescribed medications to patients.

Office or Divisions:	Camarines Sur Provincial Medical Center Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Bato Provincially Managed Clinic Buhi Provincially Managed Clinic Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	In-patients, Out-patients, ER patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctor's Prescription	Attending Physician
2. Patient Chart / Medical Record	Nurse's Station
3. Medication Sheet (MAR)	Nurse's Station

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

1. Submit prescription or presenting order.	1. Verify Doctor's Order and patient identity.	None	5 Minutes	*Staff Nurse*
2. Wait for preparation of medication.	2. Prepare medication following safety rules	None	10 Minutes	*Staff Nurse*
3. Cooperate during administration.	3. Administer meds via prescribed route.	None	5 Minutes	*Staff Nurse*
4. Inform staff of any reactions.	4. Monitor for adverse reactions.	None	10 Minutes	*Staff Nurse*
5. Receive instructions after administration.	5. Provide health teaching and instructions.	None	5 Minutes	*Staff Nurse*
	TOTAL:	**None**	**35 Minutes**	

19. Newborn Hearing Services

Detects babies who are deaf or hard of hearing as soon as possible for early treatment.

Office or Divisions:	**Clinical Laboratory** Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Ocampo Municipal Hospital San Jose Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Newborn babies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Newborn Hearing Screening Form	Clinical Laboratory Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request form.	1. Receive form and issue charge slip.	None	5 Minutes	*Medical Technologist*
2. Pay at the Cashier.	2. Receive payment and issue Official Receipt.	Php 350.00	5 Minutes	*Cashier*
3. Proceed to Hearing Screening Room.	3. Conduct procedure while baby is asleep.	None	45 Minutes	*Medical Technologist*
	TOTAL:	**Php 350.00**	**55 Minutes**	

20. Newborn Screening Service

Provides early detection of congenital metabolic and genetic disorders in newborns through blood sample collection.

Office or Divisions:	Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All newborn babies (typically 24-72 hours after birth)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctor's Order / Request for NBS	Attending Physician
2. Birth Record / Delivery Record	Ward Nurse
3. Parent / Guardian Consent	From parent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure newborn screening request.	1. Verify order and prepare materials.	None	5 Minutes	*Nurse*

2. Proceed to NBS area and submit requirements.	2. Review requirements and explain procedure.	None	10 Minutes	*Nurse*
3. Provide consent and newborn for screening.	3. Prepare infant and collect blood via heel prick.	**P1,800***	15 Minutes	*Trained Nurse*
4. Wait for completion of documentation.	4. Label specimen and complete forms.	None	10 Minutes	*Nurse on Duty*
5. Receive instructions on result follow-up.	5. Provide schedule and follow-up procedures.	None	5 Minutes	*Coordinator*
	TOTAL:	**P1,800.00**	**45 Minutes**	

21. Normal Spontaneous Delivery (NSD) OB-GYNE Service

Provides immediate obstetric care for pregnant patients and facilitates the delivery of newborns to ensure maternal and infant health.

Office or Divisions:	Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple / Highly Technical
Type of Transaction:	G2C – Government to Citizen G2C – Government to Government
Who may avail:	All in-patients, registered out-patients, emergency patients, and walk-in patients with a valid prescription.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Patient Chart	Nurses' Station

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive at the Emergency Room.	1. Assess patient health and obtain vital signs.	None	5 Minutes	*Nurse*

	1.1 Notify the Physician on duty promptly.	None		*Nurse*
	2. Determine readiness for delivery through	None	10 Minutes	*Physician*
	3. Admit the patient and endorse to the Delivery Room	None	10 Minutes	*Nurse*
2. Undergo delivery procedure.	4. Perform Normal Spontaneous Delivery.	None	1 Hour	*Physician*
	TOTAL:	**None**	**1 Hour and 25 Minutes**	

22. Nutrition and Dietetics Services

Provides assessment, diet counseling, therapeutic diet planning, and nutrition management for admitted patients.

Office or Divisions:	Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Admitted patients and out-patients referred for counseling.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Physician Diet Referral / Order Slip	Attending Physician
2. Patient's Chart / Medical Record	Nurse's Station
3. Laboratory results (if applicable)	Nurse's Station

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit referral at the nutrition office.	1. Received and verify the physician's referral or order.	None	5 Minutes	*Clerk*

2. Wait for interview/assessment.	2. Review the medical record and conduct an	None	20 Minutes	*Dietitian*
3. Provide necessary info during assessment.	3. Evaluate nutritional status and prepare a diet plan.	None	20 Minutes	*Dietitian*
4. Receive nutrition counseling.	4. Explain the prescribed diet and provide counseling.	None	15 Minutes	*Dietitian*
5. Follow prescribed diet instructions.	5. Monitor patient compliance and implement the diet.	None	continuous	*Ward Nurse*
	TOTAL:	**None**	**60 Minutes**	

23. Pharmacy Services

Responsible for the inventory, safe preparation, and dispensing of prescribed medications to patients.

Office or Divisions:	Camarines Sur Provincial Medical Center Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Bato Provincially Managed Clinic Buhi Provincially Managed Clinic Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2C – Government to Government
Who may avail:	All in-patients, registered out-patients, emergency patients, and walk-in patients with a valid prescription.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctor's Prescription (1 original)	Attending Physician
2. Valid ID or PhilHealth Yakap ID	BIR, SSS, PHIC, or Yakap Registration T

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

1. Proceed to the Pharmacy and present requirements.	1. Verify eligibility, medication availability, and validity of the order.	None	2 Minutes	*Pharmacist*
2. Provide necessary info during interview.	2. Record patient details in the system or receiving logbook.	None	3 Minutes	*Pharmacist*
3. Proceed to the designated waiting area.	3. Retrieve, prepare, label, and check prescribed medications.	None	5 Minutes	*Pharmacist*
4. Receive instructions on administration.	4. Provide comprehensive counseling on dosage and schedule.	None	2 Minutes	*Pharmacist*
5. Review and confirm correctness of meds.	5. Present prepared medications for client verification.	None	2 Minutes	*Pharmacist*
6. Sign the receiving logbook.	6. Document release and finalize the transaction.	None	1 Minutes	*Pharmacist*
TOTAL:		**None**	**20 Minutes**	

24. PHILHEALTH Assistance Services

Facilitate registration, membership verification, benefit processing, and updating of records for health insurance coverage.

Office or Divisions:	Camarines Sur Provincial Medical Center Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Bato Provincially Managed Clinic Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Patients needing health insurance services, verification, or enrollment assistance.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Member Data Record (MDR) / PHIC ID	PhilHealth Office
2. Admitting Assessment Form / Routing Slip	Admitting Section / Nurses' Station
3. Birth / Marriage Certificate (if needed)	Municipal Civil Registrar / PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit assessment form and PhilHealth records.	1. Verify eligibility through the PhilHealth Portal or HOMIS.	None	5 Minutes	*PhilHealth Clerk*
2. Complete required forms and signatures.	2. Assist in completing the PMRF and capturing signatures.	None	10 Minutes	*PhilHealth Clerk*
3. Verification	3. Search portal and print PhilHealth Benefit Eligibility.	None	5 Minutes	*PhilHealth Clerk*
4. Receive the PBEF and routing slip.	4. Affix signature and release documents to the client.	None	1 Minute	*PhilHealth Clerk*
	TOTAL:	**None**	**20–25 Minutes**	

25. Ultrasound for Outpatient

Provides safe and non-invasive diagnostic sonographic examinations to aid in medical monitoring and diagnosis.

Office or Divisions:	Camarines Sur Provincial Medical Center Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Caramoan Municipal Hospital Ocampo Municipal Hospital Garchitorena Medicare Community Hospital San Jose Medicare Community Hospital Tinambac Medicare Community Hospital
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2C – Government to Government
Who may avail:	1. Outpatients referred by a physician for diagnostic ultrasound.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Schedule confirmation message	Provincial Health Office / KaFuerte Designated Scheduler
2. Ultrasound Request Form (1 original)	Requesting Physician
3. Ultrasound Assessment and Consent Form	Radiology Department – Ultrasound Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present appointment message or valid ID.	1. Receive and check appointment confirmation for verification.	None	5 Minutes	*Administrative Staff*
	1.1 Review documents for completeness and compliance.	None	5 Minutes	*Administrative Staff*
2. Proceed to the Receiving Area to submit requirements.	2. Receive and review all ultrasound-related requirements.	None	5 Minutes	*Radiologic Technologist*
3. Fill out assessment and consent form.	3. Provide forms and guide the patient through accomplishment.	None	5 Minutes	*Radiologic Technologist*
4. Participate in safety interview.	4. Verify safety and check assessments for proper completion.	None	5 Minutes	*Radiologic Technologist/ Sonographer*
5. Wait for name to be called.	5. Encode information and call the patient for the procedure.	None	10 Minutes	*Radiologic Technologist/ Sonographer*
6. Proceed to Ultrasound room when called.	6. Position the patient and perform the scan.	None	15 Minutes	*Radiologic Technologist/ Sonographer*
7. Proceed to the holding/ waiting area.	7. Inform clients of the result release schedule.	None	2 Minutes	*Radiologic Technologist*
8. Await processing of examination results.	8. Process image and send it to Radiologist for interpretation.	None	10 Minutes	*Radiologic Technologist*
9. Return to claim the official result.	9. Verify ID and release official diagnostic result.	None	10 Minutes	*Releasing Staff*
	TOTAL:		**1 hour and 12 minutes**	

26. X-RAY Services

Comprehensive radiologic imaging (manual or computer radiography) to support the diagnosis and management of medical conditions.

Office or Divisions:	Camarines Sur Provincial Medical Center Libmanan District Hospital Ragay District Hospital Sipocot District Hospital Buhi Provincially Managed Clinic Caramoan Municipal Hospital Ocampo Municipal Hospital San Jose Medicare Community Hospital Siruma Municipal Hospital Tinambac Medicare Community Hospital
Classifications:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All patients with a valid physician's request.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. X-Ray Request Form	Attending Physician
2. Official Receipt / Charge Slip	Cashier / Administrative Office
3. Valid ID	Any Government Issuing Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request form at the section.	1. Received and verify the request for validation.	None	5 Minutes	*Radiologic Technologist*
2. Register to PhilHealth Yakap.	2. Verify patient info and register to program.	None	10 Minutes	*Yakap Team*
3. Wait for name to be called.	3. Prepare patient and schedule the examination.	None	20 Minutes	*Radiologic Technologist*
4. Undergo radiologic examination.	4. Perform the scan following safety protocols.	**None***	10 Minutes	*Radiologic Technologist*
5. Wait for result release.	5. Process and prepare film for interpretation.	None	10 Minutes	*Radiologic Technologist*
	6. Official interpretation by the Radiologist.	None	5 Days*	*Radiologist*
6. Claim the official result.	7. Release interpreted film and result to the client.	None	5 Minutes	*Radiologic Technologist*
	TOTAL:	**None**	**55 Minutes**	

Provincial Social Welfare and Development Office

External Services

1. Assistance to Individuals in Crisis Situation (AICS)

- Provision of frontline services to individuals and families who are in crisis situation.
- Case management services to women and children victims of abuse, exploitation and other court related cases.
- Provision of appropriate medical and social services to indigent patients in the different district and municipal hospitals.
- Provision of immediate relief assistance to victims of man-made & natural disaster and calamities.

Office or Divisions:	Provincial Social Welfare and Development Office-AICS Unit
Classifications:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Individuals and families who are in crisis situation.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Medical Assistance	
Certificate of Indigency	Barangay Hall
Copy of Claimant and Patient's ID/Client	Owned by Client
Copy of Hospital Bill/Prescription	Hospital
2. For Shelter Assistance	
Picture of house	Client
Police Blotter	Police Station
Bureau of Fire Protection Certification	Bureau of Fire Protection
Barangay Indigency	Barangay Hall
Barangay Certification	Barangay Hall
Xerox Copy of Claimants ID	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Medical Assistance				
1. Submit requirements/ supporting documents to Assistance to Individual in Crisis Situation (AICS) Unit:	1. Accept submitted documents and assess for assistance needed	None	1 Minute	*Administrative Assistant II*
1.1 Certificate of Indigency	1.1 Approve assistance needed	None	3 Minutes	*Executive Assistant V*
1.2 Copy of Claimant and Patient's ID/Client	1.2 Prepare Certificate of Eligibility (CE)	None	3 Minutes	*Administrative Assistant II*
1.3. Copy of Hospital Bill/Prescription/Death Certificate	1.3 Prepare Reimbursement Expense Receipt (RER)	None	3 Minutes	*Administrative Assistant II*
2. Note: Client is advised to wait in the receiving area or return to claim assistance.	2. Sign Certificate of Eligibility	None	1 Minute	*Social Welfare Officer II*
3. Receive financial assistance	3. Release Financial assistance	None	3 Minutes	*Social Welfare Officer II*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Assistant II*
TOTAL		None	14 Minutes	

Shelter Assistance				
1. Submit requirements/ supporting documents to Assistance to Individual in Crisis Situation (AICS) Unit: 1.1 Certificate of Indigency 1.2 Copy of Claimant and Patient's ID/Client 1.3. Copy of Bureau of Fire Protection, Police Blotter, Certification Barangay Indigency Barangay Certification, Copy of Claimants ID and Picture of house affected	1. Accept submitted documents and assess for assistance needed 1.1 Approve assistance needed 1.2 Prepare Certificate of Eligibility (CE) 1.3 Prepare Reimbursement Expense Receipt (RER)	None None None None	10 Minutes 3 Minutes 3 Minutes 3 Minutes	*Administrative Assistant II* *Executive Assistant V* *Administrative Assistant II* *Administrative Assistant II*
2. Note: Client is advised to wait in the receiving area or return to claim assistance.	2. Sign Certificate of Eligibility	None	1 Minute	*Program Coordinator*
3. Receive financial assistance	3. Release Financial assistance	None	3 Minutes	*Program Coordinator*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Assistant II*
TOTAL		None	23 Minutes	

2. Provision of Assistive Device to Person with Disabilities

A program under RA 7277 (Magna Carta for PWDs), providing free assistive device to persons with disabilities.

Office or Divisions:	Provincial Social Welfare and Development Office
Classifications:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Persons with Disabilities confirmed needing the assistive device.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated person with disability as attested by LGU Officials.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through social media or LGU	1. Validation of the request	None	1 day	*Focal Person*
2. Provision of the details/information about the case of requestor	2. Contact requesting party for details of their request	None	10 minutes	*Focal Person*
	2.1. Confirmation of delivery schedule	None	10 minutes	*Focal Person*
3. Acknowledgement of the assistance	3. Delivery of the assistive device with proper acknowledgement documentation	None	1 day	*Focal Person*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Clerk*
	TOTAL	None	2 Days, 20 Minutes	

3. Enhanced Comprehensive Local Integration Program (ECLIP)

Government Program for former rebels, militia members, and their families; provides cash, livelihood, housing, legal, health, and education aid to help them return to peaceful, productive life in the community.

Office or Divisions:	Provincial Social Welfare and Development Office
Classifications:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Former Rebels

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Joint AFP-PNP Intelligence Committee Report	AFP, PNP
Accomplished Interview Form	PSWDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Subject self for interview	1. Conduct initial interview, profiling and accomplish re-integration form	None	2 hours	*Caseworker*
	2. Review/assess documents presented per service /assistance	None	30 minutes	*Caseworker*
	3. Submit assessed documents to DILG for further review	None	5 days	*Caseworker*
	4. Prepare ECLIP enrollment form for signature of ECLIP committee members	None	2 weeks	*Caseworker*
	5. Endorsement for the availment of the assistance by the Provincial Governor	None	3 days	*Caseworker*

	6. Encoding of FR data to the ECLIP-IS	None	30 minutes	*Caseworker*
	7. Awarding of assistance	None	30 minutes	*Caseworker*
8. Accomplish and submit the Customer Feedback Form	8. Receive and file the accomplished Customer Feedback F	None		*Caseworker*
	TOTAL	None	2 weeks, 8 days, 2 days, 3 hours, 30 minutes	

Environment, Disaster Management And Emergency Response Office

External Services

1. Request for Emergency Ambulance Services Through Telephone

This service provides immediate emergency medical response through telephone coordination and dispatch. It covers the receipt of emergency calls, verification of incident details, dispatch of ambulance and EMS responders, and provision of pre-hospital emergency care and transport assistance to patients requiring urgent medical attention

Office or Division:	Preparedness and Response Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Caller Information	Caller
Patient Information	Caller/Relative
Exact Incident Location	Caller
Description of Emergency	Caller

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Emergency Hotline	1. Receive emergency call	None	1 Minute	*Communications Officer*
2. Provide incident details	2. Verify emergency information and conduct dispatch interview	None	3 Minutes	*Communications Officer*
3. Provide patient condition and location	3. Ask standard EMS dispatch questions	None	2 Minutes	*Dispatch Officer*
4. Wait for EMS response	4. Dispatch ambulance and EMS responders	None	2 Minutes	*Dispatch Officer*
5. Coordinate with responders	5. Provide emergency transport and medical response	None	(Variable) Depends on distance and situation	*EMS Team*
	TOTAL	**None**	**Variable + 8 Minutes**	

2. Request For Ambulance Services In Person

This service allows walk-in clients or requesting parties to personally request emergency ambulance assistance at the EDMERO Operations Center. The service includes assessment and verification of emergency information, mobilization of ambulance units, and coordination of emergency medical response and patient transport

Office or Division:	Preparedness and Response Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal appearance of requesting party	Requesting Party
Emergency details	Requesting Party
Exact patient location	Requesting Party
Valid ID, if available	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to EDMERO Operations Center	1. Receive request and interview requesting party	None	5 Minutes	*Communications Officer*
2. Provide patient details	2. Record emergency details and verify information	None	5 Minutes	*Dispatch Officer*
3. Wait for EMS deployment	3. Mobilize ambulance and responders	None	2 Minutes	*EMS Team Leader*
4. Coordinate with responders	4. Provide patient transport and emergency assistance	None	(Variable) Depends on situation	*Ambulance Crew*
	TOTAL	**None**	**Variable + 12 Minutes**	

3. Pick-Up And Transportation Of Patient

This service provides safe pick-up, stabilization, and transportation of patients requiring emergency or referral transfer to hospitals or medical facilities. It includes patient assessment, emergency medical intervention, ambulance transport, and endorsement of patients to receiving healthcare facilities.

Office or Division:	Preparedness and Response Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Patients requiring emergency medical transport

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Ambulance Form	EDMERO EMS Unit
Patient information	Patient/Relative
Receiving hospital information	Receiving Facility
Consent for transport, if applicable	Patient/Relative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request transport assistance	1. Assess patient condition and scene safety	None	5 Minutes	*EMS Team Leader*
2. Cooperate during patient assessment	2. Stabilize patient and prepare for transport	None	(Variable) Depends on patient condition	*Treatment Officer*
3. Allow transfer of patient	3. Safely transfer patient to ambulance	None	5 Minutes	*Ambulance Crew*
4. Proceed to hospital/referral facility	4. Transport patient to receiving medical facility	None	(Variable) Depends on distance	*Ambulance Transport Officer*
5. Receive endorsement	5. Endorse patient and complete documentation	None	10 Minutes	*Documentation Officer*
	TOTAL	**None**	**Variable + 12 Minutes**	

4. Transportation Of Accident Emergency Patients

This service provides emergency medical response and ambulance transport to victims of vehicular accidents, disasters, trauma incidents, and other emergency situations. The service includes scene assessment, patient stabilization, emergency transport, coordination with receiving facilities, and completion of required patient care documentation.

Office or Division:	Preparedness and Response Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Victims of vehicular accidents, disasters, trauma, and emergencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Incident report/information	Caller/Bystander
Exact incident location	Caller/Bystander
Coordination with responders	Concerned Agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report emergency incident	1. Receive emergency report	None	2 Minutes	*Communications Officer*
2. Provide complete details	2. Verify information and dispatch responders	None	3 Minutes	*Dispatcher*
3. Secure area if possible	3. Conduct scene safety assessment	None	5 Minutes	*EMS Team Leader*
4. Cooperate with responders	4. Stabilize and transport patient	None	(Variable) Depends on severity	*Ambulance Crew*
5. Coordinate with receiving facility	5. Endorse patient and complete Patient Care Report	None	10 Minutes	*Documentation*
	TOTAL	**None**	**Variable + 20 Minutes**	

5. Inter-Agency Communications and Dispatch Coordination

This service facilitates coordination and communication among Local Government Units (LGUs), hospitals, rescue units, and national government agencies during emergencies, disasters, and response operations. It includes information relay, dispatch coordination, monitoring of response activities, and consolidation of situational updates and reports.

Office or Division:	Preparedness and Response Division
Classification	Simple
Type of Transaction	G2G (Government to Government)
Who May Avail	LGUs, Hospitals, Rescue Units, National Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official request or emergency report	Requesting Agency
Incident details	Concerned Office
Contact information	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit coordination request	1. Receive and verify request	None	5 Minutes	*Communications Officer*
2. Provide emergency details	2. Relay information through official channels	None	10 Minutes	*Infolink Communications Officer*
3. Coordinate with concerned agencies	3. Dispatch and monitor response operations	None	(Variable) Depends on incident	*Dispatch Officer*
4. Receive updates	4. Consolidate feedback and situational reports	None	Continuous	*Communication Officer*
	TOTAL	**None**	**Variable + 15 Minutes**	

6. Road Crash Response

This service provides immediate emergency response to road crash and vehicular accident incidents within the Province of Camarines Sur. It includes emergency communications and dispatch, scene safety assessment, patient extrication when applicable, pre-hospital emergency medical care, stabilization of injured victims, ambulance transport to appropriate healthcare facilities, traffic and incident coordination with concerned agencies, and completion of incident and patient care documentation.

Office or Division:	Preparedness and Response Division
Classification	Simple
Type of Transaction	G2C (Government to Citizen)
Who May Avail	Victims of road crashes, vehicular accidents, and related emergencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Road crash or accident report/information	Caller/Bystander/Concerned Agency
Exact incident location	Caller/Bystander
Number of victims involved	Caller/Bystander
Description of injuries and hazards	Caller/Bystander/Responders
Coordination with law enforcement or rescue agencies, if applicable	Concerned Agencies
Patient information, if available	Patient/Relative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the road crash incident through hotline or direct coordination	1. Receive emergency call/report and record incident details	None	2 Minutes	*Communications Officer*
2. Provide complete details regarding location, victims, and hazards	2. Verify information and dispatch EMS responders and ambulance units	None	3 Minutes	*Dispatch Officer*
3. Secure the area and wait for responders, if safe to do so	3. Conduct scene safety assessment and coordinate with concerned agencies	None	5 Minutes	*EMS Team Leader*

4. Cooperate during patient assessment and rescue operations	4. Provide patient assessment, emergency medical care, and stabilization	None	(Variable) Depends on patient condition	*Treatment Officer*
5. Allow transport of injured patient/s	5. Safely transfer and transport patient/s to appropriate healthcare facility	None	(Variable) Depends on distance and severity	*Ambulance Crew*
6. Coordinate with receiving hospital/facility	6. Endorse patient/s and complete Patient Care Report and incident documentation	None	10 Minutes	*Documentation Officer*
	TOTAL		**Variable + 20 Minutes**	

Provincial Community Colleges

External Services

1. Issuance of Certificate of Grades

This service covers the processing and issuance of the Certificate of Grades (COG) containing the student's academic performance for a specific semester, academic year, or entire period of study for employment, scholarship, transfer, and other lawful purposes.

Office/Division:	College Registrar's Office (Baao Community College Governor Mariano E, Villafuerte Community College – Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	• Enrolled Students • Authorized Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request Form	Registrar's Office
Student ID or Any valid ID of the Requesting Client	Student/ Client
For Authorized Representative: - Authorization letter; and Government issued identification Card (ID) 1 original for presentation & 1 xerox copy • UMID ID • PASSPORT • DRIVER LICENSE • SENIOR CITIZEN ID • NATIONAL ID • NBI Clearance • PAGIBIG ID • PHILHEALTH ID • POLICE CLEARANCE • VOTER'S ID/ CERTIFICATE • POSTAL ID • AFFIDAVIT/SPA • BIRTH CERTIFICATE • SCHOOL ID	• SSS office • DFA CONSULAR AFFAIRS • LTO • OSCA • PSA • NBI • PAG IBIG • PHILHEALTH • CITY HALL/POLICE STATION • COMELEC • PHILPOST • NOTARY PUBLIC • PSA • SCHOOL/UNIVERSITY/COLLEGE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form and present valid ID	1. Receive and validate request	None	4 Minutes	*Registrar Staff/ College Registrar*
2. Wait for the certificate to be released	2. Search student's record, encode and print requested Certificate	None	20 Minutes	*Registrar Staff/ College Registrar*
	2.1 Affix School Seal	None	5 Minutes	*College Registrar*

	and Sign the document			
3. Receive the certificate and sign in the record logbook.	3. Release the certificate to the requesting client	None	2 Minutes	*Registrar Staff or College Registrar*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Registrar Staff or College Registrar*
TOTAL		**None**	**31 Minutes**	

2. Issuance of Official Transcript of Records (TOR) For Students and Alumni

This service processes request for issuance of Official Transcript of Records (TOR) of former students, current students, graduates, and alumni of GMVCC –Tinambac to provide an authenticated record of academic performance for employment, transfer, further studies, boar examinations, scholarship applications, and other lawful purposes, thereby supporting academic mobility, professional advancement, and lifelong learning.

Office/Division:	College Registrar's Office (Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	• Former and Currently Enrolled Students, Graduates, and Alumni of GMVCC-Tinambac • Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request Form	Registrar's Office
Accomplished Clearance	Registrar's Office
Student ID/ Any valid ID of the Requesting Client	Student/ Client
For Authorized Representative: - Authorization letter; and Government issued identification Card (ID) 1 original for presentation & 1 xerox copy • UMID ID • PASSPORT • DRIVER LICENSE • SENIOR CITIZEN ID • NATIONAL ID • NBI Clearance • PAGIBIG ID • PHILHEALTH ID • POLICE CLEARANCE • VOTER'S ID/ CERTIFICATE • POSTAL ID • AFFIDAVIT/SPA • BIRTH CERTIFICATE • SCHOOL ID	• SSS office • DFA CONSULAR AFFAIRS • LTO • OSCA • PSA • NBI • PAG IBIG • PHILHEALTH • CITY HALL/POLICE STATION • COMELEC • PHILPOST • NOTARY PUBLIC • PSA • SCHOOL/UNIVERSITY/COLLEGE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form and required documents	1. Receive and review the request form and supporting documents	None	5 Minutes	*Registrar Staff/ College Registrar*
2. Receive instruction for the schedule date of released of the requested TOR	2. Inform client of the release date of the TOR	None	3 Minutes	*Registrar Staff/ College Registrar*
	2.1 Retrieve and verify academic records, prepare and encode TOR.	None	2 Working Days	*Registrar Staff/ College Registrar*
	2.2 Review, certify, and sign the TOR	None	10 Minutes	*College Registrar*
	2.3 Affix the school seal and prepare document for release	None	5 Minutes	*Registrar Staff/ College Registrar*
3. Claim the Official Transcript of Records on the scheduled date and sign in the record logbook	4. Verify the identity of the claimant or authorized representative and release the Transcript of Records	None	5 Minutes	*Registrar Staff*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Registrar Staff or College Registrar*
	TOTAL	**None**	**2 Working Days and 28 Minutes**	

3. Issuance of Official Transfer of Credentials (Honorable Dismissal and Transcript of Record)

This service processes requests for the issuance of Official Transfer Credentials, consisting of the Honorable Dismissal and Official Transcript of Records (TOR), of students who intend to transfer to another educational institution. The service includes verification of academic and administrative records, clearance from accountabilities, preparation of transfer documents, and certification of academic credentials to facilitate the student's transfer while ensuring the accuracy, authenticity, and confidentiality of educational records.

Office/Division:	College Registrar's Office (Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	• Currently enrolled students and former students intending to transfer to another educational institution • Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request Slip	Registrar's Office
Accomplished Clearance	Registrar's Office
For Authorized Representative: Authorization letter; and Government issued identification Card (ID) 1 original for presentation & 1 xerox copy • UMID • PASSPORT • DRIVER LICENSE • SENIOR CITIZEN ID • NATIONAL ID • NBI Clearance • PAGIBIG ID • PHILHEALTH ID • POLICE CLEARANCE • VOTER'S ID/ CERTIFICATE • POSTAL ID • AFFIDAVIT/SPA • BIRTH CERTIFICATE • SCHOOL ID	• SSS • DFA CONSULAR AFFAIRS • LTO • OSCA • PSA • NBI • PAG IBIG • PHILHEALTH • CITY HALL/POLICE STATION • COMELEC • PHILPOST • NOTARY PUBLIC • PSA • SCHOOL/UNIVERSITY/COLLEGE

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

1. Sign in the Daily Transaction Logbook, submit the accomplished Request Form and documentary requirements	1. Receive and review the request form and documentary requirements; verify and record the request	None	5 Minutes	*Registrar Staff/ College Registrar*
2. Confirm the scheduled release date of the requested documents	2. Inform the applicant of the scheduled release date of the requested credentials	None	2 Minutes	*Registrar Staff*
	2.1 Retrieve, verify, encode and print the TOR and Honorable Dismissal	None	1 Working Day	*College Registrar*
	2.2 Review, certify, and sign the transfer credentials	None	1 Working Day	College Registrar
	2.3 Affix the official school seal on the transfer credentials	None	2 Minutes	*Registrar Staff*
3. Claim the transfer credentials and sign in the record logbook	3. Record and release the TOR and Honorable Dismissal to the applicant	None	1 Minute	*College Registrar*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Registrar Staff or College Registrar*
	TOTAL	**None**	**2 Working Days and 10 Minutes**	

4. Adding/ Changing/ Dropping of Subjects

This service processes requests for the adding, changing, or dropping of subjects by enrolled students to ensure accurate enrolment records, proper academic load management, and compliance with institutional policies, thereby supporting student's academic progress and success.

Office/Division:	College Registrar's Office (Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Currently Enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Slip	Registrar's Office
Student ID	Registrar's Office
Enrolment Form	Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Add/ Change/ Drop Form	1. Receive, review, and record the request form	None	3 Minutes	*Registrar Staff*
2. Secure the approval of the Program Head	2. Evaluate and approve the request	None	3 Minutes	*Program Head*
3. Submit approved Add/ Change/ Drop Form to the Registrar's Office	3. Receive the approved form and update student's enrolment record and prepare the revised registration form	None	15 Minutes	*College Registrar*
4. Receive the revised Registration Form.	4. Release the updated registration form to the student	None	1 Minute	*Registrar Staff*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Registrar Staff or College Registrar*
	TOTAL	**None**	**22 Minutes**	

5. Processing of Requests for Issuance of Certified, Authenticated, and Verified (CAV) Academic Records

This service covers the issuance, certification, and authentication of academic records requested by students, graduates, and alumni for employment, further studies, student assistance applications, and other legal purposes. These documents include but not limited to Transcript of Records (TOR), Diploma, Certification of Units Earned, General Weighted Average (GWA), Honor Graduate Certification, Certificate of Graduation, Matriculation Form, School ID, and other related academic records.

Office/Division:	College Registrar's Office (Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	• Former and Currently Enrolled Students, Graduates, and Alumni of GMVCC-Tinambac • Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Slip	Registrar's Office
Accomplished Clearance, if applicable	School last Attended
Any Valid ID	Requesting Client
For Alumni/ Graduates ● 1 Original and 2 Photocopy of Transcript of Record ● 1 Original and 2 Photocopy of Diploma	Registrar's Office
For Enrolled Students ● Original and Photocopy of Matriculation Form ● Original School ID and Photocopy of School ID	Registrar's Office
For Authorized Representative: Authorization letter; and Government issued identification Card (ID) 1 original for presentation & 1 xerox copy • UMID ID • PASSPORT • DRIVER LICENSE • SENIOR CITIZEN ID • NATIONAL ID • NBI Clearance • PAGIBIG ID • PHILHEALTH ID • POLICE CLEARANCE • VOTER'S ID/ CERTIFICATE • POSTAL ID • AFFIDAVIT/SPA • BIRTH CERTIFICATE • SCHOOL ID	 • SSS office • DFA CONSULAR AFFAIRS • LTO • OSCA • PSA • NBI • PAG IBIG • PHILHEALTH • CITY HALL/POLICE STATION • COMELEC • PHILPOST • NOTARY PUBLIC • PSA • SCHOOL/UNIVERSITY/COLLEGE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Request Form	1. Receive, review and record the request; verify the student's records and inform the client of the documentary requirement applicable to the requested academic records	None	5 Minutes	*Registrar Staff/ College*
2. Submit the required documentary requirements	2.Receive and evaluate the submitted requirements	None	5 Minutes	*Registrar Staff/ College Registrar*
3. Wait while the request is being processed	3. Verify academic records and prepare requested documents for certification or authentication	None	8 Minutes	*Registrar Staff/ College Registrar*
	3.1 Review, certify, and sign the requested documents	None	10 Minutes	*College Registrar*
4. Claim the requested documents and sign in the record logbook	4. Affix the official school seal on the requested documents; record and release the requested academic record to the client	None	3 Minutes	*Registrar Staff/ College Registrar*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Registrar Staff or College Registrar*
	TOTAL	**None**	**31 Minutes**	

6. Enrolment of New Student and Transferees

This service processes the enrolment of qualified students, including the verification of enrolment requirements, assessment of academic records, subject registration, and issuance of the Enrollment Form/ Matriculation Form to ensure accurate student records and timely access to educational services.

Office/Division:	College Registrar's Office (Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Qualified Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Brown envelope ● Original copy of F-138 (report card) ● Original copy of F-137 (to be requested) ● Original copy of Good Moral Certificate ● Original copy and Photocopy of PSA Birth Certificate, and PSA Marriage Certificate, if married ● 2 pcs 2x2, 3 pcs 1x1 formal picture	 -School last attended -School last attended -School last attended -PSA Office -Any Photo Studio
For Transferee ● Certificate of Grades ● Transcript of Records ● Original copy of Good Moral Certificate ● Original copy and Photocopy of PSA Birth Certificate, and PSA Marriage Certificate, if married ● 2 pcs 2x2, 3 pcs 1x1 formal picture	 -School last attended -School last attended -School last attended -PSA Office -Any Photo Studio
Accomplished Student Data Form	-Admission Office or Registrar Office -Registrar's office FB page or web portal/site

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Student Data Form and complete admission requirements	1. Receive, review and record the submitted requirements	None	5 Minutes	*Registrar Staff/ College Registrar*
2. Wait for the evaluation of credentials	2. Verify and evaluate the authenticity and completeness of academic credentials and supporting	None	5 Minutes	*Registrar Staff/ College Registrar*

	documents			
3. Wait for enrolment processing.	3. Process enrolment and evaluate credited subjects for transferees, if applicable	None	5 Minutes	*College Registrar*
	3.1 Validate, approve, and Sign Enrolment Form/ Matriculation Form	None	5 Minutes	*College Registrar*
4. Receive the approved Enrolment Form/ Matriculation Form and sign in the logbook	4. Record and release the approved Enrolment Form/ Matriculation Form and officially enroll the student	None	5 Minutes	*College Registrar*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Registrar Staff or College Registrar*
	TOTAL	**None**	**25 Minutes**	

7. Enrollment of Continuing, Readmission, and Irregular Students

This service covers the processing of enrollment of continuing, readmission, and irregular students, including verification of clearance and academic records, evaluation of subjects to be taken based on the approved curriculum/prospectus, assessment of academic deficiencies, and issuance of matriculation forms, ensuring accurate student records, compliance with academic policies, and uninterrupted access to educational programs.

Office/Division:	College Registrar's Office (Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	● Continuing Students ● Readmission Students ● Irregular Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Clearance Form	Registrar's Office
For Readmission and Irregular Students: Copy of Grade and/or Prospectus	Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished clearance form and other required documents.	1. Receive, review, and verify the completeness and validity of the submitted document	None	2 Minutes	*Registrar Staff/ College Registrar*
	1.1 Evaluate the student's academic records and determine enrollment eligibility, and assess the subjects/units to be enrolled based on the approved curriculum or prospectus	None	10 Minutes	*College Registrar*
2. Wait for the processing of enrollment.	2. Process the enrolment, encode approved subject load, and update the student's enrolment records	None	6 Minutes	College Registrar

	2.1 Validate, approve, and sign Enrollment Form/Matriculation Form	None	2 Minutes	*College Registrar*
3. Receive the approved Enrollment Form/ Matriculation Form and sign in the logbook	3. Record and release the approved Enrollment Form/ Matriculation Form and officially enroll the student	None	2 Minutes	*College Registrar*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Registrar Staff or College Registrar*
	TOTAL	**None**	**22 Minutes**	

8. Processing of Student Clearance

This service facilitates the processing and verification of student clearances to certify that students have settled all academic, financial, property, and other institutional obligations. The approved clearance serves as a requirement for enrolment, graduation, transfer, release of academic records, and other authorized school transactions ensuring the accuracy of student records and compliance with institutional policies and accuracy of student records.

Office/Division:	College Registrar's Office (Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2G-Government to Citizen
Who may avail:	Continuing Students Graduating Students Transferring Students Returning/ Readmitted Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Form	Registrar's Office
Valid School ID	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the Student Clearance Form	1. Issue and explain the clearance process and required signatories	None	3 Minutes	*Registrar Staff*
2. Present the clearance form to the concerned offices for verification and signature	2. Verify the student's records and certify that there are no outstanding obligations under their respective office			*Concerned Office Representative*
	Library – Verify borrowed books, library accountabilities, and other library obligations	None	15 Minutes	*Librarian*

	Student Affairs Office – Verify compliance with student-related requirements and accountabilities **Program Chair/ Program Head** – Verify academic requirements and departmental accountabilities **Property Custodian/ Laboratory** – Verify return of school properties, laboratory equipment, and other issued materials	None None None	15 Minutes 15 Minutes 15 Minutes	*Student Affairs Officer* *Program Head* *Property/ Laboratory Custodian*
2. Submit the duly signed clearance form to the Registrar's Office	2. Review the completed clearance form and verify that all required signatures have been secured	None	5 Minutes	*Registrar Staff*
3. Wait for final approval	3. Validate, approve and record the completed clearance	None	5 Minutes	*College Registrar*
4. Claim the approved clearance and sign in the logbook	4. Release the approved clearance to the student	None	2 Minutes	*Registrar Staff*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form	None		Program Head
	TOTAL	**None**	**1 Hour and 15 Minutes**	

9. Ask-A-Librarian Online Reference Service

This service provides online reference and research assistance to students, faculty, staff, and other authorized library users through email, text messaging, and other digital platforms. It includes guidance in locating information sources, navigating library resources, and responding to research and information inquiries to support learning, teaching, and research activities.

Office/Division:	College Library Governor Mariano E. Villafuerte Community College- Tinambac,
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Students, Faculty and Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student: ● Matriculation ● School ID	 Registrar's Office Student
Faculty/Staff: ● Employee ID	 Human Resource Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an inquiry through email, text message, or other authorized online platforms and attach a clear copy of valid student ID, Employee ID, or Matriculation Form for verification	1. Acknowledge, record and verify the inquiry and the client's eligibility	None	5 Minutes	*Library Staff*
2. Provide details of the inquiry and any needed information (e.g., topic, purpose, deadline), in necessary	2. Review the inquiry, conduct information search, and provide requested information, guidance, references, or referral to appropriate sources	None	10 Minutes	*Librarian*

3. Receive the response and confirm if the inquiry is resolved (or send a follow-up question if needed).	3. Provide follow-up assistance, if necessary, and record the completion of the inquiry.	None	5 Minutes	*Librarian*
4. Accomplish and submit the electronic copy of Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Library Staff*
	TOTAL	**None**	**20 Minutes**	

10. Access to Digital Library Resources (E-Books, E-Journals, Online Databases, and Other Electronic Materials)

This service provides authorized library users with access to digital library resources, including e-books, e-journals, online database, institutional repositories, and other electronic materials. It includes the provision of access links or digital copies to support learning, teaching, research, and academic development.

Office/Division:	College Library Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Students, Faculty and Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student: ● Matriculation ● School ID	 Registrar's Office Student
Faculty/Staff: ● Employee ID	 Human Resource Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an inquiry through email, text message, or other authorized online platforms and attach a clear copy of valid student ID, Employee ID, or Matriculation Form for verification	1. Acknowledge, record and verify the inquiry and the client's eligibility	None	5 Minutes	*Library Staff*
2. Wait for the processing of the request	2. Search and verify the availability of the requested digital resources	None	15 Minutes	*Librarian*

	2.1 Provide access instructions, electronic copy, or resource link if digital resources is available; if not, recommend alternative resources or related references	None	10 Minutes	*Librarian*
3. Receive the requested digital resources or access link and confirm receipt.	3. Provide follow-up assistance, if necessary, and record the completion of request	None	5 Minutes	*Library Staff*
4. Accomplish and submit the electronic copy of Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Library Staff*
	TOTAL	**None**	**40 Minutes**	

11. Application and Replacement of Library Card

This service processes the application and re-issuance of library card for students to facilitate access to library facilities, resources, borrowing privileges, and other library services.

Office/Division:	College Library Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirement: ● Accomplished Library Card Application Form ● Current Matriculation ● Valid School ID ● Recent 1x1 photo	 School Library Registrar's Office Student Student/ Photo Studio
For Damaged Library Card ● General Requirements ● Damaged Library Card	 Student
For Re-Issuance of Lost Library Card: ● Affidavit of Loss	 Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the appropriate application/request form and documentary requirements	1. Receive and review the submitted documents and verify identity and eligibility of the applicant	None	5 Minutes	*Library Staff*
	1.1 Validate the request and determine the appropriate action (application, replacement, or re-issuance)	None	5 Minutes	*Librarian/ Library Staff*
2. Wait for processing of the application or replacement request	2. Process the request, update library records, and prepare library card	None	10 Minutes	*Librarian*
	2.1 Activate status of card in the system, orient the student on library card policies.	None	5 Minutes	*Library Staff*

	2.2. Deactivate lost library card			
3. Receive the library card and sign in the record logbook	3. Record and release the library card to the applicant	None	5 Minutes	*Library Staff*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Library Staff*
	TOTAL	**None**	**30 Minutes**	

12. Borrowing and Returning of Books and Other Library Materials

This service facilitates the borrowing and return of library books and other library books, reference materials, periodicals, and other resources by qualified library users. It includes verification of borrowing privileges, recording of circulation transactions, monitoring of due dates, and processing of returned materials to ensure equitable access to library resources, proper inventory control, and efficient library operations.

Office/Division:	College Library Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
Who may avail:	Students, Faculty, and Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Borrowing: ● Valid Library Card ● Employee ID	 School Library Human Resource Management Office
For Returning: ● Borrowed Library Materials ● Valid Library Card ● Employee ID	 School Library School Library Human Resource Management Office

12.1 For Borrowing of Books

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the material(s) to borrow (books and/or eligible non-book items such as thesis, journals, or reserve books).	1. Assist the client in locating materials and identify whether items are for home loan (books) or room-use only (theses, journals, reserve books).	None	10 Minutes	*Library Staff*
2. Proceed to the circulation/front desk and present the library card and the book. Material to be borrowed	2. Verify the borrower's identity and eligibility; check account status and explain usage rules for room-use materials.	None	5 Minutes	*Librarian*
3. Wait while the transaction is processed (borrowing or room-use	3. Record the transaction accordingly: check-	None	5 Minutes	*Librarian*

issuance).	out circulating books for home loan and issue room-use materials under in-library reading/use conditions; indicate applicable due date for room-use items.			
4. Receive the borrowed material(s) and follow the applicable rules and conditions	4. Release the library materials and remind the borrower of the due dates, handling rules, and library policies	None	5 Minutes	*Librarian*
5. Sign required log sheet/borrowing sheet, if applicable.	5. Ensure completion of required logs/forms and close the transaction.	None	5 Minutes	*Library Staff*
6. Accomplish and submit the Customer Feedback Form	6. Receive and file the accomplished Customer Feedback Form.	None		*Library Staff*
	TOTAL	**None**	**30 Minutes**	

12.2. Returning of Library Books

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed library materials for return	1. Receive and inspect the returned material for completeness and condition. Verify items against the library record	None	5 Minutes	*Library Staff*
2. Wait for the processing of the return transaction	2. Record the return transaction and update library circulation records.	None	5 Minutes	*Library Staff*
3. Receive confirmation of return	3. Confirm successful return posting and provide acknowledgment (if issued), then close the transaction.	None	5 Minutes	*Library Staff*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Library Staff*
	TOTAL	**None**	**15 Minutes**	

13. Processing of Internship/ Practicum Endorsement

This service facilitates the processing and issuance of internship or practicum endorsement for qualified students who are required to undergo On-the-Job Training (OJT), internship, or practicum as part of their academic program. It includes the verification and evaluation of documentary requirements, preparation of deployment documents, and endorsement to partner agencies, institutions, or establishments. This ensures student's readiness for workforce immersion and provides opportunities to acquire practical experience, develop professional competencies, and apply academic learning in real-world work environments.

Office/Division:	Academic Program Office Governor Mariano E. Villafuerte Community College- Libmanan
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Graduating Students Students Enrolled in Internship, Practicum, or OJT Courses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OJT / Practicum Kit	OJT Instructor / Program Head
Updated Resume/ Curriculum Vitae	Student
Signed Waiver/ Parent's Consent	Program Office/ Student
Student Personal History	Program Office
Performance Evaluation Form	Program Office
Memorandum of Understanding (MOU)/ Internship Agreement	Program Office/ Partner Agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished OJT/Practicum Kit and other documentary requirements	1. Receive and review the submitted documents for completeness and compliance	None	15 Minutes	*OJT Instructor/ Program Head*
2. Wait for the evaluation of submitted requirements	2. Verify the student's eligibility, academic standing, and documentary requirements	None	1 Working Day	*Program Head*
3. Wait for the preparation of approval of endorsement documents	3. Prepare and sign the endorsement letter and deployment documents	None	1 Working Day	*Program Head College Administrator*
4. Claim the approved endorsement and sign	4. Release the approved	None	5 Minutes	*OJT Instructor/ Program Head*

in the record logbook	endorsement letter and related practicum documents			
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form	None		*Program Head*
	TOTAL	**None**	**2 Working Days and 20 Minutes**	

14. Processing of Request for Borrowing School Property, Equipment, and Materials

This service facilitates the borrowing of school-owned property, equipment, instructional materials, and other assets to students, school personnel, and authorized external stakeholders for approved academic, administrative, research, extension, cultural, sports and other official school-related activities. This service ensures proper accountability, monitoring, utilization, and safeguarding of school property in accordance with institutional policies and government property management regulation.

Office/Division:	Property Custodian Office Baao Community College Governor Mariano E. Villafuerte Community College- Tinambac
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen
Who may avail:	Students, Teaching Personnel, Non-Teaching Personnel, Student Organizations, Authorized Government Agencies, Partner Institution and Organizations, and Other Authorized External Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the College Administrator stating the purpose and date of the request	Requesting Party
Duly accomplished Borrower's Slip (2 original copies)	Office of the Property Custodian
Photocopy of valid ID	Borrower

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request, accomplished Borrower's Slip, and present the original and photocopy of valid ID	1. Receive and review the request and supporting documents for completeness	None	15 Minutes	*Property Custodian Property Office*
	1.1 Evaluate the request based on the purpose, availability, and condition of the requested materials/ equipment and approve the request	None	5 Minutes	*Property Custodian Property Office*

2. Wait for the notification of the status of request	2. Inform the client whether the request is approved or disapproved: ***If approved,*** prepare and record the materials/ equipment for release ***If disapproved,*** communicate the reason/s and record action taken	None	30 Minutes	*College Department Head and Property Custodian Property Office*
3. Inspect the materials/ equipment being borrowed and sign the Property Acknowledgement Receipt and logbook	3. Release the approved materials/ equipment, and record the transaction	None	10 Minutes	*Property Custodian Property Office*
4. Return the borrowed materials/ equipment on the agreed date and time	4. Inspect, receive, and verify the condition and completeness of the returned items; update property records	None	15 Minutes	*Property Custodian Property Office*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Property Custodian Property Office*
	TOTAL	**None**	**1 Hour and 15 Minutes**	

15. Guidance, Counselling, and Psychosocial Support Services

This service provides counselling, guidance, and psychosocial support to students, faculty, and staff who are experiencing academic, personal, social, emotional, behavioral, or career-related concerns. It seeks to promote mental wellness, personal development, positive coping mechanisms, and informed decision-making through confidential counselling, appropriate interventions, and referral services when necessary.

Office/Division:	Guidance and Admission Office Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen, G2G-Government to Government
Who may avail:	Students, Teaching Personnel, and Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Call or Referral Slip	Guidance and Admission Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a Guidance Call Slip and briefly discuss the concern with the Guidance Office	1. Conduct an initial interview and assessment of the client's concern	None	10 Minutes	*Guidance Coordinator*
	1.1 Issue a Guidance Call Slip and inform the client of the counselling schedule	None	2 Minutes	*Guidance Coordinator*
	1.2 Review available records and relevant information when necessary, to assist in the counselling process	None	3 Minutes	*Guidance Coordinator*
2. Proceed to the Guidance and Counselling Office on the scheduled date and time.	2. Conduct the counselling session and provide appropriate guidance, intervention, and psychosocial support	None	30 Minutes	*Guidance Coordinator*
3. Receive recommendations and follow-up schedule, if necessary	3. Discuss recommendations, action plans, and schedule follow-up	None	20 Minutes	*Guidance Coordinator*

	sessions, when applicable			
	3.1 Document the counselling session and maintain confidential counselling records	None	5 Minutes	*Guidance Coordinator*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Guidance Coordinator*
	TOTAL	**None**	**1 Hour and 10 Minutes**	

16. Application for College Admission Test and Admission Screening

This service facilitates the application, testing, and screening of prospective students seeking admission to GMVCC-Tinambac. The service aims to ensure a fair, efficient, and transparent admission process for qualified students.

Office/Division:	Guidance and Admission Office Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Transferees and High School Graduate Student High School Graduate (Old Curriculum) Senior High School Graduate Assessment Learning System (ALS) Graduate

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Application Form	Guidance and Admission Office
One piece of 2x2 ID picture	Any Photo Studio
Form 138/Diploma - 1 original copy and 1 photocopy	School Last Attended

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and documentary requirements	1. Receive and review and verify the completeness and authenticity of submitted documents	None	5 Minutes	*Guidance Coordinator*
2. Receive Admission Test Slip and examination schedule	2.Issue the admission test slip and record the applicant in the Admission Test Registry	None	5 Minutes	*Guidance Coordinator*
3. Take the admission test on the scheduled date and time	3. Administer the admission test and provide testing instructions	None	1 Hour	*Guidance Coordinator*
4. Wait for the release of admission test result	4. Evaluate, score, and validate the admission test results, determine the applicant’s admission eligibility, and prepare the	None	3 Working Days	*Guidance Coordinator*

	results for release			
5. Receive the admission screening result and enrolment instructions	5. Notify applicants of the admission test outcome through call, text message, official posting, or other authorized communication channels and provide enrolment requirements and procedures	None	5 Minutes	*Guidance Coordinator*
6. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Guidance Coordinator*
	TOTAL	**None**	**3 Working Days, 1 Hour and 15 Minutes**	

17. Issuance of Certificate of Good Moral Character

This service refers to the issuance of Certificate of Good Moral Character to the students and alumni as official proof of their ethical conduct and discipline during their time in college.

Office/Division:	Guidance and Admission Office Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students/Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Accomplished Clearance Slip • Accomplished request slip	Guidance and Admission Office
Government issued identification Card (ID) 1 original for presentation & 1 xerox copy • UMID ID • PASSPORT • DRIVER LICENSE • SENIOR CITIZEN ID • NATIONAL ID • NBI Clearance • PAGIBIG ID • PHILHEALTH ID • POLICE CLEARANCE • VOTER'S ID/ CERTIFICATE • POSTAL ID • AFFIDAVIT/SPA • BIRTH CERTIFICATE • SCHOOL ID	• SSS office • DFA CONSULAR AFFAIRS • LTO • OSCA • PSA • NBI • PAG IBIG • PHILHEALTH • CITY HALL/POLICE STATION • COMELEC • PHILPOST • NOTARY PUBLIC • PSA • SCHOOL/UNIVERSITY/COLLEGE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request slip and clearance form	1. Receive and review the request and supporting documents	None	2 Minutes	*Guidance Coordinator*
2. Wait for the Certificate of Good Moral Character to be released.	2. Encode and print Certificate of Good Moral Character.	None	10 Minutes	*Guidance Coordinator*

	2.1 Review, sign, and affix the official school seal on the document	None	2 Minutes	*Guidance Coordinator*
3. Receive the certificate and sign in the record logbook	3. Release the approved Certificate of Good Moral Character	None	2 Minutes	*Guidance Coordinator*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Guidance Coordinator*
	TOTAL	**None**	**16 Minutes**	

18. Filing and Resolution of Student Complaints and Grievances

This service provides students with a formal mechanism for lodging complaints, concerns, grievances, or appeals related to academic, administrative, student services, facilities, or personnel matters. It ensures that concerns are properly received, documented, evaluated, and resolved through appropriate consultation, mediation, and corrective action, thereby promoting fairness, accountability, and continuous improvement of institutional services.

Office/Division:	Student Affairs and Services Office Governor Mariano E. Villafuerte Community College- Tinambac
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Students Parents/Guardians (when applicable) Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complaint/ Grievance Form	Office of the Student Affairs
Written Complaint	
Supporting Documents/ Evidence (if any)	Complainant
Valid School ID	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished complaint/grievance form or a written or verbal complaint and provide supporting documents, if any	1. Receive, record and acknowledge the complaint or grievance	None	10 Minutes	*Student Affairs Staff*
2. Wait for the evaluation of the complaint	2. Assess the issues raised, gather relevant facts, review records, and coordinate with concerned parties	None	2 Working Days	*Student Affairs Officer*
3. Participate in mediation, clarification, or other proceedings, if required	3. Conduct mediation, consultation, investigation, or appropriate action to address the complaint	None	3 Working Days	*Concerned Office/ Committee* *Student Affairs Officer*

4. Receive the resolution or decision	4. Inform the complainant of the findings, action taken, and resolution of the complaint	None	10 Minutes	*Concerned Office/ Committee Student Affairs Officer College*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form	None		*Program Head*
	TOTAL	**None**	**5 Working Days and 20 Minutes**	

Provincial Community Colleges

Internal Services

1. Issuance of School Property Clearance

This service covers the verification, inspection, and settlement of all property accountabilities of employees and officials of Provincial Community Collegesprior to retirement, resignation, transfer, other mode of separation of service, or extended leave, including maternity leave, study leave, vacation lave, and sick leave of thirty (30) working days or more, as well as travel abroad. It ensures that all government-issued properties, equipment, tools, furniture, and supplies are properly accounted for, returned, or turned over prior to the issuance of Property Clearance.

Office/Division:	Property Custodian Office Baao Community College Governor Mariano E. Villafuerte Community College- Libmanan, Siruma, Garchitorena, Tinambac Campus)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees and Officials of GMVCC Tinambac who are: • Retiring • Resigning or separating from service • Transferring to another office • On study leave, maternity leave, vacation leave, or sick leave (30 working days or more) • On travel abroad

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Clearance Form (3 copies)	Admin / HR Office
2. Original PAR/ICS of items in possession	Office of the Property Custodian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Property Clearance form and supporting documents	1. Receive and check the completeness of the documents and verify property accountability records of the requesting employee/ official	None	10 Minutes	*Property Custodian Property Office*
2. Surrender or account for al assigned properties, if applicable	2. Conduct physical inspection and inventory verification of government-issued properties and equipment	None	10 Minutes	*Property Custodian Property Office*
3. Wait for evaluation and approval of clearance	3. Reconcile all property records and prepare Property Clearance for	None	5 Minutes	*Property Custodian Property Office*

	approval/ signature			
	3.1 Review and sign the property clearance	None	5 Minutes	*College Department Head*
4. Claim the approved Property Clearance	4. Release the signed Property Clearance and record the transaction in the logbook	None	5 Minutes	*Property Custodian*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Property Custodian Property Office*
	TOTAL	**None**	**35 Minutes**	

2. Verification and Correction of Attendance Records in the Employee Management System (EMS)

This service covers the verification of employee attendance record and the processing of requests for the correction of attendance discrepancies in the Employee Management System (EMS). It includes the validation of attendance entries, submission, and evaluation of supporting documents and approval or disapproval of correction request, and updating of attendance records. The service ensures the accuracy and integrity of attendance data for payroll processing, leave administration, and personnel management purposes.

Office/Division:	Administrative Office Baao Community College Governor Mariano E. Villafuerte Community College – Libmanan, Garchitorena, Siruma, Tinambac
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	All employees of GMVCC-Tinambac

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resource Management Office
Letter request/Justification	From the client
Supporting Documents for correction of attendance: Certified Copy of Logbook/ Attendance Sheet Certificate of Appearance Copy of Travel Order	 Respective Office/Department Concerned Employee Respective Office/ Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request at the Administrator's Office the status of daily attendance.	1. Verify the status of the daily attendance in the EMS.	None	2 Minutes	*Administrative Support Staff College Administrator's Office*
2. Wait for the verification process	2. Inform the client of the status of his/her attendance record for completeness and/or any discrepancies in the record	None	5 Minutes	*Administrative Support Staff College Administrator's Office*

2.1 Prepare and submit justification letter noted by the College Department Head and supporting documents to correct entries in the daily attendance with discrepancies	2.1 If with discrepancy, advice the client to prepare letter request stating the reason for the blank entries, for approval of the HRMO Head.	None	15 Minutes	*Administrative Support Staff College Administrator's Office*
	2.2 Submit the required documents to the Provincial Colleges Coordinating Office through email	None	5 Minutes	*Administrative Support Staff College Administrator's Office*
3. (No Action)	3. Coordinating office in-charge will print the letter request and submit to the HRMO for approval/disapproval	None	10 Minutes	*Administrative Coordinator Provincial Colleges Coordinating Office*
4. Wait for the appropriate action of the HRMO regarding the request for correction	4. HRMO head will approve or disapprove the letter request. If approved, entries in the DTR will be corrected If disapproved, employee will be marked absent	None	15 Minutes	*Provincial Government Assistant Department Head*
5. Receive the notification of the status of request and verify if record has been corrected/ updated	5. Notify the employee of the approval/ disapproval or request	None	10 Minutes	*Administrative Aide Human Resource Management Office*

5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Support Staff College Administrator's Office*
	TOTAL	**None**	**1 Hour and 2 Minutes**	

3. Processing and Endorsement of Daily Time Records (DTRs) and Accomplishment Reports for Payroll Preparation

This service covers the printing, verification, submission, and endorsement of employee's Daily Time Records (DTRs), Accomplishment Reports, and supporting documents. It includes the preparation of attendance summaries and transmittal documents to ensure the accuracy, completeness, and timely submission of attendance and accomplishment records for payroll preparation, personnel administration, and compliance with institutional requirements.

Office/Division:	Administrative Office Baao Community College Governor Mariano E. Villafuerte Community College – Libmanan, Garchitorena, Siruma, Tinambac
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	All employees of GMVCC-Tinambac

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Daily Time Record – 2 copies	College Administrator's Office
Accomplishment Reports - 2 copies	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for printing of DTR.	1. Verify the completeness and accuracy of attendance entries in the Employee Management System (EMS) and print DTR	None	3 Minutes	*Administrative Support Staff Administrator's Office*
2. Receive, review, and sign the printed DTR. Attach the Accomplishment report and supporting documents, if any	2. Release the printed DTR to the employee for review and signature	None	5 Minutes	*Administrative Support Staff College Administrator's Office*
3. Submit the signed DTR, Accomplishment Report, and supporting documents for review and endorsement	3. Review submitted documents, prepare the Summary of Attendance (SOA) and transmittal, and endorse for approval	None	10 Minutes	*Administrative Support Staff College Administrator's Office*
4. Wait for approval of submitted documents	4. Review and approve/sign the DTR, Accomplishment	None	3 Minutes	*College Department Head*

	Report, SOA, and transmittal			
5. Receive confirmation that documents have been endorsed for payroll processing	5. Transmit the approved DTRs, Accomplishment Reports, SOA, and supporting documents to HRMO for payroll preparation	None	30 Minutes	*Administrative Support Staff*
	TOTAL	**None**	**51 Minutes**	

4. Application for Leave of Absence and other Leave Benefits

This service facilitates the filing, processing, endorsement, and approval of application for sick leave, vacation leave, forced leave, special privilege leave, and other leave benefit of qualified employees in accordance with Civil Service Commission rules and regulations, institutional policies, and other applicable laws. This service ensures the proper recording, monitoring, and administration of employee leave credits and benefits.

Office/Division:	Administrative Office Baao Community College Governor Mariano E. Villafuerte Community College – Libmanan, Garchitorena, Siruma, Tinambac
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	GMVCC-Tinambac Employees with Permanent status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Leave Application Form CSC Form No. 6 Revised 2020 – 3 copies	Human Resource Management Office/GMVCC-Tinambac Administrator's Office
Medical Certificate, In case of Sick Leave of more than five days (1 original copy)	Government Physician
Signed Clearance for vacation leave in excess of 30 calendar days (3 original copies)	Human Resource Management Office
Accomplished Travel Authority, in case vacation leave will be spent overseas (1 original copy)	Provincial Governor's Office
Signed Clearance for travel abroad (4 original copies)	Human Resource Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the required information and supporting documents for the filing of a leave application	1. Verify the information and encode the leave application data	None	5 Minutes	*Administrative Support Staff* *College Administrator's Office*
2. Receive and sign the printed leave application.	2. Print the required copies of the leave application and release them to the employee for signature	None	3 Minutes	*Administrative Support staff* *College Administrator's Office*

3. Submit the signed leave application for endorsement	3. Review and endorse the leave application	None	3 Minutes	*College Department Head*
4. Wait for the processing of the leave application	4. Prepare transmittal document and forward submit to the HRMO	None	30 Minutes	*Administrative Support Staff College Administrator's Office*
	4.1 Evaluate, process, and recommend approval or disapproval of the leave application in accordance with applicable rules and regulations	None	1 Working Day	*Human Resource Management Office*
5. Receive the approved or disapproved leave application	5. Record and release a copy of the approved/ disapproved leave application to the employee	None	5 Minutes	*Administrative Support Staff College Administrator's Office*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Support Staff College Administrator's Office*
	TOTAL	**None**	**1 Working Day and 46 Minutes**	

Provincial Treasurer's Office
Internal Services

1. Payment and Issuance of Certificate of Employment, Service Record, Certificate of Loans and Premium, Leave Credits & Certificate of Leave Without Pay (LWOP)

This pertains to the payment for the processing and issuance of the following documents requested by employees for their official and personal transactions: Certificate of Employment, Certificate of Loans and Premium Service Record, Leave Credits, and Certification of Leave Without Pay (LWOP).

Office or Division:	Provincial Treasurer's Office/ Cash Division
Classifications:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form	Human Resource Management Office (HRMO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated payment window and present the request form.	1. Check the document.	None	2 Minutes	*Cashier* Cash Division
2. Pay the corresponding fees.	2. Receive payment from the client and issue Official Receipt.	P 10.00 per kind of requested document	3 Minutes	*Cashier* Cash Division
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer* Cash Division
	TOTAL	**P 10.00 per kind of requested document**	**5 Minutes**	

Payment and Issuance of Certificate of No Derogatory

This refers to the payment for the issuance of the Certificate of No Derogatory Case upon request, in support of employees' official and administrative requirements.

Office or Division:	Provincial Treasurer's Office/ Cash Division
Classifications:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Government issued Identification Card	Government Agencies: BIR, Post Office, DFA, PSA, PRC, SSS, GSIS, Pag-IBIG and etc.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated payment window of the Provincial Treasurer's Office and present identification card.	1. Check the document.	None	2 Minutes	*Cashier* Cash Division
2. Pay the corresponding fees to be paid.	2. Receive payment from the client and issue Official Receipt.	Certificate of No Derogatory – P 100.00	3 Minutes	*Cashier* Cash Division
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer* Cash Division
	TOTAL	**P 100.00**	**5 Minutes**	

3. Payout of Salaries/Wages/ Honorarium of Employees of the Provincial Government of Camarines Sur

This refers to the efficient and timely distribution of salaries and wages to all employees of the province in support of continuous public service delivery.

Office or Division:	Provincial Treasurer's Office / Payroll Division
Classifications:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Government Issued Identification Card or Employee Identification Card	Government Agencies: BIR, Post Office, DFA, PSA, PRC SSS, GSIS, Pag-IBIG and etc. Provincial Government of Camarines Sur
Additional: For Authorized Persons ✓ Notarized Authorization Letter	Person to be represented

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the assigned queuing station and present the Identification Card and Notarized Authorization Letter if any.	1. Check/Verify the payee's claim in the payroll listing.	None	2 Minutes	*Administrative Aide* Payroll Division
1.1 Wait the number to be called.	1.1 Give a queue number according to the Payee's Office.	None	5 Minutes	
2. Present the queue number with the Identification Card and notarized authorization letter if any.	2. Verify the authenticity of the documents presented.	None	2 Minutes	*Disbursing Office* Payroll Division
3. Affix signature in the payroll and received the	3. Require the employee or authorized	None		*Disbursing Officer* Payroll Division

salary/wages.	representative to sign the payroll/s and release the salary/wages. ✓ For single payroll ✓ For multiple payrolls		 2 Minutes 20 Minutes	
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer*
	TOTAL	**None**	**16 Minutes for single payroll or 34 Minutes for Multiple Payrolls**	

Provincial Treasurer’s Office
External Services

1. Payment and Issuance Of Official Receipt for Real Property Tax

This refers to the assessment, imposition, and collection of real property tax on land, buildings, machinery, and other improvements to ensure compliance with existing laws and generate revenue for local government operations and public services, unless otherwise exempted by law.

Office or Division:	Provincial Treasurer's Office / Real Property Tax Division
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity
Who may avail:	All persons and business entity with real properties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest Original Official Receipt of Real Property Tax payment	Provincial or Municipal Treasurer's Office – Cashier Section/Division/Desk
Original Tax bill/Notice of Delinquency	Municipal Treasurer's Office (MTO) – Real Property Tax Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Land Tax Division and present the requirements	1. Check the documents and interview the client regarding his/her property/ies. 1.1 Verify record of payment. 1.2 Compute the unpaid tax.	None None Basic RPT = Assessed Value x 1% Additional SEF= Assessed Value x 1% **Discounts and interest**: Please refer to the published document for this tax.	5 Minutes 10 Minutes 5 Minutes	*Local Treasury Operations Officer-* Real Property Division *Local Treasury Operations Officer-* Cash Division
2. Receive computation of Real Property Tax /	2. Real Property Tax Order of Payment is released to taxpayer.	Tax due	3 Minutes	*Local Treasury Operations Officer-* Real Property

Real Property Tax Orderly Payment.				Division
3. Present the tax bill to the assigned collector at the payment counter and pay the tax due.	3. Official receipt is issued to the taxpayer.	Amount of tax due will vary on the tax bill issued.	3 Minutes	*Cashier* Cash Division
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer* Cash Division
	TOTAL	**Depends on the issued tax bill**	**26 Minutes**	

2. Payment and Issuance of Official Receipt for Tax on Transfer of Real Property Ownership

This refers to tax paid on transfer of real property ownership through sale, donation, or any other mode of transferring ownership or title except transfer or disposition pursuant to RA 6657 (CARP).

Office or Division:	Provincial Treasurer's Office / Real Property Tax Division
Classifications:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who may avail:	All persons with transferred property through sale, donation *inter vivos*, and donation *mortis causa*.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Tax Declaration (Certified photocopy) Duly Notarized Deed of Conveyance (original or photocopy)	Municipal Assessor or Provincial Assessor's Office Law Firm or Attorney

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Land Division and present documents/ requirements.	1. Check the documents and interview the client regarding his/her property/ies.	None	5 Minutes	*Local Treasury Operations Officer* Real Property Tax Division
	1.1 Compute the unpaid tax.	1. Transfer Tax- 50% of 1% of the fair market value (should be paid within 60 days from the date of execution of deed or from the death of the decedent. 2. Penalty- 25% of the amount of unpaid taxes.	5 Minutes	*Local Treasury Operations Officer* Real Property Tax Division

		3. Interest- not exceeding 2% per month of the unpaid taxes and penalties/surcharges but not to exceed 36 months.		
2. Proceed to the designated Payment Window and pay the corresponding amount of Real Property Tax.	2. Receive payment from taxpayer and issue Official Receipt.	Tax due	3 Minutes	*Cashier* Cash Division
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer*
	TOTAL	**Tax due**	**13 Minutes**	

3. Payment and Issuance Of Official Receipt for Certificate of Landholding

This refers to the payment for the issuance of a Certificate of Landholding upon request, in support of proper documentation and verification of land ownership or tenancy records.

Office or Division:	Provincial Treasurer's Office/ Cash Division
Classifications:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Landholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Order of Payment	Provincial Assessor's Office (PASSO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment from the Provincial Assessor's Office.	1. Check the document.	None	2 Minutes	*Cashier* Cash Division
2. Pay the corresponding fees to be paid.	2. Receive payment from the client and issue Official Receipt.	Research fee – P 200.00 Landholding Computation – P 100.00/Lot	3 Minutes	*Cashier* Cash Division
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer*
	TOTAL	**P 300.00 per Lot**	**5 Minutes**	

4. Payment and Issuance of Official Receipt for Annual Fixed Tax for Delivery Trucks, Vans, and Other Vehicles

This refers to the collection of taxes from trucks, vans, and other vehicles utilized by manufacturers, producers, wholesalers, dealers, and retailers in the delivery or distribution of distilled spirits, fermented liquors, soft drinks, cigars, cigarettes, and other products as may be determined by the Sangguniang Panlalawigan, whether directly or indirectly, in order to ensure compliance with local revenue regulations and support the effective generation of provincial income.

Office or Division:	Provincial Treasurer's Office / Cash Division
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity
Who may avail:	All persons with vehicles used in the delivery or distribution of distilled spirits, fermented liquors, softdrinks, cigars and cigarettes and other products as determined by the Sanggunian.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt and Certificate of Registration of Vehicle (original or photocopy) ***Additional*:**For Newly Acquired 2nd hand Vehicles ✓ Original Deed of Sale	Land Transportation Office (LTO) Seller

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documents/requirements.	1.Check the documents and interview the client regarding the vehicle.	None	5 Minutes	*Administrative Aide VI* Cash Division
	1.1 Compute the tax due.	1. Governor's Permit – P 500.00 2. Annual Fixed Tax (AFT)	5 Minutes	*Administrative Aide VI* Cash Division

		a. Truck – P 500.00 b. Van- P 500.00 c. Jeepney/Crew Cab- 450.00 d. Motorboat - P 350.00 e. Car/Sedan - P 300.00 f. Motorized Tricycle- P 300.00 g. Pedicab- P 200.00 3. Surcharge – 25% of Annual Fixed Tax 4. Interest – 2%per month of Annual Fixed Tax and Surcharge		
2. Proceed to the cashier and pay the corresponding amount of tax due.	2. Receive payment from the taxpayer and issue Official Receipt.	Tax due	3 Minutes	*Cashier* Cash Division
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer*
	TOTAL	**Tax due**	**13 Minutes**	

5. Payment and Issuance of Official Receipt for Professional Tax

This refers to the assessment and collection of professional tax from individuals engaged in the exercise or practice of professions requiring government licensure examinations, except those exclusively employed by the government, in compliance with existing laws, rules, and regulations.

Office or Division:	Provincial Treasurer's Office/Cash Division
Classifications:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All professionals who practice profession requiring government licensure examination except those exclusively employed by the government.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Professional Identification Card	Government Agencies: PRC, IBP and etc.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated payment window and present professional Identification Card.	1. Check the validity and details of the Professional Identification Card presented. 1.1 Compute the tax due.	None 1. Basic- P300.00 2. Surcharge- 25% of Basic 3. Penalty- 2% per month of Basic plus Surcharge.	1 Minute 2 Minutes	*Local Treasury Operations Officer* Cash Division
2. Pay the corresponding amount of Professional Tax at the Cashier Section.	2. Receive payment from taxpayer and issue Official Receipt.	Tax Due	3 Minutes	*Cashier* Cash Division
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer*
	TOTAL	**Tax Due**	**6 Minutes**	

6. Payment and Issuance of Official Receipt for Tax on Sand, Gravel and Other Quarry Resources

This refers to the collection of taxes from persons or entities engaged in the extraction of ordinary stones, sand, gravel, earth, and other quarry resources from public lands and bodies of water within the territorial jurisdiction of the province, in support of environmental regulation, resource management, and local revenue generation.

Office or Division:	Provincial Treasurer's Office / Payroll Division
Classifications:	Simple
Type of Transaction:	G2G - Government to Business Entity
Who may avail:	Concessionaries/Licensee by the Province Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Concessionaries/Licensee • Permit issued by the Province approved by the Governor (Photocopy) • Quarterly Report of Utilization per delivery receipts issued • Order of Payment	• Provincial Governor's Office • Permittee • Provincial Governor's Office
• Contractors • Sales Invoice of Delivery Receipts indicating the member of cubic meters issued or sold • Program of Works or Detailed Estimates	• Contractor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents/ requirements stated above.	1. Check the documents and interview the client. 1.1 Compute the tax.	None Please see the table hereunder for tax rates	5 Minutes 30 Minutes	*Local Treasury Operations Officer* Cash Division
2. Client is advised to wait in	2. The Provincial Treasurer verifies	Tax due	10 Minutes	*Provincial Treasurer*

the waiting area.	and approved the tax computation			
3. Pay the corresponding amount of tax due.	3.Receives payment from the taxpayer and issue Official Receipt.	Tax due	3 Minutes	*Cashier Cash Division*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer*
TOTAL		**Tax due**	**48 Minutes**	

TAX ON SAND, GRAVEL AND OTHER QUARRY RESOURCES

QUARRY MATERIAL USED	RATE PER CUBIC METER (Resolution No. 01 s. 2023)
Sand, Gravel, Boulders, Stones	P 1,000.00
Earthfill	600.00
Madrigal Soil	650.00
Decorative Stone	1,050.00
Ball Clay	250.75
Bentonite	202.02
Chromite	3,864.00
Kaolin Clay	1,932.00
Perlite	248.28
Peebles	262.50
Pumice	2,173.50
Shale Clay	10.50
Silica Clay	1,932.00
Silica Quartz	1,932.00
Silica Sand/Bull Quartz	1,932.00
Silica Sand/White Clay	1,932.00
White Clay	684.31
Zeolite	317.10
Other Quarry Resources not mentioned herein	Subject for Assessment

7. Payment and Issuance Of Official Receipt for Franchise Tax

This refers to the imposition and collection of tax on the exercise and enjoyment of franchise privileges in accordance with applicable laws and ordinances.

Office or Division:	Provincial Treasurer's Office / Cash Division
Classifications:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity
Who may avail:	All persons and entity with franchise business.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Audited Statement of Receipts and Expenditures/Income Statement or Income Tax Return (ITR) of the preceding year	Franchisee or Bureau of Internal Revenue (BIR)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cash Division and present the document.	1. Check the document and interview the client regarding his/her franchise.	None	5 Minutes	*Administrative Aide VI* Cash Division
	1.1 Compute the tax.	1. Franchise Tax- 50% of 1% of the annual gross receipts. 2. Surcharge- 25% of the amount of unpaid taxes. *3.* Interest- not exceeding 2% per month of the unpaid taxes and	5 Minutes	*Administrative Aide VI* Cash Division

		penalties/surcharges but not to exceed 36 months.		
2. Proceed to the designated Payment Window and pay the corresponding amount of Franchise Tax	2. Receive payment from taxpayer and issue Official Receipt.	Tax due	3 Minutes	*Cashier* Cash Division
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None	5 Minutes	*Administrative Officer*
	TOTAL	**Tax due**	**13 Minutes**	

8. Payment and Issuance of Official Receipt for Amusement Tax

s refers to the effective administration, assessment, and collection of admission taxes from proprietors, lessees, or operators of theaters, cinema houses, concert halls, circuses, boxing stadia, cockpits, night clubs, sing-along bars, videoke bars, and other places of amusement to ensure compliance with applicable laws and the generation of local revenues.

Office or Division:	Provincial Treasurer's Office / Cash Division
Classifications:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity
Who may avail:	All proprietors, lessees or operators of theaters, cinema houses, concert halls, circuses, boxing stadia, cockpits, night clubs, sing along bars, videoke bars, and other places of amusement

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Summary of Gross Receipts from Admissions ***Additional***: For Itinerant Operators of Amusement Places: ✓ Permit to Operate	Proprietors, Lessees or Operators Municipal Hall or Barangay Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cash Division and present the documents.	1. Check the document and interview the client regarding the amusement place business.	None	5 Minutes	*Administrative Aide VI* Cash Division
	1.2 Compute the tax.	30% of the gross receipts from admission fees.	5 Minutes	*Administrative Aide VI* Cash Division

		Additional: *For* Itinerant Operators of Amusement Place, kindly see the tax rate below.		
2. Proceed to the designated Payment Window and pay the corresponding amount of Amusement Tax.	2. Receive payment from taxpayer and issue Official Receipt.	Tax due	5 Minutes	*Cashier* Cash Division Provincial Treasurer's Office
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer* Provincial Treasurer's Office
TOTAL		**Tax due**	**15 Minutes**	

Amusement Place	Rate
Circuses, carnivals and the like	P 300.00 per day for the first 10 days of performance and P 100.00 per day thereafter
Merry-go-round, Roller Coasters, Ferries Wheels, Swing, Shooting Galleries and other similar contrivances	P 100.00 per day per contrivance for the first 10 days and P 50.00 per day thereafter
Videoke/Karaoke/Singalong bars, night clubs, etc.	P 100.00 per month
Computer Shops	P 500.00 per month
Bingo Houses	P 500.00 per month
Billiard Halls with atleast two tables	P 100.00 per month
Video tape rentals	P 100.00 per month
Computer Games with at least two(2) computers	P100.00 per month and in excess of two (2) units a charge of P 25 per unit.

Notes:

Proprietors, lessees or operators shall be liable to the amusement tax on admission shall provide tickets for admission consecutively and serially numbered indicating the name of the amusement place, address and the amount of admission fees charged.

Ticket rolls or booklets shall be registered and validated by the Provincial Treasurer or his deputies. Non compliance hereof shall be fines P 500.00 and shall be a cause for the immediate closure of the a amusement place.

9. Check Releasing

This refers to the release of checks by the Provincial Government of Camarines Sur to facilitate the timely and proper disbursement of government funds in accordance with established accounting, auditing, and financial regulations.

Office or Division:	Provincial Treasurer's Office/ Check Disbursement Division
Classifications:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government
Who may avail:	All person or entity with check transactions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification Card (Original and Photocopy)	Government Agencies: BIR, Post Office, DFA, PSA, PRC SSS, GSIS, Pag-IBIG and etc.
Additional: For persons or entity required to issue official receipts.	
✓ Official Receipt	Client
Additional: For Authorized Persons	
✓ Notarized Authorization Letter	Person/Institution to be represented

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Check Disbursement Division and present Identification Card (ID) and Authorization Letter for Representative claimants if any.	1.Check the records of the Check for Release as well as Check Advice.	None	2 Minutes	*Local Treasury Operations Officer* Check Disbursement Division
2. Wait at designated area and standby till the name was called.	2. Record the check in the check register.	None	5 Minutes	*Local Treasury Operations Officer* Check Disbursement Division

3. Input complete name and sign the Check Register and Disbursement Voucher. Additional: For those clients who are required to issue official receipt. 3.1 Issue Official Receipt.	3.Ensure that client complete name and signature on Check Register and Disbursement Voucher are in consonance with the Valid Identification Card and Notarized Authorization Letter if any. 3.1 Receive Official Receipt.	None	2 Minutes	*Local Treasury Operations Officer* Check Disbursement Division
4. Receive the check and Original Identification Card.	4. Release the check to the client and his/her Identification Card.	None	1 minute	*Local Treasury Operations Officer* Check Disbursement Division
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Officer*
	TOTAL	**None**	**10 Minutes**	

Provincial Assessor’s Office

External Services

1. Annotation of Liens and Encumbrances in the Tax Declaration

Annotations of Liens and Encumbrances on Tax Declaration/ FAAS involving mortgage/bailbond and other liens are made in order that the liens and encumbrances annotated on any claims attached on the subject property therein shall be prioritized and preferred.

Office or Divisions:	Provincial Assessor's Office, Records Management Division
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	• Walk-in clients – Landowner/Authorized Representative If the request is filed through representative, an Authorization letter and /or Special Power of Attorney (SPA) and one (1) valid ID of the representative should be presented • Private Offices • Other Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	-Provincial Assessor's Office, Records Management Division
2. Payment under Secretary's Fee (Provincial Tax Code)	-Provincial Treasurer's Office, Cashier
3. Updated Certificate of tax payments	-Municipal Treasurer's Office
4. Copy of Tax Declaration	-Provincial Assessor's Office, Records Management Division/Municipal Assessor's
5. Registered Documents at the Register of Deeds (bank contracts agreement, court order, etc)	Office Register of Deeds, Camarines Sur
6. Copy of Land Title	Register of Deeds, Camarines Sur

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1. Receive/ record request.	None	5 Minutes	*Clerk*
2. Note: Client is asked to wait at the waiting area	2. Research tax declaration subjects of annotation	None	15 Minutes	*Clerk*

	2.1 Compute fees to be paid	None	10 Minutes	*Clerk*
3. Pay fees at the Provincial Treasurer's Office	3. Receive payment and issue official receipt	PhP 300.00 annotation fee		*Cashier* Treasurer's Office
	4. Annotate the liens/encumbrances in the tax declaration 4.1 Prepare the Notice of Annotation to the Municipal Assessor 4.2 Review documents as to the accuracy	None None None	30 Minutes 10 Minutes 20 Minutes	*Clerk* *Clerk* *Division In Charge*
	5. Assign control number	None	3 Minutes	*Clerk*
	6. Approve the document	None	5 Minutes	*Acting Provincial Assessor / Acting Records Officer*
7. Receive requested document.	7. Release the document	None	1 Minute	*Clerk*
8. Accomplish and submit the Customer Feedback Form	8. Receive and file the accomplished Customer Feedback Form.	None		*Clerk*
	TOTAL	PhP 300.00	1 Hour, 39 Minutes	

2. Cancellation of Assessment

Notice of Cancellation of Assessment for Tax Declarations/FAAS, to be able to eliminate from Assessment Roll (AR) tax declaration with duplication/demolished through Notice of Cancellation of Assessment submitted by Municipal Assessors.

Office or Divisions:	Provincial Assessor's Office, Records Management Division
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	• Walk-in clients – Landowner/Authorized Representative If the request is filed through representative, an Authorization letter and /or Special Power of Attorney (SPA) and one (1) valid ID of the representative should be presented • Private Offices • Other Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	-Provincial Assessor's Office, Records Management Division
2. Inspection Report and Pictures	-Municipal Assessor
3. Updated Certificate of tax payments	-Municipal Treasurer's Office
4. Barangay Certification	-Barangay Captain

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1. Receive/ record request.	None	5 Minutes	*Clerk* Provincial
	1.1. Research/ verify the tax declarations to be removed from the Assessment Roll (AR)	None	15 Minutes	*Clerk* Provincial
	1.2.Validate/cancel the duplicated or demolished T.D's	None	5 Minutes	*Acting Records Officer* Provincial Assessor's

	1.3. Approve the Notice of Cancellation of Assessment	None	5 Minutes	Office *Acting Provincial Assessor*
2. Receive requested document	2. Release the document	None	1 Minute	*Clerk*
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None		*Clerk*
	TOTAL	None	31 Minutes	

3. Issuance of Certificate of Aggregate Landholdings (For Certificate of No Real Property)

The Certificate of Aggregate Landholding with No Property is issued to requesting clients if upon review; it is found that no real property is declared under the requesting client's name in any municipality of the Province of Camarines Sur.

Office or Divisions:	Provincial Assessor's Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	• Walk-in clients – Landowner/Authorized Representative If the request is filed through representative, an Authorization letter and /or Special Power of Attorney (SPA) and one (1) valid ID of the representative should be presented • Private Offices • Other Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	Provincial Assessor's Office, Records Management Division
2. Payment under Secretary's Fee (Provincial Tax Code)	Provincial Treasurer's Office, Cash Division
3. Documentary Stamp two (2) pieces	Provincial Assessor's Office, Records Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1. Receive/ record requested certifications.	None	5 Minutes	*Assessment Clerk*
2. Note: Client is asked to wait in the receiving area while verifying records.	2. Verify/ research requested document	None	25 Minutes	*Clerk*
	2.1 Compute fees to be paid	None	5 Minutes	*Assessment Clerk*

3. Pay fees at the Provincial Treasurer's Office	3. Receive payment and issues official receipt	Research Fee PHP 200.00, Certification Fee PHP 100.00, Documen-tary Stamp PHP 20.00 Each)		*Cashier* Treasurer's Office
	4. Prepare the certificate of no property	None	5 Minutes	*Clerk*
	5. Review documents as to the accuracy	None	10 Minutes	*Acting Records Officer*
	6. Assign control number	None	3 Minutes	*Clerk*
	7. Approve the document	None	2 Minutes	*Acting Provincial Assessor/ Acting Records Officer*
8. Receive requested document	8. Release the document	None	1 Minute	*Clerk*
9. Accomplish and submit the Customer Feedback Form	9. Receive and file the accomplished Customer Feedback Form.	None		*Clerk*
	TOTAL	PhP 300.00	56 Minute	

4. Issuance of Certificate of Aggregate Landholdings (For Certificate with Real Property)

A Certification of Aggregate Landholdings is issued to requesting clients detailing the listing of all real properties located in the entire province of Camarines Sur declared under the name of a particular landowner. The data included in this certification include the land area, market value, assessment value, effectivity of assessment, location of property and the Tax Declaration Number of the listed real property.

Office or Divisions:	Provincial Assessor's Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	• Walk-in clients – Landowner/Authorized Representative If the request is filed through representative, an Authorization letter and /or Special Power of Attorney (SPA) and one (1) valid ID of the representative should be presented • Private Offices • Other Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	Provincial Assessor's Office
2. Payment under Secretary's Fee (Provincial Tax Code)	Provincial Treasurer's Office/Cash Division
3. Documentary Stamp (2 pcs)	Provincial Assessor's Office/BIR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1. Receive/ record requested certification.	None	5 Minutes	*Administrative Aide III*
2. Note: Client is asked to come back after 2 days if with real property	2. Research real property of requested property owners	None	25 Minutes	*Clerk*

	2.1. Compute fees to be paid	None	10 Minutes	*Clerk*
3. Pay fees at the Provincial Treasurer's Office	3. Receive payment and issues official receipt	PHP 100.00/Real Property Owner PHP 200.00/ requesting party		*Cashier* Treasurer's Office
	4. Research the landholdings	None	1 Day	*Records Staff*
	5. Prepare the Certification	None	60 Minutes	*Clerk*
	6. Review documents as to the accuracy	None	60 minutes	*Acting Records Officer*
	7. Assign control number	None	3 Minutes	*Clerk*
	8. Approve the document	None	5 Minutes	*Acting Provincial Assessor / Acting Records Officer*
9. Receive requested document	9. Release the document	None	1 Minute	*Administrative Aide III*
10. Accomplish and submit the Customer Feedback Form	10. Receive and file the accomplished Customer Feedback Form.	None		*Clerk*
	TOTAL	PHP300.00 /certificate	1 Day, 2 Hours, 49 Minutes	

5. Issuance of Certified True Copy of Tax Declaration/Assessment

Tax Declarations/ Assessment Documents available on file in the office are photocopied and certified before issuance to requesting clients upon payment of necessary fees.

Office or Divisions:	Provincial Assessor's Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	• Walk-in clients – Landowner/Authorized Representative If the request is filed through representative, an Authorization letter and /or Special Power of Attorney (SPA) and one (1) valid ID of the representative should be presented • Private Offices • Other Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	Provincial Assessor's Office, Records Management Division
2. Payment under Secretary's Fee (Provincial Tax Code)	Provincial Treasurer's Office, Cash Division
3. Documentary Stamp (2 pcs)	Provincial Assessor's Office, Records Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Tax Declaration	1. Receive/ record requested Tax Declaration	None	5 Minutes	*Assessment Clerk*
2. Note: Client is asked to wait in the receiving area while verifying records.	2. Verify/ research for Requested Tax declarations	None	10 Minutes	*Clerk*
	2.1 Compute corresponding fees to be paid and advise client to pay at the Provincial Treasurer's	None	5 Minutes	*Clerk*

	Office 2.2 Photocopy the Tax declarations	None	3 Minutes	*Clerk*
3. Pay fees at the Provincial Treasurer's Office	3. Receive payment and issues official receipt	Payment under Secretary's Fee (Provincial Tax Code)- PHP 100.00		*Cashier* Treasurer's Office
	4. Prepare the Tax declarations	None	10 Minutes	*Clerk*
	5. Assign control number	None	3 Minutes	*Clerk*
	6. Sign the certified copy of Tax declarations	None	2 Minutes	*Acting Provincial Assessor / Acting Records Officer*
7. Receive requested document	7. Release the document	None	1 Minute	*Administrative Aide III*
8. Accomplish and submit the Customer Feedback Form	8. Receive and file the accomplished Customer Feedback Form.	None		*Clerk*
	TOTAL	PHP100.00	39 Minutes	

6. Issuance of Certified True Copy of Documents

Certified true copy of Documents available on file in the office are photocopied and certified before issuance to requesting clients upon payment of necessary fees.

Office or Divisions:	Provincial Assessor's Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	• Walk-in clients – Landowner/Authorized Representative If the request is filed through representative, an Authorization letter and /or Special Power of Attorney (SPA) and one (1) valid ID of the representative should be presented • Private Offices • Other Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request Form	Provincial Assessor's Office, Records Management Division
2.Payment under Secretary's Fee (Provincial Tax Code)	Provincial Treasurer's Office, Cash Division
3.Documentary Stamp (2 pcs)	Provincial Assessor's Office, Records Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1. Receive/ record requested documents.	None	5 Minutes	*Assessment Clerk*
2. Note: Client is asked to wait in the receiving area while verifying records.	2. Verify/ research for requested documents.	None	15 Minutes	*Clerk*

	2.1 Compute corresponding fees to be paid and advise client to pay at the Provincial Treasurer's Office 2.2 Photocopy the documents	None None	5 Minutes 3 Minutes	*Clerk* *Clerk*
3. Pay fees at the Provincial Treasurer's Office	3. Receive payment and issues official receipt	Payment under Secretary's Fee (Provincial Tax Code)- PHP 100.00 per page		*Cashier* Treasurer's Office
	4. Prepare the documents.	None	10 Minutes	*Clerk*
	5. Assign control number	None	3 Minutes	*Clerk*
	6. Sign the certified copy of documents.	None	5 minutes	*Acting Provincial Assessor / Acting Records Officer*
7. Receive requested document	7. Release the document	None	1 Minute	*Administrative Aide III*
8. Accomplish and submit the Customer Feedback Form	8. Receive and file the accomplished Customer Feedback Form.	None		*Clerk*
	TOTAL	PHP100.00 per page	47 Minutes	

7. **Issuance of Certificate of Aggregate Landholdings (For Certificate with Real Property)**

A Certification of Aggregate Landholdings is issued to requesting clients detailing the listing of all real properties located in the entire province of Camarines Sur declared under the name of a particular landowner. The data included in this certification include the land area, market value, assessment value, effectivity of assessment, location of property and the Tax Declaration Number of the listed real property.

Office or Divisions:	Provincial Assessor's Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	• Walk-in clients – Landowner/Authorized Representative If the request is filed through representative, an Authorization letter and /or Special Power of Attorney (SPA) and one (1) valid ID of the representative should be presented • Private Offices • Other Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	Provincial Assessor's Office
2. Payment under Secretary's Fee (Provincial Tax Code)	Provincial Treasurer's Office/Cash Division
3. Documentary Stamp (2 pcs)	Provincial Assessor's Office/BIR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1. Receive/ record request.	None	5 Minutes	*Assessment Clerk*
2. Note: Client is asked to comeback after 2 days if it is with property	2. Research the real property of the requested owner. 2.1. Compute fees to be paid	None None	25 Minutes 10 Minutes	*Clerk* *Clerk*

3. Pay fees at the Provincial Treasurer's Office	3. Receive payment and issues official receipt	PHP 100.00/ Real Property Owner PHP 200.00/ requesting party		*Cashier* Treasurer's Office
	4. Research the landholdings	None	1 Day	*Clerk*
	5. Prepare the Certification	None	60 Minutes	*Clerk*
	6. Review documents as to the accuracy	None	60 minutes	*Acting Records Officer*
	7. Assign control number	None	3 Minutes	*Clerk*
	8. Approve the document	None	5 Minutes	*Acting Provincial Assessor / Acting Records Officer*
9. Receive requested document	9. Release the document	None	1 Minute	*Administrative Aide III*
10. Accomplish and submit the Customer Feedback Form	10. Receive and file the accomplished Customer Feedback Form.	None		*Clerk*
	TOTAL	PHP300.00 /certificate	1 Day, 2 Hours, 49 Minutes	

8. **Approval of Tax Declarations**

Approval of Tax Declarations of real property coming from 35 municipalities of Camarines Sur under the name of particular landowners to identify the Assessed Value of a particular property as basis of real property tax due.

Office or Divisions:	Provincial Assessor's Office
Classifications:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	• Walk-in clients – Landowner/Authorized Representative If the transaction (TD) is submitted through representative, an Authorization letter and /or Special Power of Attorney (SPA) and one (1) valid ID of the representative should be presented • Private Offices • Other Government Offices (Municipal Assessor's Office)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. See attached Annex for requirements in each type of transactions (new, transfer, revise, segregation/consolidation of Tax Declaration)	Provincial Assessor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of transactions (FAAS/TD) endorsed from the Municipal Assessor	1. Receive, Record and check the completeness of documents. based on transmittal	None	10 Minutes	*Receiving Clerk*

	1.1 Examination/ Review: Check all the documents attached on the submitted transactions and Review the data entered in FAAS/TD as to correctness	None	5 Minutes/ transaction	*Assessment Clerk*
	1.2 Final Approval: The Acting Provincial Assessor reviews and signs the new Tax Declaration and Notice of Assessment.	None	5 Minutes/ transaction	*Acting Provincial Assessor*
	1.3 Assign document file and segregation by municipalities.	None	5 Minutes/ transaction	*Clerk*
2. Claiming: Present the Claim Stub or ID if the client to receive the owner's copy is only a representative.	2. Release the Approved Tax Declarations and Notice of Assessment (NOA).	None	5 Minutes	*Releasing Clerk*
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None		*Clerk*
	TOTAL	PHP300.00 /certificate	1 Day, 2 Hours, 54 Minutes	

REQUIREMENTS BY TRANSACTIONS

TYPE

1. **NEW DECLARATIONS**

   Used for newly discovered properties, first-time declarations of buildings/improvements or undocumented land.

   - **Required Documents for NEW LAND DECLARATION**

     - **Proof of Ownership or Legal Possession**

       - **For Titled Land**: A Certified True Copy of the Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) from the Registry of Deeds.

       - **For Untitled Land (Public Land Application)**:

         * Approved Free Patent, Homestead Patent, or Sales Patent application from the Department of Environment and Natural Resources (DENR).

         * Certification from DENR stating that the land is alienable and disposable (A&D) and not part of a public forest, national park, or military reservation.

         * Joint Affidavit of Two Disinterested Persons residing in the same barangay, attesting that you have been in open, continuous, exclusive, and notorious possession of the land for at least 10 years (or more, depending on local ordinances).

     - **Technical and Survey Documents**

       The assessor needs exact coordinates to map your land and ensure it does not overlap with an existing tax declaration.

       - **Approved Survey Plan/Blueprint**: A map showing the exact boundaries, bearings, and area size of the land. This must be prepared and signed by a licensed Geodetic Engineer and officially approved by the DENR Land Management Services or LRA.

       - **Technical Description**: The official page detailing the exact metes and bounds (the geometric boundary lines) of the property.

     - **Clearances and Certifications**

       - **Barangay Certification**: A document from the Barangay Captain certifying that you are the actual occupant/possessor of the land and that there are no ongoing land disputes or boundary conflicts regarding the property.

       - **Certification of Non-Delinquency/No Previous Declaration**: A certificate from the Provincial or Municipal Assessor's Office Confirming that the subject lot has never been declared for taxation purposes under any other name.

- **Administrative and Valuation Documents**
    - **Sworn Statement of True and Fair Market Value**: A notarized form (usually available at Assessor's office) where you declare the actual value of the land.
    - **Valid Government-Issued ID of the Declarant**. (If applying through a representative, a notarized **Special Power of Attorney (SPA)** and the representative's valid ID).

- **Required Documents for a New Building Declaration**
  - **Proof of Authorized Construction**

    The assessor needs to verify that the building was constructed legally and with official local government clearance.

    - **Photocopy of Building Permit**: Issued by the Office of the Building Official (OBO).
    - **Photocopy of Certificate of Occupancy**: Proves that the building has passed local inspections and is safe for use.
    - **Photocopy of Certificate of Completion**: Signed by the constructing architect or civil engineer.
  - **Plans and Visual Specifications**

    These are used to accurately calculate the floor area and document the structure's physical features.

    - **One (1) Full Set Blueprint of the Building Plan**: Specifically, the architectural layout showing the floor plans, elevations, and total floor area specs.
    - **Recent Photographs of the Finished Building**: Usually capturing the front, sides, and interior rooms for valuation records.
  - **Cost and Valuation Documents**
    - **Sworn Statement of True and Fair Market Value**: A standard notarized assessor form where you report the actual cost of construction.
    - **Bill of Materials (BOM) or Statement of Construction Cost**: Detailed cost breakdowns submitted by your contractor, used by the assessor to cross-reference the building's material grade (e.g., concrete vs. light timber).
  - **Land Reference Documents**

    A building cannot legally exist in a tax vacuum; it must be tethered to a specific plot of land.

    - **Photocopy of the Land's Tax Declaration**: The active tax declaration of the property the building sits on.

- **Latest Real Property Tax Receipt/Clearance for the Land**: Proves that the land's current taxes are fully paid up.

➢ If You Do Not Own the Land (Lease or Authorization)

If you built the structure on land that belongs to someone else, you must establish your legal right to build there:

- **Contract of Lease**: Must include a clear provision authorizing the lessee to construct improvements.
- **Notarized Authorization to Construct**: An explicit waiver or agreement signed by the landowner allowing your construction.

2. **TRANSFER OF TAX DECLARATION**

Used when the property is sold, donated, or inherited, and the name on the tax declaration needs to match the new owner.

➢ **Proof of Conveyance**: The legal document transferring ownership (e.g., Deed of Absolute Sale, Deed of Donation, or Extrajudicial Settlement of Estate).

➢ **Title Update**: Certified True Copy of the land title under the new owner's name by the Registry of Deeds.

➢ **Tax Clearances and Receipts**:

- eCAR (Electronic Certificate Authorizing Registration) from the Bureau of Internal Revenue (BIR).
- Certificate of Tax Payment. Proves that the land's current taxes are fully paid up.
- Transfer Tax Receipt from the local Treasurer's Office.

3. **REVISE TAX DECLARATION**

Use for correcting clerical errors (misspelled names, wrong lot numbers) or reassessing property values due to a change use (e.g., residential to commercial).

➢ **Supporting Evidence**: Documents proving the error or the change (e.g., Birth Certificate for name corrections, or a Zoning Certificate if changing property classification).

➢ **Assessment Tools**: An ocular inspection report to verify the physical condition, actual use or corrected measurements of the property.

4. **SEGREGATION/CONSOLIDATION**

Segregation: Splitting one lot into multiple smaller tax declarations.

Consolidation: Combining multiple adjacent lots into one single tax declaration.

➢ **Approved Survey/Subdivision Plan**: A technical plan officially approved by the

Bureau of Lands (DENR) or the Land Registration Authority (LRA).

- **Mother Titles/Declarations**: Certified True Copies of the original titles and the existing “mother” tax declaration being split or merged.
- **Deeds of Partition (For Segregation)**: If the split involves distributing pieces of land to different co-owners.
- **Certificate of Tax Payment**. Proves that the land’s current taxes are fully paid up.

Pro-Tip: Assessor Offices will generally not accept or process transfers, segregations, or consolidations if there is a pending tax delinquency. Always secure your Real Property Tax Clearance first before compiling the rest of the paperwork.

Camarines Sur Employment Center
External Services

1. Accreditation of Companies and Recruitment Agencies for Employment Facilitation Services

This service facilitates the accreditation of companies and licensed recruitment agencies (both local and overseas) for access to employment facilitation services of the Camarines Sur Employment Center, including job posting, job matching, applicant referral, labor market information dissemination, and recruitment assistance. This service aims to strengthen partnerships between employers and PESO, promote efficient labor market linkage, expand employment opportunities, and support workforce development in the Province of Camarines Sur.

Office or Division:	Camarines Sur Employment center
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Registered Local Companies/ Agencies Licensed Overseas Recruitment Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
Duly Accomplished NSRP Form 2 (Establishment Registration Form 2)	CamSur PESO
Duly Signed Letter of Intent address to the Governor thru the PESO Manager	Company/ Agency
Company Profile (one time submission)	Company/ Agency
List of Vacancies with specified number of manpower need, qualifications, and hiring requirement	Company/ Agency
Business Permit	Respective City/ Municipality where the business is located
SEC Registration	Securities and Exchange Commission
DTI Registration	Department of Trade and Industries
CDA Registration (if applicable)	Cooperative Development Authority
BIR Registration	Bureau of Internal Revenue
Proof of Philjobnet Accreditation	Philjobnet/ Company/ Agency
Certificate of No Pending Case	Department of Labor Regional Office
For Private Employment Agency (PEA): • General Requirement • PEA Registration • Authority to Recruit	Department of Labor and Employment Department of Labor and Employment RO5

For Job Contracting/ Sub-Contracting: • General Requirement • DO 174 Certification	Department of Labor and Employment
For Licensed Recruitment Agency: • Duly Accomplished NSRP Form 2 (Establishment Registration Form 2)\ • Duly Signed Letter of Intent address to the Governor thru the PESO Manager • Company Profile (one time submission) • Department of Migrant Workers License • Approved Job Order • Certificate of No Pending Case • Business Permit	CamSur Employment Center Requesting Overseas Agency Requesting Overseas Agency Department of Migrant Workers Department of Migrant Workers Department of Migrant Workers Respective City/ Municipality where the agency is located

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished NSRP Form 2 and complete documentary requirements	1. Receive, review, and evaluate the documents submitted for completeness, authenticity and validity	None	10 minutes	*Labor and Employment Officer*
2. Wait for the evaluation of the accreditation application	2. Evaluate company/ agency's eligibility, business legitimacy, and compliance with applicable labor and recruitment regulations	None	30 Minutes	*Labor and Employment Officer/ PESO Manager*
	2.1 Approve or deny the accreditation application based on the evaluation result	None	10 Minutes	*PESO Manager*

3. Receive accreditation confirmation	3. Register the accredited company/ agency in the PESO database and provide orientation on available employment facilitation services and procedures	None	30 Minutes	*Labor and Employment Officer/ PESO Manager*
TOTAL		**None**	**1 Hour and 20 Minutes**	

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2. Job Vacancy Posting Services

This service facilitates the posting, dissemination, and promotion of job vacancies submitted by accredited companies and recruitment agencies to assist in attracting qualified applicants and filling workforce requirements.

Office or Division:	Camarines Sur Employment Center
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Accredited Local Companies/ Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Accredited Local Companies/ Agencies:	
Letter request address to the Local Chief Executive thru the PESO Manager for the posting of job vacancies	Accredited Local Companies/ Agencies
List of job vacancies indicating position title, qualification requirements, and number of vacancies	Accredited Local Companies/ Agencies
Valid Company ID	Company/ Agency
For Non-Accredited Local Companies/ Agencies: Refer to the requirements on the Accreditation of Companies and Recruitment Agencies for Employment Facilitation Services and undergo accreditation process.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request and list of job vacancies and present valid company ID	1. Receive and record the submitted job vacancy information	None	5 Minutes	*Labor and Employment Officer*
	1.1 Verify the company's status and review for the completeness of submitted documents	None	10 Minutes	*Labor and Employment Officer*

2. Wait for the evaluation and posting of job vacancies	2. Post the approved job vacancies in the office's bulletin board, employment facilitation platforms, and database for job matching and referral services.	None	15 Minutes	*Labor and Employment Officer*
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form	None		*Labor and Employment Officer*
	TOTAL	**None**	**30 Minutes**	

3. Referral of Jobseekers to Local Employment Opportunities (Walk-In)

This service facilitated the referral of walk-in jobseekers to available job vacancies of local companies and agencies registered with the Camarines Sur Employment Center. Through job matching and employment referral, CSEC assist applicants in accessing suitable employment opportunities based on their qualifications, skills, experience, and employment preference.

Office or Division:	Camarines Sur Employment Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Jobseekers Fresh Graduates Skilled Workers Returning Overseas Filipino Workers (OFW) Unemployed and Underemployed Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Resume/ Curriculum Vitae	Applicant
Application Letter	Applicant
Accomplished NSRP Form 1 – Jobseekers Registration	Camarines Sur Employment Center
Photocopy of Professional License, if required in the position	Professional Regulations Commission
Photocopy of Training Certificates, if any	Technical Education and Skills Development Authority (TESDA) or other training institution
Photocopy of Employment Certificate	Previous Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Review the list of available job vacancies posted by PESO and identify preferred position(s).	2. Provide jobseeker with access to the list of available job vacancies and assist in identifying suitable employment opportunities based on qualifications, and preferences	None	5 Minutes	*Labor and Employment Officer*
2. Submit the accomplished NSRP Form 1 and resume and other supporting documents for referral	2. Receive and review applicant's documents	None	5 Minutes	*Labor and Employment Officer*

3 Wait for the initial assessment result	3. Assess the applicant's qualification, skills, work experience, and employment preferences against available job vacancies	None	5 Minutes	*Labor and Employment Officer*
4. Wait for the referral letter	4. Identify suitable job vacancies and prepare the referral slip	None	3 Minutes	*Labor and Employment Officer*
	4.1 Review and sign the referral slip	None	2 Minutes	*PESO Manager*
5. Receive the referral slip and proceed to the referred employer for application/ interview	5. Provide the applicant with the referral slip and inform him/her of the employer's requirements, interview schedule, or application procedures	None	5 Minutes	*Labor and Employment Officer*
	5.1 Register applicant's profile in the PES Database	None	5 Minutes	*Manpower Development Officer*
TOTAL		**None**	**30 Minutes**	

4. Facilitation of Special Recruitment Activities (SRA) and Employer's Interview

This service facilitates the recruitment process conducted by licensed overseas recruitment agencies to provide qualified job seekers access to overseas employment opportunities through employer screening and interviews ensuring that applicants are connected to legitimate and authorized overseas agencies.

Office or Division:	Camarines Sur Employment Center
Classification:	Simple
Type of Transaction:	G2B – Government to Business Entity
Who may avail:	Various owners of businesses/employers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent addressed to the LCE thru the PESO Manager indicating the schedule of SRA	Requesting Overseas Agency
Special Recruitment Activity (SRA) Authority	Department of Migrant Workers
Confirmed Job Order(s) from principal employer(s)approved by the DMW	Requesting Overseas Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Intent to conduct SRA with attached required documents through walk-in or email	1. Receive/ acknowledge the request and check for completeness and validity of documents	None	1 Hour	*PESO Manager/ Labor and Employment Officer*
	1.1 Verify validity of agency registration/ license in the DMW website	None	5 Minutes	*Labor and Employment Officer*
2. Wait for the approval of the request	2. Review and approve the request	None	10 Minutes	*PESO Manager*
3. Receive No Objection Certificate through email and apply for the processing of SRA Authority with DMW	3. Issue and sign no Objection Certificate	None	5 Minutes	*PESO Manager*

4. Submit copy of SRA Authority	4. Receive SRA Authority and post the scheduled SRA and approved job orders in the PESO FB Page, and other media platforms for dissemination	None	30 Minutes	*Labor and Employment Officer*
5. Appear during the scheduled recruitment activity and present valid company ID to PESO staff for proper identification	5. Validate names of official representative indicated in the SRA Authority	None	5 Minutes	*PESO Manager/ Labor and Employment Officer*
6. Conduct recruitment activity and interview applicants	6. Assist and monitor the recruitment activity	None	1 Working Day	*PESO Manager/ Labor and Employment Officer*
7. Submit duly signed Terminal Report with the status of interviewed applicants at the end of the activity	7. Receive and sign the Terminal Report	None	5 Minutes	*PESO Manager/ Labor and Employment Officer*
	TOTAL	**None**	**1 Working Day, 2 Hours and 5 Minutes**	

5. Facilitation of Local Recruitment Activities

This service facilitates Local Recruitment Activities (LRAs) conducted by accredited local companies and local recruitment agencies in coordination with Camarines Sur Employment Center. This service provides jobseekers with direct access to employment opportunities through screening, interviews, examinations, and other recruitment processes, promoting efficient job matching and local employment placement.

Office or Division:	Camarines Sur Employment Center
Classification:	Simple
Type of Transaction:	G2B – Government to Business Entity
Who may avail:	Various owners of businesses/employers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent addressed to the LCE thru the PESO Manager indicating schedule of LRA	Requesting Local Company/ Agency
List of job vacancies indicating position title, qualification requirements and number of vacancies	Requesting Local Company/ Agency
Job Vacancies Posters	Requesting Local Company/ Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Intent to conduct SRA with attached required documents through walk-in or email	1. Receive/ acknowledge the request and check for completeness and validity of documents	None	1 Hour	*PESO Manager/ Labor and Employment Officer*
	1.1 Verify status of accreditation of the company with CamSur PESO	None	5 Minutes	*Labor and Employment Officer*
2. Wait for the approval of the request	2. Review and approve request	None	10 Minutes	*PESO Manager*
3. Receive No Objection Certificate through email	3. Issue and sign no Objection Certificate.	None	5 Minutes	*PESO Manager*

	3.1 Post and disseminate recruitment activity schedule and job vacancies in the PESO FB account and other online platform	None	30 Minutes	*Labor and Employment Officer*
4, Appear during the scheduled recruitment activity and present valid company ID to PESO for proper identification	4. Verify identity of the company representative	None	5 Minutes	*Labor and Employment Officer*
5. Conduct recruitment activity and interview applicants	5. Assist and monitor the recruitment activity	None	1 Working Day	*PESO Manager/ Labor and Employment Officer*
6. Sign and submit Job Applicants Interview Result Form with statuses of applicants interviewed	6. Receive and sign the Job Applicants Interview Results Form for submission to DOLE.	None		*PESO Manager/ Labor and Employment Officer*
	TOTAL	**None**	**1 Working Day, 1 Hours and 56 minutes**	

6. Access to Employment Opportunities through Recruitment Activities

This service provides jobseekers with access to employment opportunities through recruitment activities, employer's interview, job fairs, and recruitment drives organized or facilitated by the Camarines Sur Employment Center (CSEC) in partnership with accredited employers and recruitment agencies. Through this service, interested applicants are registered, screened, and endorsed to participating companies/ agencies for possible employment.

Office or Division:	Camarines Sur Employment Center
Classification:	Simple
Type of Transaction:	G2B – Government to Citizen
Who may avail:	Jobseekers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished NSRP Form 1 Job Applicants Registration	Camarines Sur Employment Center
Résumé/ Curriculum Vitae/ Bio data with recent photo	Applicant
Application Letter	Applicant
Photocopy or Scanned copy of Professional License	Professional Regulations Commission
Photocopy or Scanned copy of Training Certificate, if any	TESDA or Training Institutions
Photocopy of Passport (for overseas application)	Department of Foreign Affairs (DFA)
Employment Certificate, if any	Previous Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the list of job vacancies of the company/ agency during the recruitment activity	1. Provide applicants with information on the participating company, available vacancies, and qualification requirements	None	5 Minutes	*Support Staff/ Labor and Employment Officer*
2. Register and accomplish NSRP Form 1	2. Provide the applicant with the NSRP Form 1	None	10 Minutes	*Support Staff/ Labor and Employment Officer*
3. Submit the accomplished NSRP Form 1, resume, and other required documents	3. Receive ad review the form and other documents for completeness of data required	None	5 Minutes	*Support Staff/ Labor and Employment Officer*

4. Proceed to the company/ agency representative for the interview	4. Endorse qualified applicants to the company representative for assessment	None	3 Minutes	*Support Staff/ Labor and Employment Officer*
	4.1 Company representative will conduct interview and assessment of applicants	None	10 Minutes	*Company/ Agency Representative*
5. Receive instructions regarding the result of the interview or the next stage of the hiring process	5. Company Representative will inform the applicant of the result of the assessment	None	5 Minutes	*Company/ Agency Representative*
6. Accomplish and submit the Customer Feedback Form	6. Receive and file the accomplished Customer Feedback Form	None		*Support Staff/ Labor and Employment Officer*
	TOTAL	**None**	**38 Minutes**	

7. Technical Assistance for the Conduct of Job Fair

This service provides technical assistance, coordination, and facilitation support to Local Government Units (LGUs), educational institutions, government agencies, and partner organizations in the planning and conduct of job fairs. The Camsur Employment Center assist in securing job fair clearance, employer mobilization, vacancy generation, applicant registration, venue coordination, labor market information dissemination, and other activities necessary for the successful implementation of employment facilitation events.

Office or Division:	Camarines Sur Employment Center
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Local Government Units Educational Institutions National Government Agencies State Universities and Colleges Partner Organization and Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request for Technical Assistance in the Conduct of Job Fair address to the Governor thru the PESO Manager duly signed by the City/Municipal Mayor or School President/ School Administrator, indicating the schedule and venue of the activity (must duly signed by the City/Municipal LCE or School President/Institution President/School Admin) specify the schedule and proposed JF venue.	Requesting Agency/ Institution
Location Map of the Proposed Venue	Requesting Agency/ Institution
Pictures of the Venue	Requesting Agency/ Institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request and supporting documents for the conduct of a Job Fair	1. Receive and record the request	None	5 Minutes	*Support Staff*
	1.1 Review and evaluate the completeness of the request and supporting documents	None	10 Minutes	*PESO Manager/ Labor and Employment Officer*

2. Wait for the approval of the request	2. Seek approval of the Governor on the request	None	1 Hour	*PESO Manager*
3. Receive notification for the approval of the request for technical assistance	3. Notify the requesting party of the approval of request for technical assistance	None	2 Minutes	*PESO Manager/ Labor and Employment Officer*
4. Participate in planning and coordination	4. Prepare requirements for the issuance of Job Fair Clearance: • Coordinate and send invitation to Philjobnet accredited companies and overseas agencies • Consolidate list of confirmed companies and agencies with the corresponding list of vacancies solicited	None	5 Working Days	*Labor and Employment Officer*
	4.1 Prepare application for Job Fair Clearance	None	5 Minutes	*Labor and Employment Officer*
	4.2 Review and approve the application for Job Fair Clearance	None	3 Minutes	*PESO Manager*
	4.3 Submit signed application for Job Fair Clearance with complete requirements to DOLE Field Office	None	30 Minutes	*Labor and Employment Officer*
	4.4. Wait for the approval and issuance of job fair clearance	None	1 Working Day	*Department of Labor and Employment Camarines Sur Field Office*

5. Receive confirmation of the approval of the Job Fair Activity and assist in the promotion and dissemination of the activity	5. Inform the requesting party of the approval of the Job Fair activity and proceed with the promotion and dissemination of the activity to attract jobseekers	None	5 Working Days	*PESO Manager/ Labor and Employment Officer*
6. Conduct the job fair on the scheduled date	6. Provide assistance and facilitation support during the conduct of job Fair	None	1 Working Day	*PESO Manager/ Labor and Employment Officer*
	TOTAL	**None**	**12 Working Days, 1 Hour and 55 Minutes**	

8. Technical Assistance for the Conduct of Career Development Support Program (CDSP)

This service provides technical assistance, resource support, and facilitation for the conduct of Career Development Support Programs to educational institutions, Local Government Units (LGUs), youth organizations, and other partner institutions. The program aims to enhance career awareness, employability skills, labor market knowledge, career planning, and informed career decision-making among students, jobseekers, and other target beneficiaries.

Office or Division:	Camarines Sur Employment Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Local Government Units (LGUs) Public and Private Educational Institutional Institutions Youth Organizations Other Partner Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request addressed to the Governor through the PESO head indicating the schedule of career coaching	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request for the conduct of Career Development Support Program	1. Receive and record the request and forward to the PESO Manager for approval	None	5 Minutes	*Officer of the Day*
2. Wait for coordination and confirmation	2, Confirm the conduct of the Career Development Support Program	None	30 Minutes	*PESO Manager* *CDSP Coordinator*
3. Participate in planning and coordination activities	3. Coordinate with the requesting institution regarding the schedule, venue, target participants, program content, and logistical requirements	None	30 Minutes	*PESO Manager/* *CDSP Coordinator*

	3.1 Prepare resource Materials and finalize activity arrangements	None	1 Working Day	*PESO Manager/ CDSP Coordinator*
4. Conduct the Career Development Support Program on the scheduled date	4. Provide resource speakers, facilitation and career development interventions during the activity	None	1 Working Day	*PESO Manager/ CDSP Coordinator*
	TOTAL	**None**	**2 Working Days, 1 Hour and 5 Minutes**	

9. Application for the Special Program for Employment of Students (SPES)

This service facilitates the application, screening, and processing of qualified applicants for the Special Program for Employment of Students (SPES). The program is implemented by the Camarines Sur Employment Center (CSEC) in coordination with the Department of Labor and Employment (DOLE), which aims to provide temporary employment opportunities during summer or school breaks, or at any time of the year in the case of OSY, to pursue their education while gaining work experience and employability skills.

Office or Division:	Camarines Sur Employment Center
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Students, Out-of-School Youths (OSY) and Dependents of Displaced or would be Displaced Workers ages 15-30 years of age who belongs to indigent families of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished SPES Application Form or SPES Form 2 with passport-size picture (4) copies.	Camarines Sur Employment Center
Any of the following to attest to the applicant's age: • Photocopy of Birth Certificate (4) copies • Photocopy of Baptismal Certificate (4 copies)	Philippine Statistics Authority Respective Parish
Proof of Indigency: For applicants whose parents are wage earners: • Photocopy of the latest Income Tax Return (ITR) of parents/legal guardian (4 copies); **OR** • Certificate of Tax Exemption that Parents/guardians are exempted from payment of tax (1 Original, 3 photocopies) For non-wage earner parents: • Certificate of Indigence of Parent (1 original, 3 photocopies); **OR** • Certificate of Low Income	Bureau of Internal Revenue/ Current Employer Bureau of Internal Revenue Respective Barangay where the applicant resides; OR Department of Social Welfare and Development (DSWD)
For students, shall submit the following: • Proof of average passing grade such as (1) class card or (2) Form 138 of the previous semester or year immediately preceding the application, (4 photocopies).	School/ Colleges/ Educational Institution

• Certification by the School Registrar as to passing grade immediately preceding semester/year if grades are not yet available, (1 original, 3 photocopies)	School/ Colleges/ Educational Institution
For applicants who are OSY, submit: • Certification as Out of School Youth (1 original, 3 photocopies)	espective Barangay where the OSY resides; OR Department of Social Welfare and Development (DSWD)
In case of dependent of displaced or would-be displaced workers, may submit any of the following: • Notice of Termination (4 photocopies) • DOLE RO's Establishment Termination Report (ETR) (4 photocopies) • Certification of displacement (1 original, 3 photocopies)	Employer Department of Labor and Employment RO5 Concerned barangay, municipality or city Social Worker Development Officer of the LGU
For applicants under the custody/care of their relatives, submit Original copy of Affidavit of Guardianship . (1 original, 3 photocopies)	Notary Public/ Public Attorney's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished SPES application form and complete documentary requirements	1. Receive and review the application and supporting documents	None	10 minutes	*Labor and Employment Officer or Manpower Development Officer*
	1.1 Verify the completeness and authenticity of submitted requirements	None	10 Minutes	*Labor and Employment Officer or Manpower Development Officer*
2. Wait for evaluation of eligibility	2. Evaluate the applicant's qualifications based on SPES eligibility requirements and available slots	None	30 Minutes	*Labor and Employment Officer or Manpower Development Officer*

	2.1 Prepare final list of qualified applicants for approval of the Governor	None	30 Minutes	*Labor and Employment Officer or Manpower Development Officer*
3. If included in the list of qualified beneficiaries: Sign the SPES employment contract and oath of undertaking, if qualified	3. Prepare individual SPES Employment Contract and Oath of Undertaking for signature of the beneficiaries and parents/ guardian	None	1 Working Day	*Labor and Employment Officer or Manpower Development Officer*
	3.1 Sign and present the SPES employment Contract to the Governor for signature	None	5 Working Days	*PESO Manager*
	3.2. Prepare SPES Placement Report and submit the complete SPES documents to DOLE for the issuance of Notice to Proceed	None	1 Hour	*Labor and Employment Officer or Manpower Development Officer*
	3.3 Wait for the Notice to Proceed from DOLE	None	3 Working Days	*Department of Labor and Employment*
5, Receive notification regarding the schedule of orientation	5. Notify the beneficiaries of the schedule of orientation	None	1 Hour	*Labor and Employment Officer or Manpower Development Officer*
6. Attend the orientation and deployment instructions	6, Conduct orientation and endorse qualified applicants to participating offices for employment under SPES	None	1 Working Day	*PESO Manager/ Labor and Employment Officer or Manpower Development Officer*
	TOTAL	**None**	**10 Working Days, 3 Hours and 20 Minutes**	

10. Processing and Release of the Employer's Share (60%) of SPES Wages

This service covers the verification, processing, and release of the employer's sixty percent (60%) share of wages due to qualified beneficiaries under the Special Program for Employment of Students (SPES). This service ensures that SPES beneficiaries receive the corresponding wage payment for services rendered upon completion of the required work period and submission of complete documentary requirements. The remaining 40% is provided separately by the Department of Labor and Employment (DOLE) in accordance with existing SPES guidelines.

Office or Division:	Camarines Sur Employment Center
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Qualified SPES Beneficiaries who have completed the required employment period

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Daily Time Record (DTR) signed by the SPES beneficiary and Head of Office or Immediate Supervisor (2 original copies)	Assigned Office
Accomplishment Report signed by the SPES beneficiary and duly noted by the Head of Office/ Immediate Supervisor (2 original copies)	SPES Beneficiaries
SPES ID	CSEC/ SPES Beneficiaries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Daily Time Record and Accomplishment Report	1. Receive and check completeness of submitted documents	None	10 Minutes	*Administrative Assistant I*
	1.1. Check time entries and indicate number of days rendered	None	1 Working Day	*Administrative Assistant I*
2. Wait for the processing and release of the wages	2. Prepare Summary of Attendance of all the SPES beneficiaries for signature of the PESO Manager	None	15 Minutes	*Administrative Assistant I*

	2.1 Review and sing the Summary of Attendance	None	5 Minutes	*PESO Manager*
	2.2 Submit SOA, DTR and Accomplishment Report of SPES beneficiaries to HRMO for payroll preparation	None	5 Minutes	*Administrative Assistant I*
	2.3 Process wages of SPES Beneficiaries	None	3 Working Days	*Human Resource Management Office* *Budget Office* *Accounting Office* *Provincial Treasurer's Office*
3. Receive notification regarding the schedule of release of salaries	3. Notify the SPES beneficiaries regarding the schedule of payout	None	30 Minutes	*Administrative Assistant I*
4. Proceed to CSEC for the claim stub to be presented upon claiming of the wages	4. Distribute clam stub to SPES beneficiaries	None	30 Minutes	*Administrative Assistant I*
5. Proceed to the Provincial Treasurer's Office, present the claim stub and SPES ID and claim the salary	5. Release salary of SPES beneficiaries	None	1 Working Day	*Provincial Treasurer's Office*
	TOTAL	**None**	**5 Working Days, 1 Hour and 45 Minutes**	

11. Referral and Endorsement to the Free International English Language Testing System (IELTS) Review Program

This service facilitates the referral and endorsement of qualified applicants to the Free IELTS Review Program of the Provincial Government of Camarines Sur. The service assist interested individuals in accessing review and preparatory training for the International English Language Testing (IELTS) Examination by providing information, initial screening, and endorsement to the implementing office.

Office or Division:	Camarines Sur Employment Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Jobseekers Graduating Students Professionals Individuals seeking overseas employment Other interested applicants who met the program qualifications

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished National Skills Registry Program (NSRP) Form 1	Camarines Sur Employment Center
1 x 1 ID picture	Applicant
Curriculum Vitae or Resume with picture	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the Free IELTs Review Program and submit the required documents	1. Provide information on the program, qualifications, requirements, and application procedures	None	10 Minutes	*Manpower Development Officer*
	1.1 Receive and review the submitted documents	None	5 Minutes	*Manpower Development Officer*
2. Wait for the evaluation of submitted requirements	2. Evaluate the completeness of requirements and determine eligibility for endorsement	None	10 Minutes	*PESO Manager*
3. Wait for the documents to be forwarded to the implementing office	3. Forward the applicant’s documents to the implementing office	None	10 Minutes	*Manpower Development Officer*

4. Receive instructions regarding the next step of the application process	4. Advise the applicant on the screening schedule, interview and orientation	None	10 Minutes	*PESO Manager*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form	None		*Manpower Development Officer*
TOTAL		**None**	**40 Minutes**	

12, OFW Assistance, Referral, and Endorsement Services

This service provides assessment, referral, endorsement, and coordination assistance to Overseas Filipino Workers (OFWs), returning OFWs, spiring OFWs, and their families regarding employment opportunities, training and livelihood programs, legal concerns, welfare cases, and request for medical or financial assistance. The service facilitates referrals and endorsement to appropriate government agencies to ensure that clients receive the necessary assistance and support.

Office or Division:	Camarines Sur Employment Center
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	verseas Filipino Worker (OFW) grants eturning OFWs spiring OFWs milies and Dependents of OFWs epatriated OFWs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Job Referral Assistance: • Accomplished NSRP Form 1 • Resume/ Curriculum Vitae	Camarines Sur Employment Center Applicant
For Training/ Livelihood Assistance: • Letter addressed to the Governor indicating the type of Training/ Livelihood	Applicant
For Legal Assistance: • Duly filled-out Welfare Case Intake Sheet • Written Personal Narrative Letter	Camarines Sur Employment Center Client
For Medical/ Financial Assistance • Letter addressed to the Governor regarding the request	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OFW Help Desk and present the concern or request for assistance	Receive the client and assess the nature of the concern or assistance	None	5 minutes	*OFW Help Desk Officer*
2. Submit the required forms and supporting documents based on the type of assistance needed	Review the documents and determine the appropriate intervention, referral, or endorsement	None	10 Minutes	*OFW Help Desk Officer*

3. Receive appropriate assistance based on the identified concern	Process the request as follows: **Employment Assistance**: Refer client to local or overseas employment services and provide appropriate guidance **Training or Livelihood Assistance:** Refer the client to appropriate government programs and partner agencies **Legal/ Welfare Assistance:** Review the Welfare Case Intake Sheet and Personal Narrative Letter and prepare endorsement/r referral to the appropriate agency **Medical/ Financial**: Review and endorse the request letter to the appropriate office for evaluation and possible assistance	None	25 Minutes	*OFW Help Desk Officer*
4. Receive referral, endorsement, or instructions for further processing	Issue referral, endorsement, or provide guidance on the next steps and documentary requirements of the concerned agency	None	5 Minutes	*FW Welfare Officer/ PESO Manager*

5. Accomplish and submit the Customer Feedback Form	Receive and file the accomplished Customer Feedback Form	None		*Manpower Development Officer*
TOTAL		**None**	**45 Minutes**	

Provincial Planning and Development Office

External Services

1. Technical Assistance on Comprehensive Land Use Plan (CLUP) Preparation / Review

Provision of technical assistance to Local Government Units (LGUs) in the preparation, updating, review, and enhancement of their Comprehensive Land Use Plans (CLUPs), ensuring vertical and horizontal alignment with national, regional, provincial, and local development frameworks. This includes integration of the goals, strategies, and policies of the Philippine Development Plan (PDP), Sustainable Development Goals (SDGs), Climate Change Adaptation and Disaster Risk Reduction and Management (CCA-DRRM), Gender and Development (GAD), environmental management, biodiversity conservation, housing and settlements, infrastructure development, local economic development, and other applicable sectoral and thematic plans. Technical assistance covers planning processes, policy and land use analysis, spatial planning, data management, mapping, zoning formulation, stakeholder consultation, and compliance with national planning standards and guidelines.

Office/Division	Planning Division
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who May Avail	Component city and municipalities

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Draft CLUP/ZO One (set) of presentation Maps in AO size paper Digital copy of Presentation maps (pdf) Digital Copy of Vector File data of presentation maps Digital Copy of: • Executive Summary of CLUP • Minutes of Public Hearing/Consultation • List of Invitees/sector represented • Issued invitation letter/Notice of Public Hearing • Attendance Sheet • Communication Plan	Requesting Local Government Unit (City/Municipality)
DHSUD indorsement to Sangguniang Panlalawigan	Department of Human Settlement and Urban Development
SP Indorsement for cursory review to PLUC thru PPDO	Sangguniang Panlalawigan

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CLUP/ZO with SP indorsement for Cursory Review	1. Receive and Route to planning Division/Technical Person In-charge	None	15 minutes	*Receiving Staff PPDO*
	2. Coordinate and transmit advance e-copy to PLUC members for their review and comments	None	3 weeks	*PPDO-PPDC*
	3. Coordinate to concerned LGU and invite them for presentation of their CLUP/ZO	None	2 weeks	*PPDO-PPDC*
4. LGU present and deliberate their CLUP/ZO consistent with review parameters.	4. Consolidate and synthesize all the PLUC members technical comments and recommendations.	None	1 day	*PPDO-PPDC*
	5. If subject for revision, it will be return to concerned LGU for refinement.	None	1 day	*PPDO-PPDC*
6. LGU transmit the refined CLUP/ZO back to PLUC	6. Check if comments/recommendations were incorporated in the CLUP/ZO.	None	1 week	*PPDO-PPDC*
	7.If found to be in order, PLUC members will issue resolution recommending for the adoption of CLUPand enactment of ZO to Sangguniang Bayan of concerned LGU	None	1 week	*PPDO-PPDC*

8.LGU thru the Sangguniang Bayan, adopts the CLUP and enact the ZO	8. Reconvene the PLUC members for final cursory review.	None	2 weeks	*PPDO-PPDC*
	9. If found to be in order and substantially compliant to national standards and guidelines in the formulation of CLUP/ZO including the incorporation of all technical comments and recommendations of PLUC members, the PLUC Chairman will prepare and issue Resolution endorsing the CLUP/ZO of concerned LGU to Sangguniang Panlalawigan for approval duly signed by the PLUC members.	None	2 weeks	*PPDO-PPDC / Sangguniang Panlalawigan*
10.Ratify and Approve CLUP/ZO received by the concerned LGU	10. Issue and release by the Sangguniang Bayan	None	1 day	*Secretary of the Sangguniang Panlalawigan*
	11. Authenticate and copy furnish to LGU, PPDO and DHSUD	None	1 day	*Secretary of the Sangguniang Panlalawigan*
	TOTAL	**None**	**2 Months, 3 Weeks, 4 Days, 15 Minutes**	

2. Technical Assistance on Comprehensive Development Plan (CDP) Preparation / Review

Provision of technical assistance to component Local Government Units (LGUs) in the preparation, updating, enhancement, and review of their Comprehensive Development Plans (CDPs) in accordance with the guidelines prescribed under DILG Memorandum Circular No. 2018-172 and DILG-NEDA-DBM-DOF Joint Memorandum Circular No. 1, Series of 2016. The service aims to ensure that local development plans are evidence-based, participatory, results-oriented, and aligned vertically and horizontally with national, regional, provincial, and local development frameworks, including the Philippine Development Plan (PDP), Sustainable Development Goals (SDGs), Climate Change Adaptation and Disaster Risk Reduction and Management (CCA-DRRM), Gender and Development (GAD), and other sectoral and thematic plans.

Office/Division	Planning Division
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who May Avail	Component city and municipalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter of CDP submission within the prescribed planning calendar (on or before March 31) • CDP document (hard and e-copy)	Concerned Local Government Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CDP document	1. Receive and Route to planning Division /Technical Person In-charge	None	15 Minutes	*PPDO Receiving Staff*
	2.Prepare and issue notice to the CDP-TAC for the review and assessment of the submitted CDP's of LGUs	None	1 day	*PPDO-PPDC*
	3. Provide advance-ecopy and hard copy to concerned CDP-TAC for their initial pre-assessment	None	5 days	*PPDO Receiving Staff*

4. Attendance to CDP Feed-backing session	4. Convene the CDP-TAC for the final review and assessment and feedbacking with the LGUs	None	1 day	*PPDO-PPDC*
	TOTAL	**None**	**7 Days, 15 Minutes**	

3. Technical Review of Annual Investment Plan

Provision of technical review and evaluation of Annual Investment Plans (AIPs) submitted by Provincial Government Offices and component Local Government Units (LGUs) to ensure consistency with approved development plans, investment priorities, and budgeting policies. The review assesses the alignment of proposed programs, projects, and activities (PPAs) with the Comprehensive Development Plan (CDP), Local Development Investment Program (LDIP), Provincial Development and Physical Framework Plan (PDPFP), and other applicable local and national development frameworks, including the Philippine Development Plan (PDP), Sustainable Development Goals (SDGs), Climate Change Adaptation and Disaster Risk Reduction and Management (CCA-DRRM), Gender and Development (GAD), and other sectoral plans. The service also provides technical recommendations to strengthen the linkage between planning, investment programming, and budgeting processes and to promote efficient and effective utilization of development resources.

Office/Division	Planning Division
Classification	Complex
Type of Transaction	G2G – Government to Government
Who May Avail	• Component city and municipalities • Inter -Office / Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter of Submission from concerned Office/department • Indorsement from SP / Letter of submission from concerned LGU	**Concerned Local Government Unit** **Sangguniang Panlalawigan**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Annual Investment Plan	1. Receive and route to planning Division /Technical Person In-charge	None	15 Minutes	*PPDO - Receiving Staff*
	2. Conduct technical review and assessment	None	2 Days	*PPDO - Technical In-Charge*
	3. Approval of reviewed AIP for releasing	None	1 Day	*PPDO- PPDC*
4. Receive the reviewed AIP	4. Release and forward to SP / LGU concerned	None	1 Day	*PPDO Receiving Staff*
	TOTAL	**None**	**4 Days, 15 Minutes**	

4. Issuance of Socio-Economic Data / Statistical Information

Provision of available socio-economic, demographic, environmental, and development-related data, statistics, indicators, maps, and information maintained by the Provincial Planning and Development Office (PPDO) to support planning, policy formulation, research, project development, investment promotion, monitoring and evaluation, and decision-making. The service caters to the data and information requirements of Provincial Government Offices, Local Government Units (LGUs), national government agencies, academic institutions, civil society organizations, private sector entities, and the general public, subject to existing data-sharing policies and applicable laws, rules, and regulation.

Office/Division	Research Division
Classification	Simple (1 to 3 days)
Type of Transaction	G2G – Government to Government G2P – Government to Private
Who May Avail	• Component city and municipalities • Inter -Office / Department • Private institutions, CSO, NGOs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter of Request	• Component city and municipalities • Inter -Office / Department • Private institutions, CSO, NGOs
• Identification Card - At least One (1) Primary I.D (Government Issued I.D)	• Requesting party / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive request and route to concern Research and division / Data Analyst	None	15 Minutes	*PPDO Receiving Staff*
	2. Retrieve data	None	1 Day	*Data Analyst Research Division*
	3. Validate and approve	None	1 Day	*PPDO-PPDC*
4. Receive by the Client	4. Releasing of data	None	15 Minutes	*PPDO receiving Staff*
	TOTAL	**None**	**2 Days, 30 Minutes**	

5. Issuance of Certifications / Endorsements

Provision of certifications, endorsements, and other official documents issued by the Provincial Planning and Development Office (PPDO) to attest to, validate, or support planning, development, and investment-related matters within its mandate. This service includes the review, verification, and processing of requests for certifications and endorsements based on available records, approved plans, technical evaluations, and applicable laws, policies, standards, and guidelines.

Office/Division	Planning Division
Classification	Simple
Type of Transaction	G2G – Government to Government G2P – Government to Private
Who May Avail	• Component city and municipalities • Inter -Office / Department • Private institutions, CSO, NGOs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter of Request	• Component city and municipalities • Inter -Office / Department • Private institutions, CSO, NGOs
• Supporting Documents	• Requesting party / Client
• Identification Card -At least One (1) Primary I.D (Government Issued I.D)	• Requesting party / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive request and route to Evaluation Officer	None	15 minutes	*PPDO Receiving Staff*
	2. Request Evaluation	None	1 day	*Planning Officer Planning Division*
	3. Preparation of Document	None	1 day	*PPDO Receiving Staff*
	4. Signature and approval for release	None	15 minutes	*PPDO-PPDC*
5.Receive by the Client	5. Release of Document	None	15 minutes	*PPDO Receiving Staff*
	TOTAL	**None**	**2 Days, 45 Minutes**	

Provincial Engineer's Office

External Services

1. Issuance of Certificate of Completion (COC) / Final Acceptance

The certificate of acceptance is a formal document issued to confirm that the project has been completed in accordance with the approved plans, specifications, contract requirements, and agreed scope of work. It signifies that all deliverables have been satisfactorily accomplished, inspected, tested, an accepted by the client, recipient, owner or authorized representative.

Office or Divisions	Provincial Engineer's Office
Classifications	Complex
Type of Transaction	G2G – Government to Government G2C- Government to Citizen
Who may avail	Contractors, Project Managers, LGUs

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Final as-built plans, Final Inspection request, Testing & Materials Certificates, Contractors final statement, Contract Documents	Engineer in charge/Provincial Engineer/Contractor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Records/ Receiving	Log request and issue tracking number	None	0.5 Days	*Inspection & Records*
2. Wait for schedule of final inspection	Schedule final inspection within 3 working days	None	1.5 Days	*Inspection & Records / Inspection Team Leader*
3. Participate in final inspection	Conduct inspection and prepare Final Inspection Report	None	2 Days	*Inspection & Records / Inspection Team*
4. Receive recommendation	Prepare COC and obtain signature	None	2 Days	*Inspection & Records*
5. Claim COC	Release Certificate	None	2 Days	*Inspection & Records*

6. Accomplish and submit the customer Feedback Form	Receive and file the accomplished Customer Feedback Form	None		*Administrative Aide*
Total		**None**	**8 Working Days**	

2. Project Conceptualization and Technical Endorsement

This service provides comprehensive support in the development, refinement, and validation of project ideas from initial concept to technical endorsement. It concludes identifying project objectives, assessing feasibility, defining technical requirements, and aligning proposed initiatives with organizational goals, industry standard, and regulatory requirements.

Office or Division	Provincial Engineer's Office/Planning and Programming Division/Inspection Team
Classification	Complex
Type of Transaction	G2G – Government to Government G2C- Government to Citizen
Who may Avail	Contractors, Project Managers, LGUs

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Project Brief, site location map, preliminary cost estimate, environmental compliance, if any	Provincial Engineer's Office, LGUs, Other Government Agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and documents	Log request: assign to Planning & Programming	None	0.5 Days	*Planning & Programming / Records/Planning Unit*
2. Provide additional data when requested	Technical review by Planning & Programming	None	1.5 Days	*Planning & Programming*
3. Coordinate for site validation if required	Schedule and conduct site validation	None	5 Days	*Planning & Programming / Field Team*
4. Receive endorsement or corrections	Issue technical endorsement or list of required corrections	None	7 Days	*Planning & Programming / Provincial Engineer Walk-in / Email / Online*

5. Accomplish and submit the customer Feedback Form	Receive and file the accomplished Customer Feedback Form	None		*Administrative Aide*
	Total	**None**	**14 Working Days**	

3. Architectural & Engineering Design and Detailed Estimate

This service covers the preparation of complete architectural and engineering plans, specifications, and detailed cost estimates for proposed infrastructure, building, and development projects. It ensures that project designs are functional, safe, sustainable, compliant with applicable codes and standards, and aligned with client requirements and project objectives.

Office or Divisions	Provincial Engineer's Office Planning and Programming Division
Classifications	Highly technical
Type of Transaction	G2G – Government to Government G2C- Government to Citizen
Who may avail	Contractors, Project Managers, LGUs

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Letter request, project brief, site location map, preliminary cost estimate, environmental compliance, if any	Provincial Engineer's Office, LGUs, Other Government Agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and documents	Log request; assign to Planning & Programming	None	1 day	*Planning & Design*
2. Coordinate for site validation if required	Schedule and conduct site validation	None	1 day	*Planning & Design*
-	Prepare design plans, analysis and estimates	None	15 days	*Planning & Design*
3. Review & Signing	Review, Seal and Endorse	None	4 days	*Provincial Engineer*
4. Accomplish and submit the customer Feedback Form	Receive and file the accomplished Customer Feedback Form			*Administrative Aide*
	Total	**None**	**21 working**	

		days	

4. Permit to Excavate / Construction Clearance along Provincial Roads

Processing and issuance of Permit to Excavate/Construction Clearance for activities affecting provincial roads, including road excavation, utility installation, drainage works, driveway access, building connection, and other construction related works within the provincial road right- of- way. This service ensures that all proposed activities comply with provincial engineering standards, road safety regulations, and right-of-way requirement to prevent damage and obstruction to public infrastructure.

Office or Divisions	Provincial Engineer's Office Planning and Programming Division
Classifications	Complex
Type of Transaction	G2G – Government to Government G2C- Government to Citizen
Who may avail	Contractors, Project Proponents, LGUs

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Application form, project plan, barangay coordination proof, traffic management plan, environmental clearance, if applicable	Provincial Engineer's Office, Barangays, other agencies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and attach necessary requirements	Initial completeness check and logging	None	1 day	*Roadworks/ROW Coordinator*
2. Technical review and coordination with units	Review and coordinate with ROW, Utilities, Traffic	None	5 days	*Roadworks/ROW Coordinator*
3. Site coordination	Final site check and clearance issuance	None	3 days	*Roadworks/ROW Coordinator*
4. Claim permit	Release permit/document	None	1 day	*Roadworks/ROW Coordinator*
5. Accomplish and submit the customer Feedback Form	Receive and file the accomplished Customer Feedback Form	None		*Administrative Aide*
Total			**10 working days**	

5. Materials Testing and Certification (Laboratory Services)

Provision of laboratory testing and certification services for construction materials such as soil, aggregates, concrete, asphalt, steel, and other engineering materials to determine compliance with approved standards and specifications. This service supports quality assurance and ensures that materials used in infrastructure and construction projects meet safety, durability, and engineering requirements.

Office or Divisions	Provincial Engineer's Office Planning and Programming Division
Classifications	Complex
Type of Transaction	G2G – Government to Government G2C- Government to Citizen
Who may avail	Contractors, Project Managers, LGUs

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Sample submission, test request form, chain-of- custody	Provincial Engineer's Office, LGUs, Other Government Agencies

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit samples before cutoff	Accept samples and issue sample receipt	None	1 day	*Materials Testing Lab / Laboratory Staff*
2. Laboratory testing as per schedule	Perform tests (turnaround by test type)	None	6 days	*Materials Testing Lab / Lab Technicians*
3. Issue test report	Prepare and release official test certificate	None	3 days	*Materials Testing Lab / Lab Manager / Provincial Engineer*
4. Accomplish and submit the customer Feedback Form	Receive and file the accomplished Customer Feedback Form	None		*Administrative Aide*
Total		**None**	**10 working days**	

6. Maintenance Request for Provincial Roads & Bridges

Processing and coordination of maintenance requests for provincial roads and bridges, including repair of potholes, damaged pavements, drainage issues, bridge defects, road obstructions, and continuous functionality of provincial road and bridge networks through timely inspection, assessment, and maintenance action.

Office or Divisions	Provincial Engineer's Office Planning and Programming Division
Classifications	Complex
Type of Transaction	G2G – Government to Government G2C- Government to Citizen
Who may avail	Barangays, Municipal Engineers, Provincial Offices, Citizens

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Request Forms, Location Photos, contact person	Provincial Engineer's Office

CLIENT ACTION	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit maintenance request	Log request and issue tracking ID	None (unless charged by ordinance)	0.5 day	*Records/ Receiving*
2. Schedule assessment	Conduct site assessment within 5 working days	None (unless charged by ordinance)	5 days	*Maintenance Unit*
3. Communicate action plan	Prioritize and schedule maintenance; inform requester	None (unless charged by ordinance)	3 days	*Maintenance Unit / Maintenance Chief*
4. Execute maintenance	Deploy crew and complete works; report completion	None (unless charged by ordinance)	Depending on scope	*Maintenance Unit / Maintenance Team*
5. Accomplish and submit the customer Feedback Form	Receive and file the accomplished Customer Feedback Form	None		*Administrative. Aide*
Total			**8.5 working days**	

Provincial Tourism Cultural and Sports Office

External Services

1. Provision of Tour Assistance and Information Services

This service provides tour assistance and tourism information services to ensure safe, convenient, inclusive, and enriching travel experiences that promote sustainable tourism and showcase the province as a globally recognized tourism destination.

Office or Divisions:	Provincial Tourism Cultural and Sports Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Local and Foreign Tourists, Visitors, Students, Researchers, Delegates, and Other Clients.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter/Request of Inquiry (for organized tours, official visits, or assistance request)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry or request for tour assistance.	1. Receive and assess the request/inquiry.	None	3 Minutes	*Tourism Operations Staff*
2. Provide tour details (date, destination, number of persons, itinerary).	2. Discuss details with the client	None	5 Minutes	*Admin Officer* *Tourism Operations Staff/Tour Guide*
3. Acknowledge instructions or referrals provided.	3. Record transaction, provide additional instructions or referrals when necessary.	None	5 Minutes	*Tourism Operations Staff*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Frontline Staff/Tourism Operations Staff*
	TOTAL	**None**	**13 Minutes**	

2. Processing of Tourism Accreditation Assistance (New Applications)

This service provides assistance, evaluation, and endorsement to tourism-related establishments applying for initial accreditation with the Department of Tourism (DOT). The Provincial Tourism Office assists applicants in complying with documentary requirements and coordinates with concerned offices for accreditation-related concerns.

Office or Divisions:	Provincial Tourism Cultural and Sports Office
Classifications:	Complex
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who may avail:	Tourism establishments, resorts, hotels, restaurants, travel agencies, and tourism enterprises.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request for Accreditation Assistance	Client
Duly Accomplished DOT Accreditation Application Form	DOT Accreditation Portal (https://accreditation.tourism.gov.ph/)
Business Permit or Mayor's Permit	Municipal/City LGU
DTI Certificate of Registration (for sole proprietorship)	Department of Trade and Industry
SEC Registration (for corporation/partnership)	Securities and Exchange Commission
Barangay Clearance	Barangay Office
BIR Certificate of Registration	Bureau of Internal Revenue
Occupancy Permit (if applicable)	Municipal/City Engineering Office
Sanitary Permit (if applicable)	Municipal/City Health Office
Fire Safety Inspection Certificate	Bureau of Fire Protection
Pictures of establishment and facilities	Client
List of personnel with training certificates	Client
Comprehensive General Liability Insurance	Client
Other requirements as may be required by DOT	Client/Department of Tourism

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request together with complete documentary requirements.	1. Receive, check completeness, record application and endorse to Tourism Officer in Charge	None	30 Minutes	*Administrative Staff*

	1.2. Evaluate submitted documents and provide technical assistance	None	2 working days	*Tourism Officer in Charge*
2. Wait for the notice of Pre-Asessment and site visit.	2. Coordinate with the client for Pre assessment and site visit; Coordinate with Regional Office and concerned agencies if necessary	None	2 working days	*Tourism Officer in Charge*
	2.1. Prepare evaluation inspection report/findings	None	1 working day	*Tourism Officer in Charge*
3. Access the DOT Accreditation Portal for registration once the pre-assessment and site visit are done.	3. Assist/Guide Client in registration.	None	30 Minutes	*Tourism Officer in Charge*
4. Fill out the application form and attached all the documents needed.	4. Assist client in signing application form and check the completeness of documents	None	10 minutes	*Tourism Officer in Charge*
5. Await inspection for final assessment of the site.	5. Conduct final inspection with the DOT Accreditation Group.	None	1 working day	*Tourism Officer in Charge/Department of Tourism Region V*
6. Wait for and acknowledge the accreditation decision.	6. DOT evaluate the inspection report and issue the accreditation result.	None	1 working day	*Tourism Officer In Charge ,Department of Tourism Region V*
7. Accomplish and submit the Customer Feedback Form	7. Receive and file the accomplished Customer Feedback Form.	None		*Frontline Staff/Tourism Operations Staff*
	TOTAL	**None**	**7 Days, 1 Hour and 10 Minutes**	

****(Note: No Fees Required, Applicable DOT Accreditation fees shall be paid directly to the Department of Tourism)*

3. Processing of Tourism Accreditation Assistance (Renewal Applications)

This service provides assistance and endorsement for renewal of Department of Tourism accreditation of tourism establishments operating within the Province of Camarines Sur.

Office or Divisions:	Provincial Tourism Cultural and Sports Office
Classifications:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	DOT-accredited tourism establishments due for renewal of accreditation.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request for Renewal Assistance	Client
Duly Accomplished Renewal Application Form	DOT Accreditation Portal (https://accreditation.tourism.gov.ph/)
Updated Business Permit or Mayor's Permit	Municipality/ City LGU
Updated Barangay Clearance	Barangay Office
Updated Fire Safety Inspection Certificate	Bureau of Fire Protection
Certificate of Compliance with existing laws/regulations.	Client
Other requirements as may be required by DOT	Client/Department of Tourism

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit renewal request and documentary requirements	1. Receive and evaluate submitted documents for completeness and authenticity	None	30 Minutes	*Administrative Staff*
	1.1. Verify previous accreditation and compliance status	None	30 Minutes	*Tourism Officer in Charge*
2. Sign in at DOT Portal Online Accreditation and fill out the accreditation form for renewal and attached all the documents	2. Assist client in signing application form and check the completeness of documents.	None	1 working day	*Tourism Officer in Charge*

needed.				
3. Claim Certificate	3. Coordinate with DOT and prepare to Issue Certificate (issued by DOT).	None	2 working days	*Tourism Officer in Charge* *Department of Tourism*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Frontline Staff/Tourism Officer in Charge*
	TOTAL	**None**	**3 Days, 1 Hour**	

****(Note: No Fees Required, Applicable DOT renewal fees shall be paid directly to the Department of Tourism.)*

4. Consosep Nature Park Tour Assistance and Information Services

This service provides visitors with tour assistance, orientation, visitor information, guide coordination, environmental reminders, safety protocols, and directions regarding activities and facilities at Consosep Nature Park to ensure safe, convenient, memorable, and enriching travel experiences that promote sustainable tourism and showcase the province as a globally recognized tourism destination.

Office or Divisions:	Provincial Tourism Cultural and Sports Office/ Consosep Nature Park Management
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Tourists, visitors, students, researchers, organizations, and guests visiting Consosep Nature Park.
Fees	Entrance Fee - As prescribed by LGU ordinance Environmental/User Fee (if applicable)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter/Request of Inquiry (if necessary) Valid ID (if required for registration) Visitor logbook entry / registration form Payment of applicable entrance/tour fees (if applicable)	Client Client Consocep Nature Park Management

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Tourism Information/Receiving Area and inquire about tour assistance and information services.	1. Receive and assess the request/inquiry.	None	3 minutes	*Resort in Charge/Staff*
2. Fill out the Visitor Registration Form/Logbook and submit required information.	2. Receive and verify visitor information and record details in the logbook/database.	None	3 minutes	*Park Personnel*
3. Gives tour details (date, number of persons, itinerary, what kind of assistant they need).	3. Assign available personnel to assist and discuss the details of tour.	None	5 minutes	*Resort Supervisor*
4. Pay the required entrance fees, if applicable.	4. Assess fees and issue Cash Ticket.	Applicable Fees		*Collecting Officer*

5. Wait for orientation and tour assistance instructions.	5. Provide orientation on park rules, safety measures, environmental protection policies and tour assistance.	None	15 minutes	*Assigned Tour Guide / Park Personnel*
3. Proceed with the scheduled tour/activity.	3. Assist and monitor visitors during tour activities and record transaction.	None	5 minutes	*Assigned Tour Guide / Park Personnel*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Resort Staff*
	TOTAL	**None**	**31 Minutes**	

Provincial Tourism Cultural and Sports Office

Internal Services

1. Submission of Daily Time Records

This service covers the submission, verification, and recording of employees' Daily Time Records (DTRs) for attendance monitoring and payroll processing purposes. It ensures that attendance records are complete, accurate, and submitted within the prescribed schedule in accordance with existing government rules and office policies.

Office or Divisions:	Provincial Tourism Cultural and Sports Office / Administrative Division
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All employees of Provincial Tourism Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Daily Time Record (DTR) Form	Administrative Officer
Accomplishment Report	Client
Supporting documents for absences/official business/leave (if applicable)	HRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and sign the DTR form.	1. Receive and review submitted DTR.	None	3 minutes	*Administrative Officer*
2. Attach supporting documents (accomplishment report)	2. Verify entries and supporting documents.	None	5 minutes	*Administrative Officer*
	3. Forward validated DTRs to the Human Resource Management Office (HRMO).	None	10 minutes	*Administrative Aide*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Staff/Aide*
	TOTAL	**None**	**18 Minutes**	

2. Processing of Leave Application

This service covers the receipt, evaluation, approval, and recording of leave applications filed by employees. It ensures that requests for vacation leave, sick leave, special leave, and other authorized absences are processed in accordance with existing Civil Service rules, agency policies, and available leave credits. Approved leave applications are properly documented and recorded for payroll and attendance purposes.

Office or Divisions:	Provincial Tourism Cultural and Sports Office /Administrative Division
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Permanent and Casual Employees of the Provincial Tourism Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Leave Application Form	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Leave Application	1. Sign in EMS Portal and fill out application form.	None	5 minutes	*Administrative Officer*
2. Sign and Submit leave application form	2. Review and sign the leave form.	None	5 minutes	*Administrative Officer*
	2.1. Forward to the Human Resource Management Office-Leave Section.	None	10 minutes	*Administrative Aide*
3. Accomplish and submit the Customer Feedback Form	3. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Staff/Aide*
	TOTAL	**None**	**20 minutes**	

Camarines Sur Center for Sports and Recreation

External Services

1. Room Reservation and Booking Services

This service facilitates room reservations and booking arrangements for guest intending to avail of accommodation services at the Camarines Sur Center for Sports and Recreation. It provides guests with timely access to room availability, rates, and reservation options, ensuring efficient trip planning and guaranteed accommodation. Through a streamlined booking process, the service enhances customer convenience, improves resource utilization, and promotes a positive guest experience.

Office Or Divisions:	Camarines Sur Center for Sports and Recreation
Classifications	Simple
Type Of Transactions:	G2C-Government to Citizen
Who May Avail:	• Domestic Guests • Foreign Guests • Groups, Organizations, and Companies • Tourist and Visitors

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Reservation Form (for advance booking)	Front Office
Guest Information	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about room availability and rates	1. Provide room rates, room availability, promotional offices, and payment options	None	5 Minutes	*Front Desk Associate*
2. Submit reservation details	2. Verify booking details and explain reservation policies and payment requirements	None	5 Minutes	*Front Desk Associate*
3. Settle required payment	3. Verify payment and issue booking confirmation	50% Down Payment/ Full Payment	5 Minutes	*Front Desk Associate*
4. Receive booking confirmation	4. Send or issue booking confirmation	None	5 Minutes	*Front Desk Associate*
	TOTAL	**50% Down Payment/ Full Payment**	**20 Minutes**	

2. Guest Check-In Services

This service facilitates guest reservation, verification of reservation, room assignment, collection of incidental deposits, and issuance of room keys upon arrival. It ensures a smooth, secure, and efficient check-in process, allowing guests to promptly access accommodation facilities and services. The service contributes customer satisfaction, operational efficiency, and the overall safety and security of guests and property.

Office Or Divisions:	Camarines Sur Center for Sports and Recreation
Classifications	Simple
Type Of Transactions:	G2C-Government to Citizen
Who May Avail:	• Confirmed Guests • Walk-In Guests

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Valid ID	Guest
Booking Confirmation (if applicable)	Guest
Incidental Deposit (Cash)	Guest
Accomplished Registration Form	Front Desk Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and booking confirmation	1. Verify reservation and guest identity	None	5 Minutes	*Front Desk Associate*
2. Accomplished registration form	2. Assist guest and explain package inclusion and house rules	None	5 Minutes	*Front Desk Associate*
3. Provide incidental deposit	3. Receive deposit and issue Official Receipt.	PHP 1,500.00	5 Minutes	*Cashier*
4. Receive room assignment and key.	4. Assign room and issue room key	None	3 Minutes	*Front Desk Associate/ Room Attendant*
	TOTAL	**PHP 1,500.00**	**18 Minutes**	

3. Housekeeping and Guest Assistance Services

This service provides housekeeping support and responds to guest requests, concerns, and accommodation-related needs during their stay. It ensures that guests receive prompt assistance and maintain a clean, safe, comfortable, and pleasant environment throughout their visit. The service enhances guest satisfaction, promotes quality service delivery, and supports the overall reputation of the Camarines Sur Center for Sports and Recreation.

Office Or Divisions:	Camarines Sur Center for Sports and Recreation
Classifications	Simple
Type Of Transactions:	G2C-Government to Citizen
Who May Avail:	• Checked-In Guests

CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
Service Request	Guest

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit housekeeping request personally, by phone, email, WhatsApp, or Viber	1. Receive and acknowledge the request	None	5 Minutes	*Room Attendant*
2. Wait for service delivery	2. Coordinate and provide requested housekeeping or guest assistance service	None	10 Minutes	Room Attendant
3. Confirm completion of request	3. Verify satisfaction and completion of service	None	5 Minutes	*Room Attendant*
	TOTAL	**None**	**20 Minutes**	

4. Guest Check-Out Services

This service facilitates the orderly departure of guests through room clearance, account verification, settlement of obligations, return of room keys, and release of refundable deposits. It ensures accurate billing accountability of property, and efficient turnover of accommodation facilities. This service contributes to operational efficiency, transparency in financial transactions, and a positive guest departure experience.

Office Or Divisions:	Camarines Sur Center for Sports and Recreation
Classifications	Simple
Type Of Transactions:	G2C-Government to Citizen
Who May Avail:	• Checked-In Guests

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Room Key	Guest
Deposit Slip (if applicable)	Guest

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Front Office of intention to check out	1. Verify guest details and room number	None	3 Minutes	*Front Desk Associate*
2. Return the room key	2. Coordinate room inspection and clearance	None	5 Minutes	*Room Attendant*
3. Wait for account verification	3. Check guest folio and determine outstanding charges, if any	Additional Charges (if any)	5 Minutes	*Front Office Associate*
4. Receive incidental deposit and ID	4. Release refundable deposit and return ID upon clearance	None	5 Minutes	*Cashier/ Front Office Associate*
	TOTAL	**Add'l Charges (if any)**	**18 Minutes**	

5. Customer Feedback and Service Evaluation

This service enables guests to provide feedback regarding the quality of accommodation and related services received during their stay. Feedback gathered serves as a valuable tool for assessing customer satisfaction, identifying areas for improvement, and enhancing service standards. The service supports continuous quality improvement, accountability, and the delivery of excellent customer-centered services.

Office Or Divisions:	Camarines Sur Center for Sports and Recreation
Classifications	Simple
Type Of Transactions:	G2C-Government to Citizen
Who May Avail:	• Guest Who Availed of Accommodation Services

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Customer Feedback Form	Front Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Customer Feedback Form	1. Receive completed feedback form	None	3 Minutes	*Front Office Associate*
2. Submit accomplished Form	2. Record and file the feedback for service improvement purposes.	None	2 Minutes	*Front Office Associate*
	TOTAL	**None**	**5 Minutes**	

6. Restaurant Dining Services

This service provides food and beverage services to guests, visitors, tourist, and general public through the restaurant facilities of the Camarines Sur Center for Sports and Recreation. It ensures the timely preparation and serving of quality meals and refreshments in a safe, clean, and customer-friendly environment. Through this service, clients enjoy convenient access to dining facilities that enhance their recreational, tourism, and accommodation experience whole promoting customer satisfaction and quality hospitality services.

Office Or Divisions:	Camarines Sur Center for Sports and Recreation – Restaurant Operations Unit
Classifications	Simple
Type Of Transactions:	G2C-Government to Citizen
Who May Avail:	• In-house Guests • Walk-in Customers • Tourist • Visitors • Groups or Organizations

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Food and Beverage Order	Restaurant
Valid Senior Citizen ID (if claiming discount)	Customer
Valid PWD ID (if claiming discount)	Customer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Review the menu and place order	1. Receive and record food and beverage orders and endorse to the kitchen for preparation	None	5 Minutes	*Service Crew/ Wait Staff*
2. Wait for the preparation and serving of the order	2. Prepare and serve the ordered food and beverages	None	30 Minutes	*Kitchen Staff/ Service Crew*
3. Consume the ordered food and beverages	3. Ensure completeness of orders and attend to additional customer requests during dining	None	Throughout dining period	*Service Crew*

4. Request for billing and present applicable ID for discount privileges, if any	4. Prepare the bill, verify Senior Citizen or PWD ID, and compute applicable discounts and VAT exemption in accordance with existing laws and regulations	None	5 Minutes	*Service Crew/ Cashier*
5. Settle payment	5. Receive payment, process the transaction, and issue the Official Receipt reflecting applicable discounts	Based on approved menu rates less applicable discounts	5 Minutes	*Cashier*
6. Accomplish Customer Feedback Form	6. Receive and file the accomplished feedback form	None	5 Minutes	*Service Crew*
	TOTAL	**Based on approved menu rates less applicable discounts**	**50 Minutes** (excluding the actual time spent by the customer consuming the meal)	

Human Resource Management Office

Internal Services

1. PHILHEALTH Membership for Casual, Permanent, Co-Terminous Employees and Elective Officials

This service facilitates the processing of PhilHealth membership registration of government officials and employees of the Provincial Government of Camarines Sur to ensure compliance with mandatory health insurance coverage and provide members and their qualified dependents with access to healthcare and hospitalization benefits in support of employee welfare and social protection.

Office or Divisions:	Human Resource Management Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Active Elective Official and Casual, Permanent, Co-Terminous Employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
PhilHealth Member Registration Form (PMRF)	Human Resource Management Office – Statutory Benefits Section
Birth Certificate (1 photocopy)	Philippine Statistics Authority/ Client
1 Photocopy of 1 Valid government-issued ID *Any of the following:* • Philippine National ID • Philippine Passport • GSIS Unified Multi-Purpose ID • SSS ID • Driver's License • Professional Regulation Commission (PRC) ID • Senior Citizen ID • Persons with Disability (PWD) ID • Postal ID • Voter's ID/ Voter's Certification • TIN Card/ BIR ID • NBI Clearance • Police Clearance • Barangay ID/ Barangay Certification • Valid School ID	Philippine Statistics Authority Department of Foreign Affairs Government Service Insurance System Social Security System Land Transportation Office Professional Regulation Commission City/ Municipal Office of the Senior Citizens Affairs City/Municipal Persons with Disability Affairs Office Philippine Postal Corporation Commission on Elections Bureau of Internal Revenue National Bureau of Investigation Philippine National Police Respective Barangays School/ Colleges/ Universities
If married:	
General Requirement	

Marriage Contract (1 photocopy)	Philippine Statistics Authority
Birth Certificate of Qualified dependent, if any (1 photocopy)	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Human Resource Management Office, Statutory Benefits Section and accomplish the Philhealth Member Registration Form	1. Issue PMRF to employee together with the list of requirements	None	2 Minutes	*Admin. Aide III Statutory Benefits Section*
2. Submit accomplished PhilHealth Member Registration Form with attached documentary requirements.	2. Receive and review accomplished PhilHealth Member Registration Form and documentary requirements.	None	3 Minutes	*Administrative Aide III Statutory Benefits Section*
	2.1 Prepare and print ER2 Form (Report of Employee-Members)	None	3 Minutes	*Chief, Statutory Benefits Section*
	2.2 Forward ER2 Form and accomplished PMRF to HRMO Head for approval	None	2 Minutes	*Statutory Benefits Section Chief*
	2.3 Review and approve the ER2 and accomplished PMRF	None	1 Minute	*Provincial Government Assistant Department Head*

	2.5 Submit approved ER2 and PMRF together with the requirements to PhilHealth Office	None	2 Hours	*Statutory Benefits Section Chief*
TOTAL		**None**	**2 Hours & 11 Minutes**	

2. Request for Replacement of Lost/Damaged Employee Identification Card

This service covers the processing and re-issuance of Employee Identification (ID) Cards for employees requesting for replacement due to loss, damage, or updates in personal or employment information, ensuring accurate identification, secure access control, and updated personnel records to support efficient workplace administration.

Office or Divisions:	Human Resource Management Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Request Form	HRMO Information/ Receiving Desk
for updating of personal information/ Damaged ID: Old Agency ID	Requesting Employee
For lost ID: Affidavit of Loss (1 original)	Public Attorney's Office/ Notary Public/ Requesting Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request form from the HRMO Receiving Desk	1. Provide request form to the employee	None	2 minutes	*HRMO Support Staff*
2. Submit the duly accomplished form and required attachments: • For lost ID – Affidavit of Loss • For Damaged ID/ updating of information – old agency ID	2. Review the accomplished form, verify completeness of information and attachments:	None	3 minutes	*HRMO Support Staff*
	2.1. Forward the request to the personnel in-charge of ID processing and printing	None	2 Minutes	*HRMO Support Staff*
3. Wait for the processing and printing of ID card	3. Prepare and print the Employee Identification Card	None	5 minutes	*Sr. Administrative Assistant II*

4. Claim the Employee Identification Card	4. Release the printed ID card to employee	None	3 Minutes	*HRMO Support Staff*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None	5 Minutes	*HRMO Support Staff*
TOTAL		**None**	**20 Minutes**	

3. Application for ATM Payroll Account for Newly Hired Employees and Elected Officials

This service facilitates the processing of ATM payroll account applications of newly hired officials and employees of the Provincial Government of Camarines Sur to ensure secure, accurate, and timely disbursement of salaries and wages through the accredited government payroll banking system, promoting efficient payroll management and convenient access to compensation.

Office or Divisions:	Human Resource Management System
Classifications:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Newly hired employees and elected officials of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DBP Customer Information File Form DBP Deposit/Product Record Form DBP Signature Card DBP Cash Deposit Slip DBP Data Privacy Consent Form	Human Resource Management Office, Statutory Section
2 Valid ID (2 original, 1 photocopy with 3 specimen signatures) *Any of the following*: • PhilSys ID/National ID • Passport • Driver's License • PRC ID • NBI Clearance • Police Clearance • Postal ID • Voter's ID • TIN ID • Barangay Certification • GSIS e-card/UMID • SSS Card • Senior Citizen Card • School ID duly signed by the head of School/University • IBP ID • Philippine Health Insurance Card ng Bayan	Philippine Statistics Authority Department of Foreign Affairs Land Transportation Office Professional Regulation Commission National Bureau of Investigation Philippine National Police Philippine Postal Corporation Commission on Elections Bureau of Internal Revenue Respective Barangay Government Service Insurance System Social Security System City/ Municipal Office of the Senior Citizens Affairs Respective Schools/Universities Integrated Bar of the Philippines Philippine Health Insurance Corporation (PhilHealth)
2 pcs. 1x1 picture	Official/Employee
PHP 100.00 for initial deposit	Official/Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the DBP Customer Information File Form, Deposit/ Product Record Form, Signature Card, Cash Deposit Slip, and Data Privacy Consent Form and attach the initial deposit of PHP100.00	1. Assist the employee in accomplishing the required ATM payroll account application forms and requirements	None	15 Minutes	*HRMO Clerk*
2. Submit the accomplished forms and supporting documents to the processor of ATM application.	2. Review and check the completeness of entries and supporting documents submitted by the employee	None	5 Minutes	*HRMO Clerk/ Chief, Statutory Benefits*
3. Comply with noted deficiencies or corrections, if any	3. Validate the submitted documents, signatures, and presented valid IDs.	None	10 Minutes	*Chief, Statutory Benefits*
	3.1 Prepare indorsement letter to the Development Bank of the Philippines.	None	5 Minutes	*Admin. Support Staff/ Chief, Statutory Benefits Section*
	3.2 Review, approve, and sign the ATM applications and and indorsement letter to DBP	None	5 Minutes	*Provincial Government Assistant Department Head*
	3.3. Submit the indorsement letter together with ATM application documents to DBP every Friday of the week.	None	1 Working Day	*Chief, Statutory Benefits Section*

4. Wait for notification from HRMO regarding the availability of ATM card	4. Notify the employee regarding the availability of the ATM card	None	3 Minutes	*Admin. Support Staff*
5. Proceed to HRMO to claim the Deposit slip to be presented to DBP upon claiming of ATM card	5. Issue Deposit Slip to the employee	None	2 Minutes	*Admin. Support Staff*
	5.1 Input the employee's new ATM Payroll Account into the master payroll database	None	5 Minutes	*Admin. Assistant I/ Admin. Aide I*
Total		**None**	**1 Working Day and 45 Minutes**	

** Note: Processing of ATM payroll accounts are subject to the policies and procedures of the Development Bank of the Philippines.*

4. Submission of Supporting Documents for Correction and Re-Printing of Deficient Daily Time Records (DTRs)

This service processes the submission and evaluation of supporting documents for the correction and re-printing of deficient Daily Time Records (DTRs) of officials and employees to ensure accurate attendance documentation and proper basis for payroll processing and other personnel-related transactions.

Office or Divisions:	Human Resource Management System
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All officials and employees of the Provincial Government of Camarines Sur with DTR deficiencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Daily Time Records (DTRs) with deficiencies/ discrepancies	Respective offices of the official/ employee
Approved Leave Application, if applicable – (1 photocopy)	Official/ Employees
Approved Travel Order and Certificate of Appearance, if applicable – (1 original, 1 photocopy)	Respective offices of the official/ employee
Photocopy of logbook duly signed and certified by the immediate Supervisor/ Head of Office	Respective offices of the official/ employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DTR with deficiency/ discrepancy together with the supporting documents for correction/ revision of DTR	1. Receive submitted DTRs with deficiency and evaluate supporting documents	None	5 Minutes	*Receiving Clerk Attendance Section*
2. Wait for the verification and approval of DTR for re-printing	2. Verify and approve correction/revision of attendance records. Initial DTR for re-printing	None	5 Minutes	*Sr. Admin. Assistant II/ Chief, Attendance Section*

	2.1 Forward the DTRs to the Personnel-In-Charge for correction in the PLGU EMS	None	3 Minutes	*Administrative Aide III/ Admin Support Staff*
3. Retrieve the corrected DTR via Email by HRMO	3. Email DTRs with correction/ revision of attendance records to respective offices	None	5 Minutes	*Data Entry Clerk*
	TOTAL	**None**	**18 Minutes**	

5. Submission of Daily Time Records (DTRs) and Payroll Processing

This service facilitated the submission, validation, and processing of Daily Time Records (DTRs) of officials and employees to ensure accurate attendance documentation, proper computation of salaries and deductions, and timely disbursement of compensation in support of efficient payroll administration and continuous government operations.

Office or Divisions:	Human Resource Management System
Classifications:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All officials and employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Daily Time Records (DTRs) duly signed by the employee and the Head of Office – (2 original copies)	Respective offices of the official/ employee
Approved Leave Application, if applicable – (1 original copy)	Official/ Employees
Accomplishment Report – (2 original copies)	Official/ Employees
Daily Attendance Sheet, for those assigned in offices without biometric machine – (1 original, 1 photocopy)	Respective offices of the official/ employee
Summary of Attendance (SOA) – (2 original copies)	Respective offices of the official/ employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Daily Time Records (DTRs) together with required supporting documents within the prescribed period	1. Receive and record submitted DTRs and other supporting documents	None	15 Minutes	*Receiving Staff Attendance Section*
	1.1 Review and validate submitted DTRs, attendance records, leave applications, tardiness, undertime, absences, and other attendance-related entries	None	30 Minutes	*Admin Aide III/ Admin. Support Staff*

	1.2 Consolidate validated DTRs for payroll preparation and processing	None	30 Minutes	*Chief, Attendance Section/ Admin Aide III/ Admin. Support Staff*
	1.3 Forward consolidated DTRs, Accomplishment Report and other supporting documents to the payroll section for processing	None	5 Minutes	*Chief, Attendance Section/ Admin Aide III/*
2. (No Action)	2. Prepare payrolls, remittances, obligation requests, and vouchers. Compute salaries, deductions, leave without pay, and other payroll adjustments	None	2 Working Days	*Payroll Section Staff*
	2.1 Review and initial payrolls as to accuracy and completeness.	None	1 day	*Payroll Section Staff, Administrative Section Staff*
	2.2 Sign certification of payroll as to services rendered	None	30 Minutes	*Provincial Government Assistant Department Head*
	2.3 Forward payroll documents to the Provincial Budget Office for fund allocation	None	30 Minutes	*Outgoing Clerk*
3. (No Action)	3. Process sequentially: • Provincial Budget Office forwards to the Provincial Accountant's Office for pre-audit of completeness and accuracy of supporting documents • Provincial	None	1 Working Day	*Provincial Budget Office Provincial Accountant's Office Provincial Treasurer's Office*

	Accountant's Office forwards to the Provincial Treasurer's Office for certification as to cash availability			
4. (No Action)	4. Prepare payroll listings	None	2 Hours	*Payroll Section Staff*
5. (No Action)	5. Sign payroll listings	None	10 Minutes	*Provincial Government Assistant Department Head*
	TOTAL	**None**	**4 days 4 Hours & 30 Minutes**	

6. Request for Issuance of Service Record and Certificate of Employment

This service processes requests for the issuance of Service Records of active and inactive officials and employee of the Provincial Government of Camarines Sur to provide accurate documentation of government employment history for official or legal purposes, thereby supporting efficient personnel administration and records management.

Office or Divisions:	Human Resource Management Office, Administrative Division
Classifications:	Simple
Type of Transaction:	G2G-Government to Government, for internal clients
	G2C-Government to Citizen, for external clients
Who may avail:	All active and inactive officials and employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
Request Form	Human Resource Management Office
Official Receipt for the Service Record/ Certification Fee	Provincial Treasurer's Office, Cashier Section
For Active Officials/Employees:	
General Requirements	
One (1) Photocopy of Employee Identification Card	Requesting Employee
For Inactive Officials/Employees:	
General Requirements	
One (1) Photocopy of duly accomplished Clearance from Money, Property, and Work-Related Accountabilities (CS Form No. 7, Revised 2018) signed by required offices, *if not previously submitted*	Requesting Client
If the request is filed through a representative:	
General Requirements	
Original and photocopy of 1 valid ID of the employee or former employee	Requesting Employee/ Former Employee
Original and photocopy of 1 valid ID of the authorized representative	Authorized Representative
Authorization Letter (1 original)	Form employee/former employee being represented

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request form and submit documentary requirement to HRMO Receiving Section	1. Review the accomplished request form and check the completeness of documentary requirements	None	2 Minutes	*Admin. Support Staff*
	1.1 Advice the client to proceed to the Provincial Treasurer's Office for payment of the Service Record/ certification fee	None	1 Minute	*Admin. Support Staff*
2. Proceed to the Provincial Treasurer's Office and present the request form to the cashier and pay the Certification Fee.	2. Receive payment and issue Official Receipt.	PHP 10.00	5 Minutes	*Cashier Provincial Treasurer's Office*
3. Return to Human Resource Management Office and present the official receipt.	3. Receive and verify the Official Receipt and forward the request to Administrative Division	None	2 Minutes	*Admin. Support Staff*
	3.1 Generate data of the employee/client and prepare the requested certificate and/or service record.	None	10 Minutes	*Sr. Administrative Assistant I Administrative Assistant I*
	3.1 Review and verify the accuracy and completeness of the requested documents, then	None	3 Minutes	*Supervising Administrative Officer Administrative Assistant V*

	submit to the Head of Office for approval and signature			
	3.2 Approve and sign the requested documents	None	2 Minutes	*Provincial Government Assistant Department Head*
4. Receive the requested documents.	4. Record the documents in the logbook ad release it to the client.	None	2 Minute	*Admin. Support Staff*
	TOTAL	**PHP 10.00**	**27 Minutes**	

7. Request for Issuance of Certificate of Leave Credits

This service processes requests for the issuance of Certificate of Leave Credits of active officials and employees of the Provincial Government of Camarines Sur to provide accurate certification of accumulated vacation and sick leave credits for financial, legal, and other authorized purposes, thereby supporting efficient personnel records management and employee benefits administration.

Office or Divisions:	Human Resource Management Office, Administrative Division
Classifications:	Simple
Type of Transaction:	G2G-Government to Government, for internal clients
Who may avail:	All active officials and employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
Request Form	Human Resource Management Office
Official Receipt for the Certification Fee	Provincial Treasurer's Office, Cashier Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request form to HRMO Receiving Section	1. Review the accomplished request form and check the completeness of documentary requirements	None	2 Minutes	*Admin. Support Staff*
	1.1 Advice the client to proceed to the Provincial Treasurer's Office for payment of the certification fee	None	1 Minute	*Admin. Support Staff*
2. Proceed to the Provincial Treasurer's Office and present the request form to the cashier and pay the Certification Fee.	2. Receive payment and issue Official Receipt.	PHP 10.00	5 Minutes	*Cashier Provincial Treasurer's Office*

3. Return to Human Resource Management Office and present the official receipt.	3. Receive and verify the Official Receipt and forward the request to Leave Section	None	2 Minutes	*Admin. Support Staff*
	3.1 Generate and compute vacation and sick leave balances and prepare certification	None	10 Minutes	*Chief, Leave Section/ Admin. Aide I*
	3.1 Review and sign the Certification	None	3 Minutes	*Provincial Government Assistant Department Head*
4. Receive signed certification.	4. Record the documents in the logbook and release it to the client.	None	2 Minute	*Chief, Leave Section/ Admin. Aide I*
	TOTAL	**PHP 10.00**	**25 Minutes**	

8. Processing of Loan Applications (DBP, GSIS, Pag-IBIG)

This service processes and facilitates loan applications of officials and employees with the Development Bank of the Philippines (DBP), Government Service Insurance System (GSIS), and Home Development Mutual Fund (Pag-IBIG) to ensure timely verification of employment records, certification of required documents, and endorsement of applications, thereby promoting efficient access to financial assistance and employee welfare benefits.

8.1 Development Bank of the Philippines (DBP) Salary Loan

Office or Divisions:	Human Resource Management Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Eligible borrower under elective, coterminous and permanent status applying for salary loan subject to bank policies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished DBP Salary Loan Application Form and Customer Information Profile	DBP Office/ website
Service Record	Human Resource Management Office – Administrative Division
3- month Payslip	Human Resource Management Office – Payroll Division
Photocopy of one (1) valid government issued ID with photo and 3 specimen signature	Provided by the borrower
Latest Income Tax Return (ITR)	Provincial Accountant’s Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished loan application form and documentary requirements	1. Receive and review the loan application for completeness of requirements. Verify employment status, salary information, and other required details of the applicant	None	5 Minutes	*Personnel Benefits Section Chief,*

2. Wait for the approval of the loan application	2. Forward the loan Application documents to the HRMO Head for approval	None	5 Minutes	*Personnel Benefits Section Chief, Provincial Government Assistant Department Head*
3. Receive the signed application form and proceed to the Provincial Treasurer's Office for signature of the authorized officer and submit the loan application to DBP	3. Release the signed application form	None	3 Minutes	*Admin. Support Staff Personnel Benefits Section*
	TOTAL	**None**	**13 Minutes**	

8.2 Government Service Insurance System (GSIS) Loan Application

Office or Divisions:	Human Resource Management Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All GSIS Members of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Verification Slip	HRMO Information/ Receiving Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Verification Slip	1. Provide Verification Slip	None	2 Minutes	*Receiving Staff,*
2. Proceed to Payroll Section for the verification of Salary	2.Verify eligibility of employee by checking Net Take Home Pay	None	5 Minutes	*Admin. Officer III, Admin. Assistant I Admin. Aide III,*
3. Proceed to Administrative Section for verification of employment	3. Verify the employee's status to confirm active service	None	3 Minutes	*Supervising Admin. Officer/ Sr. Admin. Assistant II/ Admin. Assistant I*

4. Proceed to Leave Section for verification of leave credits and proceed to Legal Office	4. Verify the number of leave credits of employee	None	3 Minutes	*Admin, Assistant V/ Admin. Aide I*
5. Submit verification slip with complete signature to the Personnel Benefits Section	5.Receive and forward verification slip to the Agency Authorized Officer for approval	None	2 Minutes	*Administrative Aide III Personnel Benefits Section*
	TOTAL	**None**	**15 Minutes**	

8.3 Home Development Mutual Fund (Pag-IBIG) Loan Application

Office or Divisions:	Human Resource Management Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Pag-IBIG Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Pag-IBIG Loan Application Form	Pag-IBIG Office/ website
Photocopy of one (1) valid ID	Provided by the member
One (1) month Payslip	Payroll Section, HRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished loan application and required documents	1. Receive and review loan application and check for completeness of requirements	None	5 minutes	*Admin. Aide III Personnel Benefits Section Human Resource Management Office*
2. Wait for verification	2. Verify employment status, salary, and other required details	None	5 minutes	*Chief, Personnel Benefits Section Human Resource Management Office*
3. Received signed application form	3. Sign verified application form	None	3 minutes	*Chief, Personnel Benefits Section/ Admin. Officer III Human Resource Management Office*

4. Submit application loan to Pag-IBIG branch	4. Release application form	None	2 minutes	*Admin. Aide III Benefits Section Human Resource Management Office*
	TOTAL	**None**	**15 minutes**	

9. Application for Leave

This service facilitates the processing and approval of leave applications filed by the Provincial Government of Camarines Sur (PGCS) employees, including but not limited to Vacation Leave, Mandatory/Forced Leave, Sick Leave, Maternity Leave, Paternity Leave, Special Privilege Leave, Solo Parent Leave, Study Leave, VAWC Leave, Rehabilitation Leave, Special Leave Privilege for Women, Special Emergency (Calamity) Leave, and Adoption Leave. This process ensures proper validation of documentary requirements, accurate certification of leave credits, and timely approval or disapproval of applications while supporting efficient and uninterrupted government operations.

Office or Divisions:	Human Resource Management Office – Welfare and Benefits Division
Classifications:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	All elected officials, permanent, casual, and coterminous employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirement:	
Leave Form (Civil Service Form No. 6, Revised 2020) duly signed by the employee and approved by the Immediate Supervisor/Head of Office	Human Resource Management Office / Respective Offices
Additional Requirements depending on the type of leave application	
Vacation Leave *(for Travel Abroad)*	
Approved Travel Authority *(if travel abroad)*	Provincial Governor's Office (PGO)
Clearance from Money, Property and Work-Related Accountabilities (CS Form No. 7, Revised 2018)	Human Resource Management Office
Sick Leave *(Exceeding 5 days)*	
Medical Certificate (*upon return to office)*	Hospital/ physician of the applicant
Maternity Leave	
Medical Certificate	Hospital/ physician of the applicant
Photocopy of Certificate of Live Birth	Concerned Hospital/ clinic
Clearance from Money, Property, and Work-Related Accountabilities (CS Form No. 7, Revised 2018) signed by required offices	Human Resource Management Office
If Miscarriage	
Medical Certificate	Hospital/ physician of the applicant
Clearance from Money, Property, and	Human Resource Management Office

Work-Related Accountabilities (CS Form No. 7, Revised 2018) signed by required offices	
Paternity Leave (7 days)	
Photocopy of Marriage Contract	Philippine Statistics Authority
Photocopy of Birth Certificate of Child	Hospital/ clinic where the child was born
Medical Certificate of Wife	Hospital/ physician
Special Privilege Leave	
Letter request from the employee to avail the leave *(if applicable)*	Requesting Employee
Solo Parent Leave	
Updated and valid solo Parent Identification Card	City/ Municipal Social Welfare and Development Office
Letter request from the employee to avail the leave	Requesting Employee
Study Leave	
Letter request from the employee to avail the leave	Requesting Employee
Contract between the agency head or authorized representative and employee concerned	Provincial Governor's Office
Clearance from Money, Property, and Work-Related Accountabilities (CS Form No. 7, Revised 2018) signed by required offices	Human Resource Management Office
VAWC Leave *Any of the following:*	
Barangay Protection Order (BPO)	Concerned Barangay
Temporary/Permanent Protection Order (TPO/PPO)	City/ Municipal Trial Court
Rehabilitation Leave	
Letter request from the employee to avail the leave	Requesting employee
Incident Report (should fall under working hours)	Requesting employee
Police Report (if any)	Police Station that responded in the incident
Medical Certificate indicating the period of recuperation and rehabilitation, as the case may be	Hospital/ physician of the employee
Special Leave Benefits for Women/ Magna Carta of Women (RA 9710)	
Letter request from the employee to avail the leave	Requesting Employee

Medical Certificate	Hospital/ physician of the applicant
Surgical Procedure/ Medical Abstract	Hospital/ physician of the applicant
Special Emergency (Calamity) Leave	
Letter request from the employee to avail the leave	Requesting Employee
Certification of declaration of calamity	City/ Municipal Disaster Risk Reduction and Management Office
Adoption Leave	
Authenticated copy of the Pre-Adoptive Placement Authority	Department of Social Welfare and Development (DSWD) Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished leave application form with supporting documents based on the type of leave applied for.	1. Receive, record and encode leave application and attachments in the leave application logbook. Forward the leave application to the processor	None	10 Minutes	*HRMO Support Staff*
	1.1 Retrieve individual leave card and process the leave application	None	15 Minutes	*Administrative Aide III*
	1.2 Review the leave application with complete attachment and sign the Certification of Leave Balances. Forward to the authorized signatory for approval/ disapproval	None	20 Minutes	*Chief, Leave Section*
	1.3 Approve/ disapprove leave application and forward to the Leave Section for release.	None	20 Minutes	*Provincial Government Assistant Department Head*
	1.4 Detach/ segregate copies of approved leave application for HRMO file copy and employee's copy	None	10 Minutes	*HRMO Support Staff*

2. Receive the duly approved/disapproved leave application	2. Record and release the approved/ disapproved copy of leave application to authorized personnel	None	5 Minutes	*HRMO Support Staff*
3. Accomplish and submit the Customer Satisfaction Measurement (CSM) Survey Form	3. Receive the accomplished Customer Satisfaction Measurement (CSM) survey form.	None	5 minutes	*HRMO Support Staff*
	TOTAL	**None**	**1 Hour & 25 Minutes**	

10. Monetization of Leave Credits

This service facilitates the monetization of accumulated leave credits of qualified government employees to provide timely financial assistance through the conversion of earned vacation and sick leave credits into monetary compensation in accordance with Civil Service laws, rules, and regulations.

Office or Divisions:	Human Resource Management Office – Welfare and Benefits Division
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All elected officials, permanent, casual, and coterminous employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request from the employee duly noted by the Department Head to monetize leave credits	Requesting Employee
Leave Application (CS Form No. 6, Revised 2020) duly signed by the retired/separated employee and approved by the Department Head	Human Resource Management Office/ Respective Offices
Certification of Leave Credits	HRMO – Leave Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents for monetization of leave with approved budget allocation from the Provincial Budget Office	1. Receive complete documents for monetization with approved budget allocation and forward to the leave section for processing.	None	5 Minutes	*Chief, Statutory Benefits Section*
	1.1 Retrieve individual leave card and process the application, then forward to the Authorized Officer for approval	None	30 Minutes	*Chief, Leave Section*
	1.2 Review and approve application and return the signed application to the Leave Section	None	15 Minutes	*PGADH, HRMO*

	1.3 Record the approved application and forward to the Payroll Section for voucher preparation	None	10 Minutes	*Chief. Leave Section*
	1.4 Prepare voucher and Obligation Request (OBR) then forward to Statutory Benefits Section for recording.	None	5 Minutes	*Administrative Assistant I Payroll Section*
2. Wait for the notification from the Statutory Benefits Section regarding the availability of voucher and OBR	2. Notify the requesting employee for the availability of voucher and OBR for signature of the respective Head of Office	None	5 Minutes	*Chief, Statutory Benefits Section*
3. Submit OBR and voucher duly signed by the Head of Office to HRMO, together with the duplicate copies.	3. Receive the signed OBR, voucher, and duplicate copies and forward to the Provincial Budget Office for processing of claim.	None	5 Minutes	*Chief, Statutory Benefits Section*
	TOTAL	**None**	**1 Hour & 15 Minutes**	

Human Resource Management Office

External Services

1. Recruitment and Selection Process

This service processes the recruitment, evaluation, selection, and appointment of qualified applicants for vacant positions in the Provincial Government of Camarines Sur to ensure merit-based, transparent, and efficient hiring in accordance with Civil Service laws, rules, and regulations, thereby strengthening organizational capability and quality public service delivery.

1.1 For Permanent Position

This service processes applications of qualified individuals for permanent plantilla positions in the Provincial Government of Camarines Sur to ensure fair, transparent, and merit-based recruitment and selection in accordance with Civil Service laws, rules, and qualification standards, thereby promoting competent workforce development and effective public service delivery.

Office or Divisions:	Human Resource Management Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government, for internal clients
	G2C – Government to Citizen, for external clients
Who may avail:	Qualified applicants for vacant positions in the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter (Letter of Intent)	Prepared by the applicant
One (1) Original of fully accomplished and notarized/signed by an administering officer Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 2012, Revised 2025)	Civil Service Commission (CSC) website/ Prepared by the applicant
Work Experience Sheet	Civil Service Commission (CSC) website/ Prepared by the applicant
Performance Rating in the last rating period (if previously/ currently employed in government)	Previous/current employer/ HR Office
Certified True Copy of Transcript of Records (TOR)	College/ University where the applicant graduated
Photocopy of Diploma/ Educational Certificates	School or university
Photocopy of Training Certificates/ Seminars (for positions requiring Relevant Training)	Training institutions or TESDA
Certificate of Employment (1 original)	Current/ previous employer
Photocopy of proof of Eligibility (for position requiring Appropriate	Civil Service Commission (CSC)/ Professional Regulation Commission (PRC)/ Supreme

Eligibility/License)	Court (SC)/ Land Transportation Office (LTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check published vacancies (bulletin board, website, CSC portal)	1. Publication and posting of vacancies	None	5 Minutes	*Administrative Section Staff,*
2. Submit application and complete requirements	2. Receive and screen applications on the completeness of requirements and on qualification of applicants	None	2 Minutes per applicant	*Administrative Section Staff,*
3. Wait for initial screening results	3.1. Pre-qualification screening and assessment of applicants	None	15 Minutes per applicant	*Administrative Section Staff,*
	3.2. Prepare initial Evaluation Report: Shortlist of qualified applicants	None	30 Minutes	*Administrative Section Staff,*
4. Attend scheduled examination	4. Administer Aptitude Qualification Written Examination	None	30 Minutes	*Administrative Section Staff,*
5. Attend interview	5. Assessment and Deliberation by the HRMPSB for qualified applicants	None	20 Minutes per applicant	*Human Resource Merit Promotion and Selection Board (HRMPSB)*
6. Wait for ranking and deliberation result	6. Rank applicants and prepare Comparative Assessment Result (CAR)	None	30 Minutes	*Human Resource Merit Promotion and Selection Board (HRMPSB)*
7. Wait for approval of appointment	7. Submit the CAR to the appointing authority	None	10 Minutes	*Provincial Government Assistant Department Head,*

8. Receive appointment	8. Issuance of appointment by appointing authority	None	1 Working Day	*Appointing Authority*
9. Wait for processing of appointment with CSC	9. Submit appointment and supporting documents to the CSC Field office for Attestation	None	30 Minutes	*Administrative Section Staff,*
	9.1. Wait for Action on Appointment by the CSC	None		*Civil Service Commission (CSC)*
	9.2. Receipt of CSC Attested Appointment by the Agency	None	5 Minutes	*Administrative Section Staff,*
10. Formal onboarding and legal assumption to the role by the appointee	10. Conduct orientation on duties, office policies and procedures	None	1 Working Day	*Administrative Section Staff,*
	TOTAL	**None**	**2 Working Days, 2 Hours & 57 minutes**	

1.2 For Non-Permanent Positions

(Casual, Contract of Service, Job Order)

This service processes applications of qualified individuals for non-permanent positions such as Casual, Job Order, and Contract of Service Workers in the Provincial Government of Camarines Sur to ensure efficient, transparent, and responsive hiring based on organization staffing requirements and applicable government policies, thereby supporting continuous delivery of government programs and services.

Office or Divisions:	Human Resource Management Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Qualified applicants for Casual, Job Order, and Contract of Service applicants in the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter (Letter of Intent)	Prepared by the applicant
One (1) Original of fully accomplished and notarized/signed by an administering officer Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 2012, Revised 2025)	Civil Service Commission (CSC) website/ Prepared by the applicant
Work Experience Sheet	Civil Service Commission (CSC) website/ Prepared by the applicant
Performance Rating in the last rating period (if previously/ currently employed in government)	Previous/current employer/ HR Office
Certified True Copy of Transcript of Records (TOR)	College/ University where the applicant graduated
Photocopy of Diploma/ Educational Certificates	School or university
Photocopy of Training Certificates/ Seminars (for positions requiring Relevant Training)	Training institutions or TESDA
Certificate of Employment (1 original)	Current/ previous employer
Photocopy of proof of Eligibility (for position requiring Appropriate Eligibility/License)	Civil Service Commission (CSC)/ Professional Regulation Commission (PRC)/ Supreme Court (SC)/ Land Transportation Office (LTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check job vacancy announcements	1. Post vacancy/ announce need for casual or COS/JO	None	5 Minutes	*Administrative Section Staff,*
2. Submit application and required documents	2. Receive and check completeness of application documents	None	2 Minutes per applicant	*Administrative Section Staff,*
3. Wait for initial screening results	3. Evaluate applicant's qualifications based on submitted credentials	None	15 Minutes per applicant	*Selection Committee,*
4. Attend scheduled examination	4. Administer qualifying examination and record results	None	30 Minutes	*Administrative Section Staff,*

5. Wait for the result of the examination	5. Prepare the list of qualified applicants for interview	None	10 Minutes	*Administrative Section Staff,*
6. Attend interview *(if shortlisted)*	6. Conduct interview and assess applicant's competencies	None	20 Minutes per applicant	*Selection Committee, Provincial Government Assistant Department Head,*
7. Wait for results of evaluation	7. Consolidate results and prepare recommendation for hiring	None	5 Minutes	*Selection Committee,*
8. Wait for approval of appointing authority	8. Present recommendation and secure approval	None	1 Working Day	*Provincial Government Assistant Department Head,* *Appointing Authority*
9. Comply with pre-employment requirements	9.1. ***For casual***: Verify plantilla availability, budget certification, and compliance with CSC standards 9.2 ***For COS/JO***: Confirm availability of funds and finalize scope of work	None	30 Minutes	*Provincial Government Assistant Department Head,* *Provincial Budget Office* *Provincial Accountant's Office*
10. Sign Appointment/ Contract documents	10. Prepare and route appointment papers for Casual and Contract of Service/Job Order Agreement for COS/JO	None	5 Minutes	*Administrative Staff,*
11. Wait for approval of appointment/ employment contract	11. Secure signature of appointing authority	None	1 Working Day	*Provincial Government Assistant Department Head,*

12. for Casual Applicants, wait for attestation of appointment	12.1 ***For Casual***: Submit appointment and supporting documents to CSC Field office for attestation 12.2 Wait for Action on Appointment by the CSC 12.3. Receipt of CSC Attested Appointment by the Agency	None None None	5 Minutes 5 Minutes	*Administrative Staff,* *Civil Service Commission* *Administrative Staff,*
13. Attend onboarding/ orientation; Report for duty	13. Conduct orientation on duties, office policies, and procedures	None	1 Working Day	*Applicant, Training and Development Officer,*
TOTAL		**None**	**3 Working Days, 2 Hours 12 Minutes**	

2. Request for Issuance of Certificate of Leave Without Pay

This service issues official certification of recorded periods of leave without pay for officials and employees of the Provincial Government of Camarines Sur who have separated from the service through retirement, resignation, or other modes of separation. This certification serves as supporting documentation for retirement benefits, government service verification financial claims, and other post-employment transactions, ensuring accurate personnel records management and efficient processing of retirement-related benefits.

Office or Divisions:	Human Resource Management Office, Administrative Division
Classifications:	Simple
Type of Transaction:	G2C-Government to Ctizen
Who may avail:	All retired, resigned, and separated officials and employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
Request Form	Human Resource Management Office
Official Receipt for the Certification Fee	Provincial Treasurer's Office, Cashier Section
One (1) Photocopy of duly accomplished Clearance from Money, Property, and Work-Related Accountabilities (CS Form No. 7, Revised 2018) signed by required offices,	Requesting Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the request form to HRMO Receiving Section	1. Review the accomplished request form and check the completeness of documentary requirements	None	2 Minutes	*Admin. Support Staff*
	1.1 Advice the client to proceed to the Provincial Treasurer's Office for payment of the certification fee	None	1 Minute	*Admin. Support Staff*

2. Proceed to the Provincial Treasurer's Office and present the request form to the cashier and pay the Certification Fee.	2. Receive payment and issue Official Receipt.	PHP 10.00	5 Minutes	*Cashier Provincial Treasurer's Office*
3. Return to Human Resource Management Office and present the official receipt.	3. Receive and verify the Official Receipt and forward the request to Leave Section	None	2 Minutes	*Admin. Support Staff*
	3.1 Check Service Record and Leave Card of the client. Generate data and prepare certification	None	10 Minutes	*Chief, Leave Section/ Admin. Aide I*
	3.1 Review and sign the Certification	None	3 Minutes	*Provincial Government Assistant Department Head*
4. Receive signed certification.	4. Record the documents in the logbook ad release the certification to the client.	None	2 Minute	*Chief, Leave Section/ Admin. Aide I*
	TOTAL	**PHP 10.00**	**25 Minutes**	

Provincial Budget Office

Internal Services

1. Processing of Obligation/Charges To appropriation

This service evaluates, verifies, and records obligations and charges against approved appropriations for various offices, departments, and employees requesting fund utilization to ensure proper allocation of funds, promotes transparency and accountability, and supports efficient financial management and budget control of the province.

Office or Divisions:	Provincial Budget Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Other Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Obligation Request (OBR) of:	
1.1 Payrolls	Human Resource Management Office (HRMO)
1.2 Disbursement Vouchers	Originating Office
1.3 Purchase Requests (Procurements)	Originating Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OBR together with attachments	1. Receives, records and distributes Obligation Request (OBR) of Payrolls / Disbursement Vouchers / Purchase Requests to budget control officers	None	5 Minutes	*Administrative Assistant I*
2. (No action required)	2. Checks, validates and determines funding source, records the expenditures to the Registry of Appropriations, Allotments and Obligations (RAAO) and affixes initial	None	10 Minutes	*Supervising Administrative Officer (Budget Officer IV), Administrative Officer V, Administrative Assistant V, Administrative Aide II, Administrative & Finance Assistant (Budget Control Officers)*

3. (No action required)	3. Certifies / Approves Obligation Requests (OBRs)	None	5 Minutes	*Provincial Budget Officer*
4. (No action required)	4. Assigns Obligation Request Number and releases to Accounting Office	None	8 Minutes	*Administrative Assistant I, Administrative Assistant II,*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Staff/Aide*
TOTAL		None	28 Minutes	

2. Preparation of Certification of Availability of Appropriation

The Preparation of Certification of Availability of Appropriation involves reviewing, verifying, and certifying the availability of appropriated funds intended for the payment of salaries, wages, allowances, and other employee-related compensation. This service ensures that sufficient budget allocations are available prior to the processing and release of payroll and employee benefits. Through accurate budget certification and compliance with government accounting and budgeting regulations, the service promotes efficient financial management, accountability, timely compensation, and continuous employee support within the province.

Office or Divisions:	Provincial Budget Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Other Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Human Resource Management Office (HRMO)
2. Appointment	Human Resource Management Office (HRMO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request together with appointment	1. Receives request for certification of availability of appropriation	None	3 Minutes	*Administrative Assistant I*
2. (No action required)	2. Computes funding requirements, prepares and • Permanent • Casual • Job Order/Contract of Service	None	11 Minutes 4 Hours, 20 Minutes 26 Hours	*Supervising Administrative* *Supervising Administrative Officer* *Administrative Assistant V*
3. (No action required)	3. Certifies / Approves certification	None	5 Minutes	*Provincial Budget Officer*

4. (No action required)	4. Releases certification to Human Resource Management Office (HRMO)	None	5 Minutes	*Supervising Administrative Officer Administrative Assistant V*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Staff/Aide*
TOTAL, Permanent **Casual** **Job Order/Contract of Service**	None None None	24 Minutes 4 Hours, 33 Minutes 26 Hours, 13 Minutes		

3. Computation of Proportionate Share of Terminal Leave Benefits

The Computation of Proportionate Share of Terminal Leave Benefits involves evaluating, calculating, and determining the corresponding monetary value of accumulated leave credits due to employees upon retirement, resignation, separation, or other authorized circumstances. This service ensures accurate computation based on existing government rules, regulations, and applicable compensation policies. It primarily serves government employees who are entitled to terminal leave benefits. Through proper verification and computation, the service promotes transparency, accountability, and timely releaseof employee benefits while supporting efficient personnel and financial management within the province.The Formula used in the computation of the required fund as provided for by existing and relevant rules and regulations is: Latest Monthly Salary x Number of Accrued Leave x Constant Factor = Terminal Leave Benefits.

Office or Divisions:	Provincial Budget Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Retirees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Human Resource Management Office (HRMO)
2. Certification of Accumulated Leave Credits	Human Resource Management Office (HRMO)
3. Service Record	Human Resource Management Office (HRMO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request together with attachments	1. Receives request	None	3 Minutes	*Administrative Assistant I*
2. (No action required)	2. Computation of Proportionate Share for Terminal Leave Benefits, prepares and review of Certification	None	15 Minutes	*Administrative Officer V Supervising Administrative Officer*
3. (No action required)	3. Certifies / Approves Certification	None	5 Minutes	*Provincial Budget Officer*

4. (No action required)	4. Releases document to Human Resource Management Office (HRMO)	None	5 Minutes	*Administrative Assistant I*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Staff/Aide*
	TOTAL	None	28 Minutes	

4. Assists in the Review of Annual/Supplemental Budgets, Resolutions/ Ordinances

The budget review involves examining, evaluating, and validating proposed budgets, resolutions, and ordinances to ensure compliance with applicable laws, policies, budgeting rules, and financial regulations. This service supports local government officials, offices, and departments in the proper preparation and review of legislative and financial documents prior to approval and implementation. Through careful assessment and coordination, the service promotes sound fiscal management, transparency, legal compliance, and effective allocation of public resources for the benefit of the provincial government and the community.

Office or Divisions:	Provincial Budget Office
Classifications:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Other Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Indorsement	Office of the Secretary to the Sangguniang Panlalawigan
2. Annual Budgets/Supplemental Budgets/Resolutions/Ordinances	Ordinance Division
3. Employee's Identification (ID)	Human Resource Management Office (HRMO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Annual Budgets/ Supplemental/ Resolutions/ Ordinances forwarded by Sangguniang Panlalawigan for review	1. Receives and records Local Government Unit's (LGU's) Annual Budgets /Supplemental Budgets /Resolutions /Ordinances forwarded by the Sangguniang Panlalawigan for evaluation/review and distribute to reviewing officers for preliminary review	None	3 minutes	*Administrative Officer, Budget Assistant*

2. LGU Officials to submit initial documents required by the reviewing officers	2. Conduct evaluation/reviews of Annual Budgets /Supplemental Budgets by respective reviewing officers and study guidelines, laws, issuances, circulars and other related matters. Requires MBO and other LGU officials to submit lacking vital documents needed in the review.	None	30 Days for Annual Budgets /Supplemental Budgets *(Implementing Rules and Regulations Sanggunian Panlalawigan)*	*Provincial Government Assistant Department Head, Supervising Administrative Officer (Budget Officer IV), Administrative Officer (Reviewing Officers)*
3. LGU Officials to submit initial documents required by the reviewing officers	4. Technical reviews (per district) of the Local Government Unit's (LGU's) Resolutions/ Ordinances in accordance with the provision of law; render comments and state findings thereon; and recommends review action	None	15 Days for Resolutions /Ordinances *(Implementing Rules and Regulations Sanggunian Panlalawigan)*	*Provincial Government Assistant Department Head, Supervising Administrative Officer (Budget Officer IV), Administrative Officer (Reviewing Officers)*

4. (No action required)	Prepares draft of preliminary review letter for the Local Government Unit's (LGU's) Annual Budgets /Supplemental Budgets/Resolutions/ Ordinances addressed to the Sangguniang Panlalawigan citing all the findings / comments and recommendations thereon and to the Budget Preparation and Review Division (BPRD) Chief for checking/correction/formulation of additional review comments and appropriate conditions/action and return the same to the reviewing officers for finalization for signature and approval of the Budget Preparation and Review Division Chief and the Provincial Budget Officer	None	2 Hours	*Provincial Government Assistant Department Head, Supervising Administrative Officer (Budget Officer IV), Administrative Officer (Reviewing Officers)* *Provincial Government Assistant Department Head, Budget Preparation and Review Division (BPRD) (Division Head) /*
2. (No action required)	Releases the preliminary review to the Sangguniang Panlalawigan for final action	None	20 minutes	*Administrative Officer*
6. Accomplish and submit the Customer Feedback Form	6. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Staff/Aide*
TOTAL, Review of Annual Budgets/ Supplemental Budgets **Review of Resolutions/Ordinances**		None None	30 Days, 2 Hours, 23 Minutes 15 Days, 2 Hours, 23 Minutes	

"Assists in the review of annual/supplemental budgets, resolutions/ordinances" is covered under Sec. 4, Res. No 161 Series of 2011.

Provincial Accountant’s Office

Internal Services

1. Receiving, Processing and Releasing of Payrolls

This service covers the receiving, processing, and releasing of payrolls for personal services, ensuring accurate and timely compensation of provincial Government employees/ workers under permanent, casual, job order and contract of service.

Office or Divisions:	Provincial Accountant's Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Provincial Government Employees, Permanent and Casual Employees, Job order, and Contract of Service workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request (1 original, 1 duplicate)	Provincial Budget Office
Payrolls Sheet (1 original, 2 duplicate)	Human Resource Management Office
Daily Time Record (1 original)	Human Resource Management Office
Approved Leave application (1 original)	Human Resource Management Office
Accomplishment Report (1 original)	Human Resource Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Payrolls/ Disbursement Vouchers with supporting documents, from the Provincial Budget Office for pre-audit.	1. Record and assign PAO No.	None	2 Minutes/ payroll	*Administrative Assistant I (Reproduction Machine Operator III)*
	2. Pre-Audit and process by staff in-charged per office assigned.	None	15 Minutes/ payroll	*Administrative Officer II (Fiscal Examiner I)* *Administrative Assistant III* *Management and Audit Analyst* *Administrative Aide II* *Senior Administrative Assistant*

				Administrative Aide IV (Bookbinder II) *Senior Administrative Assistant* *Administrative Assistant II* *Senior Accountant* *Accounting Operations Assistant* *Administrative Support Assistant*
	3. Input/encode appropriate Journal entries, generate JEV and attach to pre-audited claims	None	5 Minutes	*Administrative Officer II (Fiscal Examiner I)* *Administrative Assistant III* *Management and Audit Analyst* *Administrative Aide II* *Administrative Aide IV (Bookbinder II)* *Senior Administrative Assistant* *Administrative Assistant II* *Senior Accountant* *Accounting Operations Assistant* *Administrative Support Assistant*
	4. Detach duplicate copies of each processed payrolls/ Disbursement Vouchers/ OBRS and JEVs for filing and reference	None	2 Minutes	*Administrative Officer II (Fiscal Examiner I)* *Administrative Assistant III* *Management and Audit Analyst*

	purposes.			*Administrative Aide II* *Senior Administrative Assistant* *Administrative Aide IV (Bookbinder II)* *Senior Administrative Assistant* *Administrative Assistant II* *Senior Accountant* *Accounting Operations Assistant* *Administrative Support Assistant*
	5. Maintain logbook for processed payrolls and vouchers for reference and record purposes.	None	1 Minute	*Administrative Officer II (Fiscal Examiner I)* *Administrative Assistant III* *Management and Audit Analyst* *Administrative Aide II* *Senior Administrative Assistant* *Administrative Aide IV (Bookbinder II)* *Senior Administrative Assistant* *Administrative Assistant II* *Senior Accountant* *Accounting Operations Assistant* *Administrative Support Assistant*

	6. Certify Claims	None	2 Minutes	*Supervising Administrative Officer (Management and Audit Analyst IV)*
	7. Release certified pre-audited payrolls/ vouchers to clerical staff.	None	1 Minute/ bundle	*Administrative Assistant I (Reproduction Machine Operator III)*
	8. Forward pre-audited payrolls/vouchers to the Provincial Treasurer's Office	None	2 Minutes/ box	*Administrative Assistant I (Reproduction Machine Operator III)*
	TOTAL	**None**	**30 Minutes**	

2. Processing of MOOE & Capital Outlay Disbursements

This service covers the receiving, processing, and recording of disbursement vouchers and supporting documents for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays, ensuring compliance with accounting and auditing rules and timely release of payment for Provincial Government transactions.

Office or Divisions:	Provincial Accountant's Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Provincial Government Employees, Permanent and Casual Employees, Consultancy Services, Job orders, and Contract of Service workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request (1 original, 2 duplicate copies)	Provincial Budget Office
Disbursement Vouchers (1 original, 3 duplicate **FILE** copies with all its supporting documents)	Originating Office

CLIENT STEPS	AGENCY ACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Disbursement Vouchers for payment/ liquidation vouchers from Provincial Budget Office and/ or liaison officer (LO) from its respective offices.	1. Record and assign PAO Number	None	2 Minutes	*Administrative Support Assistant* *Administrative Officer II (Fiscal Examiner I)* *Senior Accountant*

	2. Pre-Audit claims	None	30 Minutes	*Administrative Officer II (Fiscal Examiner I)* *Senior Accountant* *Management and Audit Analyst* *Administrative Aide IV (Bookbinder II)* *Administrative Assistant III* *Administrative Aide II* *Senior Administrative Assistant* *Administrative Assistant II* *Administrative Support Assistant*
	3. Input/encode appropriate Journal entries, generate JEV and attach to pre-audited claims	None	25 Minutes	*Administrative Officer II (Fiscal Examiner I)* *Senior Accountant* *Management and Audit Analyst* *Administrative Aide IV (Bookbinder II)* *Administrative Assistant III* *Administrative Aide II* *Senior Administrative Assistant* *Administrative Assistant II* *Administrative Support Assistant*
	4. Prepare BIR Withholding Tax Certificates (if	None	10 Minutes	*Administrative Officer II (Fiscal Examiner I)*

	necessary)			*Senior Accountant* *Management and Audit Analyst* *Administrative Aide IV (Bookbinder II)* *Administrative Assistant III* *Administrative Aide II* *Senior Administrative Assistant* *Administrative Assistant II* *Administrative Support Assistant*
	5. Maintain logbook of disbursement voucher transactions (MOOE Capital outlays & liquidation vouchers) for records and reference purposes	None	25 Minutes	*Administrative Officer II (Fiscal Examiner I)* *Senior Accountant* *Management and Audit Analyst* *Administrative Aide IV (Bookbinder II)* *Administrative Assistant III* *Administrative Aide II* *Senior Administrative Assistant* *Administrative Assistant II* *Administrative Support Assistant*
	6. Certify claims for payment of vouchers.	None	30 Minutes	*Acting Provincial Accountant*
	7. Certify claims for payment of Bills and various liquidation	None	15 Minutes	*Supervising Administrative Officer (Management and Audit Analyst IV)*

	vouchers.			
	8. Forward pre-audited Disbursement Vouchers to the Provincial Treasurer's Office	None	25 Minutes	*Administrative Support Assistant* *Administrative Officer II (Fiscal Examiner I)* *Senior Accountant* *Management and Audit Analyst* *Administrative Aide IV (Bookbinder II)*
	TOTAL	**None**	**2 hrs and 42 Minutes**	

3. Processing of Remittances

This service covers the receiving, processing, and recording of remittances for statutory and authorized deductions, including GSIS, Philhealth, Pag-Ibig, BIR, and other obligations to ensure timely and accurate submission to the respective agencies in compliance with government accounting and auditing rules.

Office or Divisions:	Provincial Accountant's Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Provincial Government Employees, Permanent and Casual Employees, Job order, and Contract of Service workers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Remittance Lists (1 original, 2 duplicate)	Human Resource Management Office
Payrolls Sheet (1 original, 1 duplicate)	Human Resource Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Detach remittance lists from the processed payrolls	1. Receive various Remittance Lists	None	2 Minutes	*Administrative Assistant I (Reproduction Machine Operator III)*
2. Forward remittance lists to Accounting Division	2. Check/ sort, segregate and distribute remittance lists to staff in-charged according to agencies	None	2 Minutes	*Administrative Assistant I (Reproduction Machine Operator III)*
	3. Review/ encode Monthly remittance lists of BIR, GSIS, HDMF, PHILHEALTH, and GOCCs	None	5 Minutes	*Senior Accountant/ Accounting Operations Assistant* *Administrative Officer* *Administrative Assistant I (Reproduction Machine Operator III*

				Senior Administrative Assistant Administrative Assistant V *Administrative Officer IV (Fiscal Examiner II)*
	4. Prepare Disbursement Vouchers and JEV for BIR, GSIS, HDMF, PHILHEALTH, and GOCCs	None	30 Minutes	*Senior Accountant/ Accounting Operations Assistant* *Administrative Officer I* *Administrative Assistant I (Reproduction Machine Operator III)* *Senior Administrative Assistant*) *Administrative Assistant V* *Administrative Officer IV (Fiscal Examiner II)*
	5. Certify Disbursement Journal Entry Vouchers	None	2 Minutes	*Acting Provincial Accountant*
	6. Forward the certified Disbursement Vouchers of BIR, GSIS, HDMF, PHILHEALTH, and GOCC to the Provincial Treasurer's Office	None	2 Minutes	*Administrative Support Assistant*
	7. Issue certification of remittance of statutory deductions	None	30 Minutes	*Administrative Officer*
	TOTAL	**None**	**1 Hour, 13 Minutes**	

4. Processing of Official Receipts for Accounts Services

This service covers the regular receipt of official receipts and reports of collection and deposit from the Provincial Treasurer's Office, and their monthly submission to the Commission on Audit, ensuring accurate documentation and compliance with government accounting and auditing and auditing rules.

Office or Divisions:	Provincial Accountant's Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Provincial Government Offices

REQUIREMENTS	WHERE TO SECURE
Copies of Official Receipts (pink)	Provincial Treasurers Office
Report of Collection and Deposit (RCD) – original and duplicate copies	Provincial Treasurers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provincial Treasurer's Office submit official receipts and reports of collection and deposit.	1. Receive, review, and verify official receipts, deposit slips, and reports of collection.	None	Monthly	*Senior Administrative Assistant* *Bookkeeping Assistant* *Administrative Assistant I (Reproduction Machine Operator III)* *Senior Accountant* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant*
	2. Prepare Journal Entry Vouchers (JEVs) and post to Computerized Financial Management and	None	Monthly	*Senior Administrative Assistant* *Bookkeeping Assistant*

	Information System (CFMS).			*Administrative Assistant I (Reproduction Machine Operator III)* *Senior Accountant* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant*
	3. Recapitulate Collections and Deposits, Cash Disbursements, Checks Issued, General Journal to cash and non-cash transactions.	None	Monthly	*Administrative Assistant II* *Senior Accountant* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Administrative Assistant* *Administrative Assistant V*
	4. Post all Journals to Subsidiary and General Ledgers	None	Monthly	*Personnel in-charged*
	5. Prepare Financial Statement Reports, Trial Balance, Statement of Financial Position, Statement of Financial Performance, Statement of net/ assets, equity, Cash Analysis, Statement of cash flow, Schedules, and Depreciation-PPE	None	Monthly	*Senior Accountant/ Acting Provincial Accountant* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant*
	6. Submit Accounts to COA 1. Disbursement	None	Monthly	*Administrative Officer II (Fiscal Examiner I)*

	Vouchers 2. ATM and Cash Advance Payrolls 3. Liquidations, Inventories and Cash advances 4. All cash and non-cash transactions			*Administrative Aide IV (Bookbinder II)* *Administrative Aide I / Clerical Support Staff* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant* *Administrative Support Assistant*
	7. Prepare Bank Reconciliation for All funds	None	Monthly	*Bookkeeping Assistant* *Senior Accountant* *Supervising Administrative Officer (Management and Audit Analyst IV)*
	8. Prepare Advice of Checks issued for all funds	None	Monthly	*Accounting Operations Assistant* *Senior Accountant* *Administrative Support Assistant* *Supervising Administrative Officer (Management and Audit Analyst IV)*
	9. Monitor reports on Cash Advance and Inventories	None	Monthly	*Accounting Operations Assistant* *Administrative Aide II*
	TOTAL	**None**	**Monthly**	

5. Processing of Journal of Collections and Deposits

This service covers the receipt of Reports of Collection and Deposits from the Provincial Treasurer's Office and their monthly submission to the Commission on Audit (COA), ensuring accurate documentation of collections, proper reconciliation of accounts, and compliance with government accounting and auditing statements.

Office or Divisions:	Provincial Accountant's Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Provincial Treasurer's Office

REQUIREMENTS	WHERE TO SECURE
Report of Collection and Deposit (RCD) – original and duplicate copies	Provincial Treasurers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provincial Treasurer's Office submit all Reports of Collections and Deposits.	1. Recapitulate and review Cash Receipts and Report of Collections and Deposit	None	1 Day	*Senior Administrative Assistant* *Bookkeeping Assistant* *Administrative Assistant I (Reproduction Machine Operator III)* *Senior Accountant* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant*

	2. Encode JEVs-on RCDs, assign JEV numbers and generate printed copies	None	1 Day	Administrative Assistant II *Senior Administrative Assistant* *Bookkeeping Assistant Administrative Assistant I (Reproduction Machine Operator III)* *Senior Accountant*
	3. Review JEVs of RCDs for approval	None	30 Minutes	*Supervising Administrative Officer (Management and Audit Analyst IV)*
	4. Certify JEVS	None	5 Minutes	*Acting Provincial Accountant*
	5. Post all Sub accounts of Income/ cash receipts to corresponding Subsidiary Ledgers	None	5 Minutes	*Senior Administrative Assistant* *Bookkeeping Assistant* *Administrative Assistant I (Reproduction Machine Operator III)* *Senior Accountant* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant*
	6. Print Journal of Cash Receipts.	None	1 Hour	*Senior Administrative Assistant* *Bookkeeping Assistant* *Administrative Assistant I (Reproduction Machine Operator III)* *Senior Accountant* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant*

	7. Prepare Trial Balance and Statement of Income and Receipts	None	5 Minutes	*Senior Accountant / Acting Provincial Accountant* *Senior Accountant* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant*
TOTAL		**None**	**2 Days, 1 Hour, 45 Minutes**	

6. Processing of Journal of Check Issued

This service covers the receipt of all reports of check issued from the Provincial Treasurer's Office and their monthly submission to the Commission on Audit (COA) ensuring proper documentation of disbursement, accurate reconciliation of accounts, and compliance with government accounting and auditing standards.

Office or Divisions:	Provincial Accountant's Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Provincial Treasurer's Office

REQUIREMENTS	WHERE TO SECURE
Report of Collection and Deposit (RCD) – original and duplicate copies	Provincial Treasurers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all Reports of Checks Issued with paid original vouchers and its supporting documents	1.Review and verify completeness of supporting documents. .	None	5 Minutes	*Administrative Assistant II* *Administrative Assistant I (Reproduction Machine Operator III)* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant* *Administrative Support Assistant*
	2. Assign JEV Number, generate JEV, and post to the CFMIS Program	None	3 Minutes	*Administrative Assistant II* *Administrative Assistant I (Reproduction Machine Operator III)* *Supervising Administrative Officer (Management and*

				Audit Analyst IV) *Senior Accountant* *Administrative Support Assistant*
	3. Certify JEV	None	5 Minutes	*Acting Provincial Accountant* *Supervising Administrative Officer (Management and Audit Analyst IV)*
	4. Generate Check Disbursement Journal to the Computerized Financial Management System	None	3 Minutes	*Administrative Assistant II* *Administrative Assistant I (Reproduction Machine Operator III)* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant* *Administrative Support Assistant*
	5. Post all Sub accounts of Income to corresponding Subsidiary Ledgers	None	5 Minutes	*Administrative Assistant II* *Administrative Assistant I (Reproduction Machine Operator III)* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant* *Administrative Support Assistant*
	6. Post the Cash Receipts Journal to corresponding	None	5 Minutes	*Administrative Assistant II*

	General Ledger			*Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant* *Administrative Support Assistant*
	7. Prepare Trial Balance and Statement of Income and Receipts	None	3 Minutes	*Administrative Assistant II* *Supervising Administrative Officer (Management and Audit Analyst IV)* *Senior Accountant* *Administrative Support Assistant*
	TOTAL	**None**	**29 Minutes**	

Provincial Internal Audit Office
Internal Services

1. Processing and Issuance of Cash Accountability Report (CAR)

This service facilitates the verification, audit, and reconciliation of cash collections and remittances to ensure proper accountability of public funds, compliance with government accounting and auditing rules, and the timely issuance of the Cash Accountability Report (CAR) necessary for monitoring, reporting, and clearance purposes.

Office or Divisions:	Provincial Internal Audit Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Accountable officers of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accountable Form Submission and Return Slip (AF51, AF56, AF 55E/55F) Cashbook RCD (Report of Collection and Deposits) Official Receipt (Green Copy) Signed Request	Provincial Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed Accountable Form Submission and Return Slip and required documents	1. Receive and check for completeness of requirements	None	3 minutes	*Administrative Staff*
2. Wait while documents undergo audit and verification	2. Conduct audit, verification, and reconciliation of cash collections, remittances, accountable forms, and supporting documents	None	15 minutes per bundle of OR/Accountable Form submitted	*Administrative Staff*
3. Receive notice of findings, if any, and comply with required corrections or deficiencies	3. Evaluate audit findings and notify the Accountable Officer of any discrepancies, deficiencies, or required corrections	None	4 minutes	*Administrative Staff*
4. Receive approved Cash Accountability Report (CAR)	4. Release the approved and signed Cash Accountability Report (CAR)to the accountable officer.	None	3 minutes	*Administrative Staff*
	TOTAL	**None**	**25 minutes**	
Note: Processing time may vary depending on the volume of Official Receipts, Accountable Forms and supporting documents submitted for audit.				

2. Processing and Issuance of Personnel Clearance

This service facilitates the verification and evaluation of the financial, property, and administrative accountabilities of employees of the Provincial Government of Camarines Sur and the issuance of Personnel Clearance. It ensures that employees have properly settled all obligations and accountabilities prior to retirement, resignation, transfer, or other mode of separation from service, extended leave, and other personnel actions. This service promotes accountability, safeguards government resources, and ensures compliance with existing laws, rules, and regulations.

Office or Divisions:	Provincial Internal Audit Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Provincial Government Officials, Co-Terminus, Permanent, and Casuals, applying for transfer, retirement, resignation, leave without pay, terminal leave, and clearance for separation from service.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Duly Accomplished Clearance Form • Office/Property Clearance • Latest Cash Accountability Report, if applicable • Supporting documents related to accountabilities	Human Resources Management Office Provincial General Services Office Provincial Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished clearance form and supporting documents.	1.1 Receive and record the request and inform the employee of the processing time.	None	3 minutes	*Administrative Staff*
	1.2 Evaluate status (Cash Advances, Disallowances, Unsubmitted Vouches, Property)	None	1 working day	*Internal Auditor*
	1.3Review and sign clearance.	None	1 working day	*Internal Auditor*
2. Comply with the deficiency noted and resubmit the clearance.	2. Notify the employee of any noted deficiency.	None	1 working day	*Internal Auditor*
3. Receive signed clearance	3. Release signed clearance.	None	5 minutes	*Administrative Staff*
	TOTAL	**None**	**3 working days and 8 minutes**	

Provincial Warden's Office
External Services

1. Commitment/Acceptance of Detention of Person Deprived of Liberty (PDL)

This involves the formal commitment and acceptance Person Deprived of Liberty (PDL) into the custody of the office of Provincial Warden, ensuring lawful safekeeping, human accommodation, rehabilitation and confinement in accordance with correctional and human rights standards

Office or Divisions:	Provincial Warden's Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All persons detained to this jail institution.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Court Orders	Different RTCs/MTCs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the commitment order and required documents.	1. Review the commitment order and supporting documents; Conduct interview with client to confirm the details of the PDL.	None	3 Minutes	*Administrative Staff /Chief Operations Officer/Administrative Officer/RDO*
2. Proceed to the lobby and wait for initial processing.	2. Prepare and encode the records and pertinent documents in the PDL record book (Provincial form no. 34)	None	5 Minutes	*Administrative Officer/RDO*
3. Proceed to the administrative lobby for profiling	3. Prepare and conduct profiling of the PDL	None	10 Minutes	*Chief Operation Officer/Administrative Staff/RDO*
4. Check-in to designated quarter cell as instructed by jail personnel	4. Approve the admission and formally receive the PDL into custody. 4.1 Assign the	None None	2 minutes 2 minutes	*Administrative Officer/ Provincial Warden*

	designated quarter cell.			
5. Accomplish and submit the Customer Feedback Form	Receive and file the accomplished Customer Feedback Form	None		*Administrative Staff*
	TOTAL	**None**	**22 Minutes**	

2. Issuance of Certificate of Discharge/Release of Detention of Person Deprived of Liberty (PDL).

This service covers the immediate release of a Person Deprived of Liberty (PDL) from confinement, ensuring proper documentation, lawful discharge, and effective turnover in accordance with correctional and human rights standards.

Office or Divisions:	Provincial Warden's Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All persons detained to this jail institution.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Court Orders	Different RTCs/MTCs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the release documents	1. Verify the release documents and interview the client regarding the discharge of the PDL.	None	2 Minutes	*Administrative Staff / Records Diagnostic Officer (RDO)*
2. Prepare for check-out from quarter cell.	2.Encode and print the Certificate of Discharge/Release	None	8 minutes	*Administrative Staff*
3. Wait at the administrative office for release/discharge	3.Review and sign the Certificate of Discharge/ Release	None	2 minutes	*Shift-In-Charge*
4. Receive the approved Certificate of Discharge/Release	4.Approve the Certification of Discharge/Release	None	2 minutes	*Provincial Warden*
5. Receive the release paper/approved Certificate of Discharge	*5.*Release the Person Deprived of Liberty (PDL)	None	1 minute	*Provincial Warden*

6. Accomplish and submit the Customer Feedback Form	6. Receive and file the accomplished Customer Feedback Form	None		*Administrative Staff*
	TOTAL	**None**	**15 Minutes**	

3. Issuance of Certificate of Detention of Person Deprived of Liberty (PDL)

This service involves the issuance of an official document by the Office of the Provincial Warden certifying that a Person Deprived of Liberty is currently detained or has been detained under the custody of the Camsur Provincial Jail for a specified period.The certificate serves as formal proof of detention for legal, administrative or court purposes.

Office or Divisions:	Provincial Warden's Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All persons detained to this jail institution and their family member/s who require proof of detention

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Court Orders	Different RTCs/MTCs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive the request letter and check records	None	1 Minute	*Administrative Staff*
2. Stay at the administrative lobby while processing	2.Prepare, encode and print the Certificate of Detention	None	6 minutes	*Administrative Staff*
	3.Review and signthe Certificate of Detention	None	2 minutes	*Administrative Officer/RDO*
4. Wait for approval	4.Approve the Certificate of Detention	None	2 minutes	*Provincial Warden*
5. Receive the approved Certificate of Detention	5.Issue the approved Certificate of Detention to the client	None	1 minute	*Administrative Officer/RDO*
6. Accomplish and submit the Customer Feedback Form	6. Receive and file the accomplished Customer Feedback Form	None		*Administrative Staff*
	TOTAL	**None**	**12 Minutes**	

Information and Communications, Archives and Records Management Office

External Services

1. Public Wi-Fi Installation Service (Barangay Level)

This service covers the installation, configuration, activation, and testing of Public Wi-Fi facilities in barangays to provide internet connectivity for government operations, public access, education, and community services..

Office or Divisions:	Information and Communications, Archives and Records Management Office/ Technical Support Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government G2C- Government to Citizen
Who may avail:	Barangay ICT Committee / Barangay Officials / Students & Teachers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request Letter or as Instructed by the Governor Site Location/Map of Proposed Site (if available)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request letter or approval to the Provincial Government Office.	1. Receive and log the complaint.	None	5 Minutes	*Administrative Staff/Receiving Desk. (PGO)*
2. Await approval	2. Review and approve/disapprove request	None	1-5 days (depends on the schedule)	*Administrative Staff/Receiving Desk. (PGO)*
3. Coordination	3. (If approved) Technical team evaluates installation equipments, device availability.	None	30-60 Minutes (depending on the service)	*Technical Support Personnel*
	3.1. Prepare equipment and installation plan. Secure Travel Orders, Vehicle request, etc.	None	1 day (depends on location or site)	*Technical Support Personnel*
4. Wait for Technical Support	4. Install routers, antennas, and configure system devices.	None	1-2 days (depends on location or site)	*Technical Support Personnel*

	4.1. Activation & Testing signal strength, and other configurations.	None	10-30 Minutes	*Technical Support Personnel*
5. Wait for Technical Support for Turnover and Documentation	5. Inform barangay of active service, configure passwords, and others. Documentation of works.	None	20 Minutes	*Technical Support Personnel*
	TOTAL	None	**1-5 Days**	

2. Enrollment for Modern Classroom

All currently enrolled Junior and Senior high school students from schools within the Provincial Government of Camarines Sur are the primary beneficiaries who seek to enhance their competencies through the specialized digital and technical skills training offered by the Modern Classroom Project. Successful registration is necessary to officially secure a training slot and gain access to the designated course schedule, facilities, and resources.

Office or Divisions:	Information and Communications, Archives and Records Management Office/Digital Literacy Program Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C - Government to Citizen
Who may avail:	Official representatives (Principals/Advisers/Teachers) of partner Junior and Senior high schools in Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Application/Registration Form (Original Copy)	Modern Classroom Office / Official PGCS Website
Current School ID (For visual inspection only) **Two (2) pieces 1x1 or 2x2 ID Picture** (Recently taken)	Applicant's possession

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Coordination	1. Receives the Official Request. Evaluates the request against available calendar slots and resource capacity.	None	30 Minutes	*Project Coordinator / Scheduling Officer*
2. Joint Planning	2. Schedules a coordination meeting with the school representative (e.g., Adviser/T.L.E. Teacher) to finalize class load, timing, and instructor assignment.	None	1 Hour	*Computer Instructor / Project Manager*

3. Final Confirmation	3. Issues Confirmation: Signs and issues the Official Training Schedule and Terms of Use Agreement to the school representative	None	15 Minutes	*Office Head / Project Manager*
4. Class Introduction	4. Conducts Orientation: The Instructor coordinates with the Adviser to conduct a brief introduction/orientation for the students inside the Modern Classroom.	None	10 Minutes	*Computer Instructor*
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form	None		*Administrative Staff*
	TOTAL	None	**1 Hour & 55 Minutes**	

3. Release of Certificates for Modern Classroom

This service is availed by students who have successfully completed the required training hours and passed the final competency assessment for a given course (e.g., Visual Graphic Design, Web Development, C#) offered by the Digital Literacy Program/Modern Classroom. The official release of the Certificate of Training/Completion is necessary to validate the student's acquired skills and competencies.

Office or Divisions:	Information and Communications,Archives and Records Management Office/Digital Literacy Program Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Students who have successfully completed and passed a Modern Classroom Training Program, Graduates, Parents/Guardians and Authorized Representatives.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Modern Classroom Certificate Students ID Completed Project & Defense Record & Passing Grade.	Modern Classroom Office / School Principal / Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form & required documents	1. Receive & verify students records & requirements	None	30 Minutes	*Computer Instructor/ Project Manager/ Project Coordinator*
2. Wait for the Instructor	2. Process and Prepare requested certificates.	None	15 Minutes	*Computer Instructor*
3. Wait for the processing of certificate.	3. Review the drafted certificates for formal correctness &Printing.	None	15 Minutes	*Computer Instructor/ Project Manager/ Project Coordinator*
4. Wait for final release of certificate.	4. Project Coordinator or Project Manager releases the hard-copy & Official Certificate with authenticated	None	5 Minutes	*Computer Instructor/ Project Manager/ Project Coordinator*

	Signatures.			
5. Accomplish and submit the Customer Feedback Form	5. Receive and file the accomplished Customer Feedback Form	None	5 Minutes	*Administrative Staff*
	TOTAL	**None**	**1 Hour and 5 Minutes**	

4. Request for Aerial Survey, Geotagging, Project Monitoring & Site Validation

The Geomapping Division provides drone aerial survey services for mapping, geotagging, monitoring, and site validation of government projects, land areas, infrastructure, and other related activities. The division ensures accurate spatial data collection and mapping outputs to support planning and assessment.

Office or Divisions:	Information and Communications, Archives and Records Management Office/Geomapping Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Provincial Offices, Government Office of PLGU, National Agencies, & Other Concerned Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request addressed to the Office Location Map (if available) Purpose of the Survey Coordinates or Area Coverage (if available) Approval or Endorsement from Concerned Office (if applicable)	Respective Offices ICARMO Information

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and requirements, concerned must forwarded before the operation via message online, call, or SMS	1. Receive and evaluate submitted documents.	None	10 Minutes	*Geomapping Division Staff*
2. Wait for schedule confirmation	2. Coordinate and schedule aerial survey activity, prepares Drone Flight Plan & equipments needed for survey.	None	1 Working Day	*Geomapping Division Staff / Drone Survey Team*

3. Assist/coordinate during site validation if necessary (for safety & documentation)	3. Conduct drone aerial survey, geotagging, and/or site validation	None	1-3 Working Days (Depends on the Area Coverage)	*Geomapping Division Staff / Drone Survey Team*
4. Wait for the Survey Output/Results	4. Post-Process Data, Create Parcellary Map, Topographic Map, Digital Surface Model, Vicinity Map or any Maps & Reports as requested.	None	3-5 Working Days	*GIS/Geomapping Personnel*
5. Receive survey Output/Results	5. Transfer Copy of Files via cloud storage or if possible request for the requesting agency to bring Hard Disk Drive for Large Files.	None	30 Minutes	*GIS/Geomapping Personnel*
6. Accomplish and submit the Customer Feedback Form	6. Receive and file the accomplished Customer Feedback Form	None		*Administrative Staff*
	TOTAL		**3-5 Working Days**	

5. Road Right-of-Way Acquisition (Documentation and Validation Support)

This service provides documentation and geomapping support for road-right-of way acquisition related to government infrastructure projects. It covers the receipt, evaluation, and validation of submitted requirements, as well as site inspection and verification of affected areas. The process ensures proper documentation and mapping of affected properties in accordance with government rules and regulations.

Office or Divisions:	Information and Communications, Archives and Records Management Office/Geomapping Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	• Registered lot owners • Structure owners • Heirs or authorized representatives • Claimants affected by road projects and infrastructure development

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request Valid Government-issued ID Land Title or Tax Declaration Barangay Certification(if available) Deed of Sale/Waiver/Donation (if applicable) Authorization Letter or SPA (if representative) Pictures/Map of Affected Area/Structures Other supporting documents as may be required for proof of ownership	Claimant/ICARMO Geomapping Division Claimant Registry of Deeds / Assessor's Office Barangay Office Claimant/Legal Office Claimant ICARMO Geomapping DIvision Claimant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and documentary requirements	1. Receive and evaluate submitted documents.	None	10 Minutes	*Geomapping Division Staff*
2. Coordinate for site inspection and validation (if applicable)	2. Conduct survey, validation, and right-of-way inspection	None	3 Days	*Geomapping Division / Drone Survey Team*

3. Wait for evaluation & verification	3. Verify if area is truly affected by the project; prepare initial checklist for the requirements.	None	2 Days	*Geomapping Division / RROW Staff / Assessor's Office*
4. Submit additional requirements (if needed to prove ownership)	4. Review completeness of requirements and finalize documentation.	None	1 Day	*Geomapping Division / RROW Staff*
5. Receive confirmation of verification.	5. Issue inspection report and forward verified documentation to concerned offices for next stop.	None	2 Hours	*Geomapping Division / RROW Staff*
	TOTAL	**None**	**6 Days, 2 Hours, 10 Minutes**	

6. Internet Installation and Network Troubleshooting Service

This service provides assistance for the installation of internet connectivity and the troubleshooting of network-related issues within government offices experiencing internet connectivity issues, including slow connection, no internet access, Wi-Fi configuration or network re-cabling.

Office or Divisions:	Information and Communications,Archives and Records Management Office/ Technical Support Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	LGU, Government Offices and authorized Users.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Request/ticket (online, email, or logbook entry) Device information (desktop/laptop/mobile device)	ICARMO Information/ Receiving Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report internet issue via message online, call, or SMS.	Receive and log the complaint.	None	5 Minutes	*Administrative Staff/Receiving Desk.*
2. Provide necessary details of issue	. Assess and prioritize the concern	None	5 Minutes	*Technical Support Personnel*
3. Wait for Technical Support	. Conduct initial troubleshooting (router, LAN, Wi-Fi check, IP configuration, network cabling)	None	45 Minutes	*Technical Support Personnel*
4. (If unresolved)	. Escalate to network administrator/ISP if needed	None	1–4 hours (or depending on ISP response)	*Technical Support Personnel*
5. Receive feedback on resolution / Confirm Service restoration	. Resolve issue and update ticket status	None	5 Minutes	*Technical Support Personnel*
6. Accomplish and submit the Customer Feedback Form	6. Receive and file the accomplished Customer	None		*Administrative Staff*

	Feedback Form			
	TOTAL	None	**1 Hour**	

Information and Communications, Archives and Records Management Office

Internal Services

1. Computer, Printer Repair and other Hardware/Software Troubleshooting and Support

This service provides diagnosis, repair, maintenance, troubleshooting, installation, and technical support for computer hardware, software, printers, network connectivity, and other ICT-related equipment used in office operations.

Office or Divisions:	Information and Communications, Archives and Records Management Office/ Technical Support Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request Form Endorsement/Approval from Immediate Supervisor Inventory/Property Acknowledgement (if applicable)	ICARMO Information/ Receiving Desk

CLIENT STEPS	AGENCY ACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Service Request Form and report the computer issue.	1. Receive and evaluate the request.	None	2 Minutes	*Administrative Staff/Receiving Desk*
2. Present the unit/equipment for inspection.	2. Diagnose and assess the computer problem.	None	15 Minutes	*Technical Support Personnel*
3. Wait for repair, troubleshooting, or installation.	3. Perform repair, replacement, software installation, or configuration. printing	None	60 Minutes	*Technical Support Personnel*
4. Test and verify repaired equipment.	4. Conduct testing and ensure functionality of the unit.	None	30 Minutes	*Technical Support Personnel*
5. Sign acknowledgment/ release form upon completion.	5. Release repaired equipment and document completed service request.	None	5 Minutes	*Technical Support Personnel /Administrative Staff*

6. Accomplish and submit the Customer Feedback Form	6. Receive and file the accomplished Customer Feedback Form	None		*Administrative Staff*
	TOTAL	None	**1 Hour, 52 Minutes**	

2. Biometric Fingerprint Enrollment Service

The Biometric Fingerprint Enrollment Service is the process of capturing and registering an individual's fingerprint data into the biometric system for identification, authentication, and record management purposes.

Office or Divisions:	Information and Communications, Archives and Records Management Office/ Technical Support Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of the Provincial Government of Camarines Sur/LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Government-issued ID (for verification) Endorsement/Referral from HRMO (if applicable) Capitol ID (Must have ID No.)	ICARMO Information/ Receiving Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Check completeness of documents 1.1 Verify identify and data of employee	None	3 Minutes	*Administrative Staff/Receiving Desk.*
2. Fingerprint capture	2. Capture fingerprints using biometric machine	None	5 Minutes	*Technical Support Personnel*
3. Completion	3. Review and confirm. Tests if working completely	None	2 Minutes	*Technical Support Personnel*
4. Accomplish and submit the Customer Feedback Form	4. Receive and file the accomplished Customer Feedback Form	None		*Administrative Staff*
	TOTAL		**10 Minutes**	

3. Internet Installation and Network Troubleshooting Service

This service provides assistance for the installation of internet connectivity and the troubleshooting of network-related issues within government offices experiencing internet connectivity issues, including slow connection, no internet access, Wi-Fi configuration or network re-cabling.

Office or Divisions:	Information and Communications,Archives and Records Management Office/ Technical Support Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Employees of the Provincial Government of Camarines Sur/LGU, Offices and authorized Users.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Request/ticket (online, email, or logbook entry) Device information (desktop/laptop/mobile device)	ICARMO Information/ Receiving Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report internet issue via message online, call, or SMS.	Receive and log the complaint.	None	5 Minutes	*Administrative Staff/Receiving Desk.*
2. Provide necessary details of issue	. Assess and prioritize the concern	None	5 Minutes	*Technical Support Personnel*
3. Wait for Technical Support	. Conduct initial troubleshooting (router, LAN, Wi-Fi check, IP configuration, network cabling)	None	45 Minutes	*Technical Support Personnel*
4. (If unresolved)	. Escalate to network administrator/ISP if needed	None	1–4 hours (or depending on ISP response)	*Technical Support Personnel*
5. Receive feedback on resolution / Confirm Service restoration	. Resolve issue and update ticket status	None	5 Minutes	*Technical Support Personnel*

6. Accomplish and submit the Customer Feedback Form	6. Receive and file the accomplished Customer Feedback Form	None		*Administrative Staff*
	TOTAL	None	**1 Hour**	

4. CCTV Installation & Troubleshooting

This service covers the request, assessment, installation, configuration, and maintenance of Closed-Circuit Television (CCTV) systems within government offices to ensure security, safety, and monitoring of public service areas.

Office or Divisions:	Information and Communications,Archives and Records Management Office/ Technical Support Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Government offices and departments Authorized personnel requesting CCTV coverage or maintenance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal Request Letter signed by the Head of Office. Site Layout or Floor Plan (if available) Approval from Office Head / Technical Support Supervisor for Inventory or Existing CCTV availability.	ICARMO Information/ Receiving Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request to the ICARMO Office.	1. Receive Request and Information of requesting office.	None	3 Minutes	*Administrative Staff/Receiving Desk.*
2. Provide necessary details, issues and (Site Layout if available)	2. Technical team evaluates installation requirements, device availability.	None	30 Minutes	*Technical Support Personnel*
3. Wait for approval & other instructions.	3. Conduct Initial Assessment, Site Inspection and prepare equipments/materials being needed.	None	40 Minutes	*Technical Support Personnel*
4. Wait for Technical Support	4. Installation / configuration	None	1– day (or depends on scope of works)	*Technical Support Personnel*
5. Wait for Technical Support while configuring NVR.	5. Perform System Testing, NVR configuration.	None	30 Minutes	*Technical Support Personnel*

	6. Turn over system to requesting office with documentation	None	5 Minutes	*Technical Support Personnel*
7. Accomplish and submit the Customer Feedback Form	7. Receive and file the accomplished Customer Feedback Form	None		*Administrative Staff*
	TOTAL		**1-2 Days**	

5. Teaching Process for Modern Classroom

This service provides technical and instructional support for the delivery of modern digital classroom teaching, including the use of smart boards, learning management systems (LMS), multimedia tools, online platforms, and other ICT-enabled teaching resources to enhance learning delivery.

Office or Divisions:	Information and Communications,Archives and Records Management Office/Digital Literacy Program Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Teacher and Staff Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official List for Enrolled Students Class Attendance Sheet School ID	Modern Classroom Office / School Principal / Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance Check	1. Check Simultaneously & verifying student identity through visual inspection.	None	5 Minutes	*Computer Instructor*
2. Attend Lesson	2. Computer Instructor presents the topic objectives to the class.	None	Junior: 30 Minutes Senior: 90 Minutes	*Computer Instructor*
3. Prepare for Modular Assessments **(Daily Quiz/Activity)**	3. Instructor administers as in-class Activity/Quiz to gauge immediate student comprehension.	None	Junior: 15 Minutes Senior: 30 Minutes	*Computer Instructor*
3.1 Prepare for Modular Assessments **(Quarterly Exam – All levels)**	3.1 administer paper-based exams on the scheduled date to assess mastery of the entire quarter's curriculum.	None	40 Minutes	*Computer Instructor*

3.2 Prepare for Modular Assessments **(Semester Projects-Senior High)**	3.2 Coding Project during the first semester.	None		*Computer Instructor*
3.3 Prepare for Modular Assessments **(Final Project Defense)**	3.3 Schedule and conduct the Web App Development Project Defense during the final quarter of the second semester.	None	10 Minutes Per Student	*Computer Instructor / Project Manager / Principal*
4. Wait for Instructor Final Grade Assessments	4. Record scores from attendance, quizzes, activities, exams, and projects into the Official Grade Sheet System and submits the complete sheet.	None	10 Minutes	*Computer Instructor*
	TOTAL	**None**	**Junior: 45 Minutes Senior: 2 Hours**	

6. Request for Office Supplies and Equipment

This service covers the processing, approval, issuance, and distribution of office supplies and equipment requested by offices/divisions to support efficient and continuous office operations.

Office or Divisions:	Information and Communications,Archives and Records Management Office/Administrative Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	• All department & Divisions within agency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Requisition and Issue Slip (RIS) Property Acknowledgement Receipt (PAR) for equipment, if applicable Inspection & Acceptance Report (IAR), if required Endorsement/Approval of Division Head	Concerned Division, Administrative Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished RIS indicating requested office supplies/equipment	1. Receive and verify completeness of documents submitted	None	10 Minutes	*Administrative Aide/Staff*
2. Wait for evaluation and availability checking of requested items	2. Check stock availability and validate request.	None	30 Minutes	*Administrative Officer / Property Custodian*
3. Sign acknowledgement receipt upon release of supplies/equipment	3. Release approved office supplies/equipment and record released item	None	5 Minutes	*Administrative Staff*
	TOTAL	**None**	**45 Minutes**	

Provincial General Services Office

External Services

1. **Clearance from Property, Plant and Equipment Accountability**

Provides clearance on Property, Plant, and Equipment Accountability for Officials and Employees of the Provincial Government of Camarines Sur and Government Agencies. This service ensures proper documentation of custodianship, compliance with government accounting and auditing rules, and release from accountability upon transfer, retirement, or separation from service.

Office or Divisions:	Provincial General Services Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Local or National Agency with Property Accountability from PGCS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Form (5 copies)	

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit Clearance Form in five (5) copies duly signed by the employee or officer.	1. Receive the clearance form.	None	1 Minute	*Administrative Aide*
	2. Verify records for property plant & equipment accountability	None	5 Minutes	*Records and Inventory Officer*
	3. Prepare certification of PPE accountability	None	5 Minutes	*Records and Inventory Officer*
	4. Affix signature/ initials on clearance	None	2 Minutes	*Records and Inventory Officer*
	5.Approve/ disapprove clearance	None	3 Minutes	*Officer-in-Charge*

6. Receive clearance and certification.	6. Release Clearance and certification	None	2 Minutes	*Administrative Aide*
7. Accomplish and submit the Customer Feedback Form.	7. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Aide*
	TOTAL	**None**	**18 Minutes**	

2. Provision of Repair and Maintenance Services (Grounds and Buildings, Office Equipment and Facilities, Vehicles and Heavy Equipment's)

Undertakes repair and maintenance of services for grounds, buildings, office equipment, facilities, vehicles, and other fixed assets of the Provincial Government of Camarines Sur. This service includes preparation of technical designs, estimates, and job orders when necessary to ensure proper upkeep, construction and repair of government facilities and equipment.

Office or Divisions:	Provincial General Services Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Local Agencies/ Non-Government Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (2 copies) Specify and describing the quality and nature of work to be done	To be prepared by requesting office/department/ agency or organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request specifying nature of work.	1. Receive, record, and forward to administrative section.	None	2 Minutes	*Administrative Aide*
	2. Forward letter request to the Department Head for notation and approval.	None	2 Minutes	*Administrative Officer*
	3. Approve/ disapprove request.	None	3 Minutes	*Administrative Officer*
	4. If approved, forward to PGSO Technical Services Group; If disapproved, inform the requesting office .	None	2 Minutes	*Administrative Officer*

	5. Record schedule of repair and maintenance and inform requesting office of the approved schedule	None	3 Minutes	*Administrative Aide*
6. Accompany PGSO staff to location of area, structures and equipment	6. Conduct repair and maintenance service.	None	3 Minutes	*Repair & Maintenance Division*
7. Accomplish and submit the Customer Feedback Form.	7. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Aide*
	TOTAL	**None**	**15 Minutes**	

3. **Events Logistic Support**

Undertakes logistic support services for official events of the Provincial Government of Camarines Sur, local agencies, and non-government organizations. This service includes delivery and set-up of equipment, assignment of staff, and coordination of resources to ensure the orderly conduct of government-related and community activities.

Office or Divisions:	Provincial General Services Office
Classifications:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Local Agencies/ Non-government Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	To be prepared by requesting office/department/agency or organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with event details.	1. Receive and record request, forward to administrative section.	None	2 Minutes	*Administrative Aide*
	2. Evaluate availability relative to the request.	None	3 Minutes	*LED/ Audio/ Mobile Disco In-Charge*
	3. If available, forward to PGSO Technical Group for scheduling and staff assignment; If not available, inform requesting office.	None	2 Minutes	*Administrative Officer* *LED/ Audio/ Mobile Disco In-Charge*
	4. Confirm schedule to requesting department/ agency.	None	3 Minutes	*Administrative Aide*
5. Accompany PGSO staff during event.	5. Proceed to the requesting office/ agency, for delivery and set-up of service/	None	2 Days	*LED/ Audio/ Mobile Disco In-Charge*

	equipment.			
6. Accomplish and submit the Customer Feedback Form.	6. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Aide*
	TOTAL	**None**	**2 Days, 10 Minutes**	

Provincial General Services Office

Internal Services

1. Issuance of Supplies and Materials

Issues supplies and materials to offices of the Provincial Government of Camarines Sur. This service ensures proper documentation, accountability, and inventory management through the Request and Issuance Slip (RIS), covering receipt, release and updating of stock records.

Office or Divisions:	Provincial General Services Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Offices of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request and Issuance Slip (RIS)	Prepared by requesting office/department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved RIS	1. Receive and log RIS.	None	2 Minutes	*Administrative Aide/ Supply Officer*
	2. Verify stock availability	None	3 Minutes	*Supply Officer*
	3. Prepare items for release	None	10 Minutes	*Supply Officer/ Warehouseman*
4. Receive supplies and sign acknowledgement.	4. Issue supplies and secure recipient's signature	None	10 Minutes	*Supply Officer*
	5. Update stock cards	None	5 Minutes	*Warehouseman*
6. Accomplish and submit the Customer Feedback Form.	6. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Aide*
	TOTAL	**None**	**30 Minutes**	

2. Inspection and Acceptance of Deliveries

Conducts inspection and acceptance of deliveries for supplies, materials, and equipment procured by the Provincial Government of Camarines Sur. This service ensures accountability, proper documentation and compliance with procurement and inventory requirements through the preparation of Inspection and Acceptance Reports.

Office or Divisions:	Provincial General Services Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Offices of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notification of Delivery	From requesting Office/ Department

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting office notifies PGSO of delivery.	1. Schedule inspection	None	2 Minutes	*Administrative Aide/ Property Officer*
	2. Conduct Inspection of delivered items.	None	1 Hour to 1 Day	*Property / Inspection Team*
3. Client acknowledge / sign Inspection and Acceptance Report.	3. Prepare Inspection and Acceptance and Report.	None	10-30 Minutes	*Property / Inspection Team*
4. Accomplish and submit the Customer Feedback Form.	4. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Aide*
	TOTAL	**None**	**Min. - ,1 Hour, 12 Minutes** **Max. - 1 Day , 32 Minutes**	

3. Processing of PAR/ ICS

Prepares and issues Property Acknowledgement Receipts (PAR) and Inventory Custodian Slips (ICS) for supplies, materials, and equipment procured by the Provincial Government of Camarines Sur. This service ensures accountability, proper documentation, and compliance with property and inventory management requirements.

Office or Divisions:	Provincial General Services Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Offices of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Property Acknowledgement Receipt/ Inventory Custodian Slip	Requesting office/ department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for PAR/ ICS.	1. Receive request.	None	2 Minutes	*Administrative Aide*
	2. Verify property details.	None	1 Hour to 1 Day	*Property / Inventory Officer*
	3. Prepare PAR/ ICS.	None	10-30 Minutes	*Property / Inventory Officer*
4. Receive PAR/ ICS document.	4. Release the document.	None	3 Minutes	*Property / Inventory Officer*
5. Accomplish and submit the Customer Feedback Form.	5. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Aide*
	TOTAL	**None**	**Min. - ,1 Hour, 15 Minutes** **Max. - 1 Day , 35 Minutes**	

4. Clearance from Property, Plant and Equipment Accountability

Provides clearance on Property, Plant, and Equipment Accountability for Officials and Employees of the Provincial Government of Camarines Sur and Government Agencies. This service ensures proper documentation of custodianship, compliance with government accounting and auditing rules, and release from accountability upon transfer, retirement, or separation from service.

Office or Divisions:	Provincial General Services Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Officers and Employees of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Form (5 copies)	

CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit Clearance Form in five (5) copies duly signed by the employee or officer.	1. Receive the clearance form.	None	1 Minute	*Administrative Aide*
	2. Verify records for property plant & equipment accountability	None	5 Minutes	*Records and Inventory Officer*
	3. Prepare certification of PPE accountability	None	5 Minutes	*Records and Inventory Officer*
	4. Affix signature/ initials on clearance.	None	2 Minutes	*Records and Inventory Officer*
	5.Approve/ disapprove clearance	None	3 Minutes	*Officer-in-Charge*

6. Receive clearance and certification.	6. Release Clearance and certification	None	2 Minutes	*Administrative Aide*
7. Accomplish and submit the Customer Feedback Form.	7. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Aide*
	TOTAL	**None**	**18 Minutes**	

5. Provision of Repair and Maintenance Services (Grounds and Buildings, Office Equipment and Facilities, Vehicles and Heavy Equipments)

Undertakes repair and maintenance of services for grounds, buildings, office equipment, facilities, vehicles, and other fixed assets of the Provincial Government of Camarines Sur. This service includes preparation of technical designs, estimates, and job orders when necessary to ensure proper upkeep, construction and repair of government facilities and equipment.

Office or Divisions:	Provincial General Services Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Offices of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (2 copies) Specify and describing the quality and nature of work to be done	To be prepared by requesting office/department/ agency or organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request specifying nature of work.	1. Receive, record, and forward to administrative section.	None	2 Minutes	*Administrative Aide*
	2. Forward letter request to the Department Head for notation and approval.	None	2 Minutes	*Administrative Officer*
	3. Approve/ disapprove request.	None	3 Minutes	*Administrative Officer*
	4. If approved, forward to PGSO Technical Services Group; If disapproved, inform the requesting office .	None	2 Minutes	*Administrative Officer*

	5. Record schedule of repair and maintenance and inform requesting office of the approved schedule	None	3 Minutes	*Administrative Aide*
6. Accompany PGSO staff to location of area, structures and equipment	6. Conduct repair and maintenance service.	None	3 Minutes	*Repair & Maintenance Division*
7. Accomplish and submit the Customer Feedback Form.	7. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Aide*
	TOTAL	**None**	**15 Minutes**	

6. Events Logistic Support

Undertakes logistic support services for official events of the Provincial Government of Camarines Sur, local agencies, and non-government organizations. This service includes delivery and set-up of equipment, assignment of staff, and coordination of resources to ensure the orderly conduct of government-related and community activities.

Office or Divisions:	Provincial General Services Office
Classifications:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Offices of the Provincial Government of Camarines Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	To be prepared by requesting office/department/agency or organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with event details.	1. Receive and record request, forward to administrative section.	None	2 Minutes	*Administrative Aide*
	2. Evaluate availability relative to the request.	None	3 Minutes	*LED/ Audio/ Mobile Disco In-Charge*
	3. If available, forward to PGSO Technical Group for scheduling and staff assignment; If not available, inform requesting office.	None	2 Minutes	*Administrative Officer* *LED/ Audio/ Mobile Disco In-Charge*
	4. Confirm schedule to requesting department/ agency.	None	3 Minutes	*Administrative Aide*

5. Accompany PGSO staff during event.	5. Proceed to the requesting office/ agency, for delivery and set-up of service/ equipment.	None	2 Days	*LED/ Audio/ Mobile Disco In-Charge*
6. Accomplish and submit the Customer Feedback Form.	6. Receive and file the accomplished Customer Feedback Form.	None		*Administrative Aide*
	TOTAL	**None**	**2 Days, 10 Minutes**	

Office of the Secretary to the Sangguniang Panlalawigan

External Services

1. APPLICATION FOR ACCREDITATION OF CIVIL SOCIETY ORGANIZATION

Local Government Units under Section 64 of IRR of RA 7160 are mandated to promote the establishment and operation of Civil Society Organizations to make them active partners in the pursuit of local autonomy and to directly involve them in the plan, program and projects of the LGU. Section 64 of the same IRR states that it is the Sanggunian who shall accredit such Civil Society Organizations.

Office or Division:	Office of the Secretary to the Sangguniang Panlalawigan
Classification:	Highly Technical
Type of Transactions:	G2B- Government to Business Entity
Who may avail:	Civil Society Organizations, Cooperatives, Foundations, NGOs and Other Peoples Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Per DILG Memorandum Circular No. 2019-72– ref: Art 64 of the IRR of LGC	To be provided by the Civil Society Organization applying for accreditation
Letter of application.	
Duly accomplished application form for accreditation.	
Duly approved Board Resolution signifying intention for accreditation for the purpose of representation in the local special body.	
Certificate of Registration or Certificate of Accreditation	
List of current Officers and Members	
For existing CSO's, the following documents shall be submitted 1. Minutes of the annual meetings of the immediately preceding year (2018) as certified by the organizations' Board Secretary; 2. Accomplishment reports for the immediately preceding year (2018); and 3. Financial Statement, at the minimum., signed by the executive officers of the organization, also of the immediately preceding year (2018), and indicating therein other information such as the source/s of funds.	
For CSO's applying to be members of the Local School or Health Boards, photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in education or health	

services, as prescribed in Sections 98 and 102 of Republic Act 7160.	
15 Hard Copies and 1 soft copy send to spcamsur.receiving@gmail.com with Certification signed by the Secretary attesting to the effect that said soft copy in PDF format is the exact and faithful copy.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of request for accreditation with attachments. 1.1. Submit the request and the documentary requirements 1.2. Secure file copy/or acknowledgement receipt with tracking number	1. Receipt of request for accreditation with attachments 1a1. Ensure the documents submitted are complete and authentic and duly recorded in the incoming logbook and encode in the Legislative Tracking and Management System (LTMS) and provide corresponding tracking number.	None	1 hour & 30 minutes/ per transaction	*Head, Records and archives Section*
	2. Forward to Provincial Secretary	None	1 hour upon receipt	*Head, Records and Archives Section*
	3. Calendar for next Session	None	1 week upon receipt	*Provincial Secretary, Assistant Provincial Secretary for Legislation and Chief, Journal and Documentation Division*

	4.Refer to Committee/s for review	None	1 1/2 day after the session)	*Provincial Secretary and Head, Committee Reports and Translation Section*
	5. Conduct *committee hearings, prepare committee reports, present to the plenary for action*	None	30 days	*Sangguniang Panlalawigan Committee concern and Head, Committee Reports and Translation Section*
	6. Preparation and finalization of resolutions and ordinances	None	1week upon approval (Res) 2weeks upon approval (Ord.)	*Provincial Secretary, Assistant Provincial Secretary for Legislation and chief, Resolution and Ordinance Division*
	7. Securing signature of concerned officials	None	7 days upon finalization	*Head, Legislative Records Section*
	8. Transmittal of resolutions to the Governor's Office.	None	1 day after resolution has been signed	*Provincial Secretary and Head, Legislative Records Section,*
2. Receipt of copy of approved /returned resolutions	9. Furnish concerned parties of approved/returned resolutions	None	5 days after resolution has been approved/ returned by the Office of the Governor	*Provincial Secretary and Head, Records and Archives Section*
	10. Scan and upload in the LTMS the approved Resolution	None	1 day upon receipt	*Head, Information Management Section*
	TOTAL:	None	60 days	

APPLICATION FOR ACCREDITATION OF CIVIL SOCIETY ORGANIZATION is covered under Section 62 of IRR of RA 7160.

2. FURNISHING COPIES OF THE AGENDA TO CLIENTS UPON REQUEST

Furnishing a copy, upon request of interested party, certified copies of records of public character in the custody of the Secretary to the Sanggunian is one of the duties of the Secretary to the Sanggunian as mandated by LGC Section 469.

Office or Division:	Office of the Secretary to the Sangguniang Panlalawigan
Classification:	Simple
Type of Transactions:	G2C- Government to Citizen
Who may avail:	Media Practitioners, Persons directly involved.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for copy of Agenda (Verbal or Written).	To be provided by the Parties Availing the Service.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request copy of agenda	1. Receipt of request of copy/ies of Agenda	None	2 minutes	*Head, Records and Archives Section*
2. Received copy of Agenda	2. Furnish concerned parties of Agenda	None	2 minutes	*Head, Records and Archives Section,*
	TOTAL:	None	4 minutes	

3. FURNISH COPIES OF TRANSCRIPT OF JOURNALS OF SESSION.

Furnishing interested parties with certified copies of records that are public character and are in the custody of the Secretary to the Sanggunian is one of the duties of the Secretary to the Sanggunian as provided for Section 469 of the Local Government Code of 1991.

Office or Division:	Office of the Secretary to the Sangguniang Panlalawigan
Classification:	Simple
Type of Transactions:	G2C- Government to Citizen
Who may avail:	Parties directly involved.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Private Individual/Government Official/Employee 1. Formal written request that includes clear description or specific details of the document. A declaration of the reason or specific legitimate purpose for the request. 2. Valid Identification: at least (2) valid government-issued IDs 3. Written consent from the individuals and/or agencies whose personal, sensitive, or privileged information is referenced or disclosed in the Journal, in compliance with the Data Privacy Act of 2012 (Republic Act No. 10173). 4. Notarized Certificate of Undertaking shall be submitted by requesting party/representative in compliance with the provisions of the Data Privacy Act of 2012 (R.A. No. 10173) **For Requesting Entity** (LGUs, National Government Agencies, Non-Government Agencies (NGA) 1. OFFICIAL	To be provided by the Parties Availing the Service.

COMMUNICATION/WRITTEN REQUEST must be written on the entity's Official Letter Head originally signed by the Head of Office/Agency Chief or Authorized Managing Officer. Request must state the specific document details, specific purpose of the request. 2. AUTHORIZATION AND REPRESENTATION DOCUMENTS: For Government Entities (LGUs/NGA) a. Copy of Employee's valid Government Agency ID b. Travel Order or Assignment Sheet For Private Entities / Corporations a. Copy of Employee's ID b. Board Resolution authorizing the representative to request and receive the documents for and its behalf. c. Power of Attorney (POA) d. Registration Documents (any of the following) - SEC Registration Certificate / DTI Business Name Certificate, Articles of Incorporation, current Business Permit. e. Two (2) valid Government-issued ID f. Latest audited financial statement by independent certified public accountant g. Written consent from the individuals and/or agencies whose personal, sensitive, or privileged information is referenced or disclosed in the	

Journal, in compliance with the Data Privacy Act of 2012 (Republic Act No. 10173). h. Notarized Certificate of Undertaking shall be submitted by requesting party/representative in compliance with the provisions of the Data Privacy Act of 2012 (R.A. No. 10173) For Civil Society Organizations (CSOs/ NGOs) a. Authorization Letter signed by the Organization President or Head alongside a copy of their valid ID. b. Board Resolution authorizing / appointing the representative to transact official business with the specified purpose. c. Registration documents: (SEC Registration Certificate) d. Articles of Incorporation e. Latest audited financial statement by independent certified public accountant f. Written consent from the individuals and/or agencies whose personal, sensitive, or privileged information is referenced or disclosed in the Journal, in compliance with the Data Privacy Act of 2012 (Republic Act No. 10173). g. Notarized Certificate of Undertaking shall be submitted by requesting party/representative in compliance with the provisions of the Data Privacy Act of 2012 (R.A. No. 10173) 3. VERIFICATION OF IDENTITY:	

a. At least one (1) government-issued ID, along with a photocopy b. Company ID along with a photocopy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a written request for a copy of the transcript of journals of session.	1. Receive a copy of written request for transcript of journals of session. **NOTE:** In the event that the documentary requirements are not fully complied with, the request shall be returned to the requesting party pending its full compliance.	None	20 minutes per transaction	*Head, Records and Archives Section*
	2. Forward to Provincial Secretary for approval of the request	None	30 minutes	*Head, Records and Archives Sectio*
	3. Conduct research on the requested transcript.	None	2 days	*Head, Journals and Documentation Division*
2. Payment of necessary fees	4. Issue the official receipt as proof of payment for Secretary fee.	PHP100.00 /per 100 words PHP200.00 Research Fee (Prov'l. Tax Ordinance No. 30, series of 2014	30 minutes	*Head, Human Resource and Special Development Section*

	5. Reproduce the transcript of journals of session upon order of the Provincial Secretary.	None	5 hours and 30 minutes	*Head, Records and Archives Section*
3. Receipt of the requested documents (e.g. proceeding of administrative cases, decision for administrative cases or journals of session)	6. Issue the copy/ies of transcript of proceedings of administrative cases, decision for administrative cases or journals of session	None	10 minutes	*Head, Records and Archives Section*
	TOTAL:	PHP200.00 plus PHP100.00 per 100 words of requested documents	2 days 6 hours and 10 minutes	

4. FURNISH COPY/IES OF RESOLUTIONS/ORDINANCES

Furnishing copy upon request of interested party certified copies records of public character in the custody of the Secretary to the Sanggunian is one of the duties of the Secretary to the Sanggunian as mandated by LGC Section 469.

Office or Division:	Office of the Secretary to the Sanggunian
Classification:	Simple
Type of Transactions:	G2C- Government to Citizen
Who may avail:	Parties concerned.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Private Individual/Government Official/Employee - Formal written request that includes clear description or specific details of the document. A declaration of the reason or specific legitimate purpose for the request. - Valid Identification: at least (2) valid government-issued IDs - Written consent from the concerned individual and/or agency shall be required when the requester is not a party to the Resolution or Ordinance and the document contains personal, sensitive, or confidential data or information, pursuant to the provisions of the Data Privacy Act of 2012 (R.A. No. 10173). - Notarized Certificate of Undertaking shall be submitted by requesting party/representative in compliance with the provisions of the Data Privacy Act of 2012 (R.A. No. 10173)	To be provided by the Parties Availing the Service.

For Requesting Entity (LGUs, National Government Agencies, Non-Government Agencies (NGA) - OFFICIAL COMMUNICATION/WRITTEN REQUEST must be written on the entity's Official Letter Head originally signed by the Head of Office/Agency Chief or Authorized Managing Officer. Request must state the specific document details, specific purpose of the request. - AUTHORIZATION AND REPRESENTATION DOCUMENTS: For Government Entities (LGUs/NGA) - Copy of Employee's valid Government Agency ID - Travel Order or Assignment Sheet For Private Entities / Corporations - Copy of Employee's ID - Board Resolution authorizing the representative to request and receive the documents for and its behalf. - Power of Attorney (POA) - Registration Documents (any of the following) - SEC Registration Certificate / DTI Business Name Certificate, Articles of Incorporation, current Business Permit. - Two (2) valid Government-issued ID - Latest audited financial statement by independent certified public accountant - Written consent from the concerned individual and/or agency shall be required when	

the requester is not a party to the Resolution or Ordinance and the document contains personal, sensitive, or confidential data or information, pursuant to the provisions of the Data Privacy Act of 2012 (R.A. No. 10173). - Notarized Certificate of Undertaking shall be submitted by requesting party/representative in compliance with the provisions of the Data Privacy Act of 2012 (R.A. No. 10173) For Civil Society Organizations (CSOs/ NGOs) - Authorization Letter signed by the Organization President or Head along side a copy of their valid ID. - Board Resolution authorizing / appointing the representative to transact official business with the specified purpose. - Registration documents: (SEC Registration Certificate) - Articles of Incorporation - Latest audited financial statement by independent certified public accountant - Written consent from the concerned individual and/or agency shall be required when the requester is not a party to the Resolution or Ordinance and the document contains personal, sensitive, or confidential data or information, pursuant to the provisions of the Data Privacy Act of 2012 (R.A. No. 10173). - Notarized Certificate of Undertaking shall be submitted by requesting party/representative in compliance with the provisions	

of the Data Privacy Act of 2012 (R.A. No. 10173) - VERIFICATION OF IDENTITY - At least one (1) government-issued ID, along with a photocopy - Company ID along with a photocopy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a written request for a copy of resolutions/ ordinances.	1. Receipt copy of written request for copy of resolution/ ordinance. **NOTE:** In the event that the documentary requirements are not fully complied with, the request shall be returned to the requesting party pending its full compliance.	None	10 minutes per transaction	*Head, Records and Archives Section*
	2. Forward request letter to the Provincial Secretary for approval	None	30 minutes	*Head, Records and Archives Section*
	3. Conduct research on the requested Resolution/Ordinance.	None	2 days	*Head, Records and Archives Section,* *Division Chief, Resolution & Ordinance Division,*
2.Payment of necessary fees	4. Issue the official receipt as proof of payment for Secretary fee	PHP100.00 /per 100 words PHP200.00 Research Fee (Prov'l. Tax Ordinance	30 minutes	*Head, Human Resource and Special Development Section*

		No. 30, series of 2014		
	5. Reproduction of copy of resolution/ ordinance.	None	2 hours	*Head, Records and Archives Section*
3. Receipt of the requested documents.	6. Issuances of the requested documents.	None	10 minutes	*Head, Records and Archives Section*
	TOTAL:	PHP200.00 plus PHP100.00 per 100 words of requested documents	2 days 3 hours and 20 minutes	

5. ISSUANCE OF CERTIFICATE OF APPEARANCE

This is the document issued as proof of client's appearance for official business in the office. Almost all clients are requesting this document for whatever purposes.

Office or Division:	Office of the Secretary to the Sangguniang Panlalawigan
Classification:	Simple
Type of Transactions:	G2C- Government to Citizen
Who may avail:	All visitors/clients with Official Business

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Logbook - Company or Office ID representing an Agency	Institutional Service Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the logbook	1. Prepare the Certificate of Appearance	None	5 minutes	*Division Chief, Institutional Services Division*
2. Receive the Certificate of Appearance	2. Issue the Certificate of Appearance	None	5 minutes	*Provincial Secretary, Chief, Instituional Services Division, Sangguniang Panlalawigan Committee Chairperson And Vice Governor*
TOTAL:		NONE	10 minutes	

6. REVIEW AND APPROVAL OF ANNUAL BUDGET/SUPPLEMENTAL BUDGET

Review and Approval of Annual/Supplemental Budget (Appropriation Ordinances) enacted by component LGUs by the Sanggunian Panlalawigan is mandated under Section 327 and 468 of Republic Act 7160 or the Local Government Code of 1991.

Office or Division:	Office of the Secretary to the Sangguniang Panlalawigan
Classification:	Highly Technical
Type of Transactions:	G2G- Government to Government
Who may avail:	Component LGUs of Province of Camarines Sur-35 municipalities and 1 City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR ANNUAL BUDGET ▪ Transmittal ▪ Budget Message ▪ Appropriation Ordinance ▪ BESF Table Nos. 1-6 ▪ AIP ▪ DILG-endorsed Gender and Development Plan and Budget ▪ Office of Civil Defense- reviewed Local Disaster Risk Reduction and Management Plan ▪ Local Climate Change Action Plan ▪ Peace and Order Plan ▪ List of PPAs for the Local Council for the Protection of Children ▪ List of PPAs to Combat Acquired Immune Deficiency Syndrome (AIDS) ▪ List of PPAs for Senior Citizen and PWD ▪ List of PPAs to address the problem of Illegal Drugs. ▪ Local Nutrition Council Action Plan ▪ Annual Cultural Development Plan ▪ Indicative Annual Procurement Plan ▪ MDC resolution approving AIP ▪ SB resolution approving AIP ▪ MDC resolution approving 20% LDF ▪ SB resolution approving 20% LDF ▪ MDRRM Plan ▪ GAD Plan	To be provided by the Component City and Municipalities Availing the Service.

▪ Personnel schedule, schedule of retirement, separation and terminal leave benefits ▪ Computation of PS ceiling ▪ Other Documents that may be required by DBM and Technical Committee. ▪ 17 Hard Copies and 1 soft copy in PDF Form send to spcamsur.receiving@gmail.com w/ Certification signed by the SB Secretary attesting to the effect that said soft copy in PDF form is the exact and faithful copy. (check list)	
☐ **FOR SUPPLEMENTAL BUDGET** ▪ Transmittal Letter ▪ Budget Message ▪ Appropriation Ordinance ▪ LBP form nos. 8 and 9 ▪ Supplemental AIP ▪ Other Documents that may be required by the Provincial Review and Technical Committee. ▪ 17 Hard Copies and 1 CD in PDF Form w/ Certification signed by the SB Secretary attesting to the effect that said soft copy in PDF form is the exact and faithful copy. (check list) ▪ Cert. from the Mun. Accountant & Treasurer as to the availability of funds	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Annual Budget/Supplemental Budget and the documentary requirements	1. Receipt of Annual Budget/Supplemental Budget for review by the Sangguniang Panlalawigan.	None	5 minutes/ per transaction	*Head, Records and Archives Section*

	1.1 Ensure the documents presented are complete and authentic and duly recorded in the incoming logbook and encode in the Legislative Tracking and Management System (LTMS)	None	15 minutes	*Head, Records and Archives Section*
	2. Forward to Provincial Secretary	None	1 hour upon receipt	*Head, Records and Archives Section*
	3. Calendar for next Session	None	1 week upon receipt	*Provincial Secretary, Assistant Provincial Secretary for Legislation And Chief, Journal and Documentation Division*
	4.Refer to Committee/s for review	None	1 day after the session	*Provincial Secretary and Head, Committee Reports and Translation Section*
	5. Conduct committee hearings, prepare committee reports, present to the plenary for action	None	61 days	*Sangguniang Panlalawigan Committee concern and Head, Committee Reports and Translation Section*
	6. Approve and Adopt Committee Report	None	One day	*Sangguniang Panlalawigan*

	7. Prepare and finalize resolutions.	None	10 days upon approval	*Provincial Secretary, Assistant Provincial Secretary for Legislation and Chief, Resolution and Ordinance Division*
	8. Secure signature of concerned officials	None	2 days upon finalization	*Head, Legislative Records Section*
	9. Transmit resolutions to the Governor's Office.	None	1 day after resolution has been signed	*Provincial Secretary, Head, Legislative Records Section,*
2. Receipt of copy of approved /returned resolutions	10. Furnish concerned parties of approved/ returned resolutions	None	5 days after resolution has been approved/ returned by the Office of the Governor	*Provincial Secretary and Head, Records and Archives Section*
	11. Scan and upload in the Legislative Tracking and Management System the approved Resolution	None	1 day upon receipt	*Head, Information Management Section*
	TOTAL:	None	89 days, 1 hour and 20 minutes	

REVIEW AND APPROVAL OF ANNUAL BUDGET/ SUPPLEMENTAL BUDGET is covered under Section 327 and 468 of Republic Act 7160 and Sangguniang Panlalawigan Resolution No. 33-A, s. 2019

7. REVIEW AND APPROVAL OF RESOLUTIONS/ORDINANCES AND EXECUTIVE ORDERS

Review and Approval of Resolutions and Ordinances enacted by the Sanggunian and Executive Orders issued by the Municipal Mayor of component LGUs of the Province is mandated under Section 56 and 468 of Republic Act 7160 or the Local Government Code of 1991.

Office or Division:	Office of the Secretary to the Sangguniang Panlalawigan
Classification:	Highly Technical
Type of Transactions:	G2G- Government to Government
Who may avail:	Component LGUs of Province of Camarines Sur-35 municipalities and 1 City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➢ **FOR RESOLUTIONS AND EXECUTIVE ORDERS** 15 Hard Copies of the Resolution/Executive Orders and 1 soft copy in PDF w/ Certification signed by the SB Secretary attesting to the effect that said soft copy is the exact and faithful copy send to spcamsur.receiving@gmail.com. (check list ➢ **FOR ORDINANCES** ▪ 15 Hard Copies of the Ordinance and 1 CD in PDF w/ Certification signed by the SB Secretary attesting to the effect that said soft copy is the exact and faithful copy. (check list) ▪ Minutes of Public Hearing ▪ Attendance ▪ Certificate of Posting	To be provided by the Local Government Unit Availing the Service.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Resolution/ Ordinances and the documentary requirements	1. Receive Resolutions / Ordinances for review by the Sangguniang Panlalawigan.	None	5 minutes/ per transaction	*Head, Records and Archives Section*
	1. Ensure that the documents presented are complete and authentic and duly recorded in the incoming logbook and encode in the Legislative Tracking and Management System (LTMS)	None	15 minutes	*Head, Records and Archives Section*
	2. Forward to Provincial Secretary	None	1 hour upon receipt	*Head, Records and Archives Section*
	3. Calendar for next Session	None	1 week upon receipt	*Provincial Secretary, APS for Legislation and Chief, Journal and Documentati on Division*
	4. Refer to Committee/s for review	None	1 day after the session	*Provincial Secretary and Head, Committee Reports and translation Section*

	Conduct committee hearings, prepare committee reports, present to the plenary for action *(Isagawa ang Pagdinig ng Komite, Paghanda ng Ulat ng Komite, Pag presenta sa plenary para sa aksyon)*	None	20 Days *(20 Araw)*	*Sangguniang Panlalawigan Committee Concern and Head, Committee Reports and Tanslation Section*
	6. Approval and Adoption of Committee Report	None	1 Day	*Sangguniang Panlalawigan*
	7. Preparation of Notices of action taken by the Sangguniang Panlalawigan	None	1 hour	*Provincial Secretary and Head, Committee Reports and Translation Section,*
2. Receipt of Notices of action of the Sangguniang Panlalawigan	8.Dispatch of Notices of action of the Sangguniang Panlalawigan	None	2 days upon receipt from Provincial Secretary	*Provincial Secretary and Head, Records and Archives Section*
	TOTAL:	None	29 days, 2 hours and 20 minutes	

REVIEW AND APPROVAL OF RESOLUTIONS/ORDINANCES AND EXECUTIVE ORDERS is covered under Section 56 and 468 of Republic Act 7160 and Sangguniang Panlalawigan Resolution No. 33-A s. 2019

8. REVIEW OF COMPREHENSIVE LAND USE PLAN (CLUP)

Review and Approval of CLUP and Zoning Ordinance enacted by the Sanggunian of component LGUs of the Province is mandated under Section 468 of Republic Act 7160 or the Local Government Code of 1991.

Office or Division:	Office of the Secretary to the Sangguniang Panlalawigan
Classification:	Highly Technical
Type of Transactions:	G2G- Government to Government
Who may avail:	Component LGUs of Province of Camarines Sur-35 municipalities and 1 City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pursuant to Executive Order 72 series of 1993 For Review by PLUC • Transmittal Letter signed by Mayor • Executive Summary of the CLUP • Final Draft Comprehensive Land Use Plan (CLUP) (includes report size maps) • Final Draft Zoning Ordinance (include report size maps) • Presentation Map Secretary's Certificate of Public Hearing Conducted • Minutes of Public Hearing • List of Invitees and Sector Represented • Copy of Issued Invitation Letter/ Notice of Public Hearing • Copy of Attendance Sheet • Note: 15 hard copies and 1 CD in PDF Form with Certification signed by focal Person attesting to the effect that said copy is the exact and faithful copy Review by the Sangguniang Panlalawigan • Transmittal Letter • Sanggunian Resolution Adopting the CLUP • Executive Summary of the CLUP • Comprehensive Land Use Plan (includes report size maps) • Enacted Zoning Ordinance (include report size maps) • Presentation Map Secretary's Certificate of Public Hearing Conducted • Minutes of Public Hearing • List of Invitees and Sector Represented	To be provided by the Component City and Municipalities.

• Copy of Issued Invitation Letter/ Notice of Public Hearing • Copy of Attendance Sheet	
Note: 15 hard copies and 1 softcopy in PDF Form with Certification signed by Secretary to the Sanggunian attesting to the effect that said copy is the exact and faithful copy send to spcamsur.receiving@gmail.com. .	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. FOR REVIEW BY THE PROVINCIAL LAND USE *COMMITTEE* 1. Submit the final draft of the Comprehensive Land Use Plan and the documentary requirements	1. Receipt of final draft of Comprehensive Land Use Planand Zoning Ordinance for review by the Sangguniang Panlalawigan. 1.1 Ensure the documents presented are complete and authentic and duly recorded in the incoming logbook and encode in the Legislative Tracking and Management System (LTMS)	None	5 minutes/ per transaction 15 minutes/ per transaction	*Head, Records and archives section* *Head, Records and archives Section*
	2. Forward to Provincial Secretary	None	1 hour upon receipt	*Head, Records and Archives Section*

	3. Calendar for next Session	None	1 week upon receipt	*Provincial Secretary, Assistant Provincial Secretary for Legislation and Chief, Journal and Documentation Division*
	4.Refer to Committee/s for review	None	1 day after the session	*Provincial Secretary and Head, Committee Reports and Translation Section*
	5.Endorse the Comprehensive Land Use Plan to the Provincial Land Use Committee for review.	None	1 day after the session	*Sangguniang Panlalawigan Committee concern*
	6.1Check for Completeness. 6.1.1 If incomplete return to the LGU for compliance. 6.1.2 If complete or already complied with the deficiencies proceed with the review. 6.2 Review the Comprehensive Land Use Plan and Zoning Ordinance with complete supporting documents. 6.2.1 If need revision, transmit to the Local Government Unit the report/ recommendations. 6.2.2 If no revision or verified to have	None	153 days	*Provincial Land Use Committee*

	complied with the recommendations/ revisions, endorse Comprehensive Land Use Plan and Zoning Ordinance to the LGU for adoption			
II. FOR REVIEW BY THE SANGGUNIANG PANLALAWIGAN 1. Submit the adopted of Comprehensive Land Use Plan and enacted Zoning Ordinance the documentary requirements	1. Receipt of adopted of Comprehensive Land Use Planand enacted Zoning Ordinance for review by the Sangguniang Panlalawigan. 1.1 Ensure the documents presented are complete and authentic and duly recorded in the incoming logbook and encode in the Legislative Tracking and Management System (LTMS)	None	20 minutes/ per transaction	*Head, Records and archives Section,*
	2. Forward to Provincial Secretary	None	1 hour upon receipt	*Head, Records and Archives Section*
	3. Calendar for next Session	None	1 week upon receipt	*Provincial Secretary, Assistant Provincial Secretary for Legislation and Chief, Journal and Documentation Division*

	4.Refer to Committee/s for review	None	1 day after the session	*Provincial Secretary and Head, Committee Reports and Translation Section*
	5. Conduct *committee hearings, prepare committee reports, present to the plenary for action*	None	1 week upon receipt	*Provincial Secretary, Assistant Provincial Secretary for Legislation and Chief, Journal and Documentation Division*
	6. Preparation and finalization of resolutions.	None	10 days upon approval	*Provincial Secretary, Assistant Provincial Secretary for Legislation and Chief, Resolution and Ordinance Division*
	7. Securing signature of concerned officials	None	2 days upon finalization	*Head, Legislative Records Section,*
	8. Transmit the resolutions to the Governor's Office.	None	1 day after resolution has been signed	*Provincial Secretary and Head, Legislative Records Section*
2. Receipt of copy of approved /returned resolutions	9. Furnish concerned parties of approved/returned resolutions	None	5 days after resolution has been approved/ returned by the Office of the Governor	*Provincial Secretary and Head, Records and Archives Section*

	10. Scan and upload in the LTMSthe approved Resolution	None	1 day upon receipt	*Head, Information Management System*
TOTAL:		None	190 days, 2 hours and 40 minutes	

REVIEW OF COMPREHENSIVE LAND USE PLAN (CLUP) is covered under Section 468 of Republic Act 7160 or the Local Government Code of 1991

Office of the Secretary to the Sangguniang Panlalawigan

Internal Services

1. PROPOSED RESOLUTIONS AND ORDINANCES (IN HOUSE)

The main function of the Sanggunian Panlalawigan as the Legislative Body of the Provincial Government is to enact ordinance approve resolutions and appropriate funds for the general welfare of the province and its inhabitants as provided by Section 468 of Republic Act 7160.

Office or Division:	Office of the Secretary to the Sangguniang Panlalawigan
Classification:	Highly Technical
Type of Transactions:	G2G- Government to Government
Who may avail:	Governor Vice-Governor Sangguniang Panlalawigan Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Draft of the Resolution or Ordinance and other records/ documents	To be provided by the Proponent of the Resolution and Ordinances.

CLIENT STEPS	AGENCY ACTION)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of proposed resolutions and ordinances and other records/documents. Submit the proposed resolution or ordinance and the documentary requirements	1. Receipt of proposed resolutions/ordinances and other records/ documents.	None	5 minutes/ per transaction	*HEAD, Records and Archives Section*
	1.1 Ensure the documents presented are complete and authentic and duly recorded in the incoming logbook and encode in the Legislative Tracking and Management System (LTMS)		15 minutes/ per transaction	*HEAD, Records and Archives Section*
	2. Forward to Provincial Secretary	None	1 hour upon receipt	*Head, Records and Archives Section*

	3. Calendar for next Session	None	1 week upon receipt	*Provincial Secretary and Assistant Provincial Secretary for Legislation and Chief, Journal and Documentation Division*
	4.Refer to Committee/s for review	None	1 day after the session	*Provincial Secretary and Head, Committee Reports and Translation Section*
	5. Conduct committee hearings, prepare committee reports, present to the plenary for action	None	15 days	*Sangguniang Panlalawigan Committee concern and Head, Committe Reports and Translation Section*
	6. Prepare and finalize resolutions and ordinances	None	1week upon approval (Res) 2weeks upon approval (Ord.)	*Provincial Secretary, Assistant Provincial Secretary for Legislation and Chief, Resolution and Ordinance Division,*
	7. Secure signature of concerned officials	None	7 days upon finalization	*Head, Legislative Records Section,*
	8. Transmit resolutions to the Governor's Office.	None	1 day after resolution has been signed	*Provincial Secretary and Head, Legislative Records Section,*

2. Receipt of copy of approved /returned resolutions	9. Furnish concerned parties of approved/returned resolutions	None	5 days after resolution has been approved/ returned by the Office of the Governor	*Provincial Secretary and Head, Records and Archives Section*
	10. Scan and upload in the LTMSthe approved Resolution	None	1 day upon receipt	*Head, Information Managemnet System*
TOTAL:		NONE	Resolution: 44 days, 1 hour and 20 minutes Ordinance: 51 days, 1 hour and 20 minutes	

PROPOSED RESOLUTIONS AND ORDINANCES (IN HOUSE) Is covered under Section 468 of Republic Act 7160 and Sangguniang Panlalawigan Internal Rules and Procedures.

FEEDBACK AND COMPLAINTS MECHANISM

<table>
<tr><th colspan="2">FEEDBACK AND COMPLAINTS MECHANISM</th></tr>
<tr><td>How to send a feedback?</td><td>Please fill out the Client Feedback Form:

For internal clients, drop it in the feedback and complaints Drop Box located at the front desk of each office.

For external clients, drop it in the feedback and complaints Drop Box located at:.

A. The lobby/front desk of Tourism Building
1. Provincial Governor's Office
B. The lobby/front desk of the New IT Building for the following offices:
1. Provincial Social Welfare and Development Office
2. CamSur Employment Center
3. Provincial Treasurer's Office
4. Provincial Budget Office
5. Provincial Accountant's Office
6. Provincial Assessor's Office
7. Human Resource Management Office
8. Provincial Planning and Development Office
9. Provincial General Services Office

C. The lobby/front desk of the following offices
1. Provincial Health Office
2. Provincial Tourism Culture and Sports Office
3. Camarines Sur Center for Sports and Recreation
4. Provincial Warden Office
5. Office of the Secretary to the Sangguniang Panlalawigan

D. The entrances of the following Community Colleges
1. Baao Community College
2. Governor Mariano E. Villafuerte Community College
• Libmanan Campus
• Siruma Campus
• Garchitorena Campus
• Tinambac Campus

E. The entrances of the following Provincially Managed Hospitals
1. Bato Municipal Hospital
2. Buhi Community Hospital
3. Caramoan Municipal Hospital
4. Garchitorina Medicare Community Hospital</td></tr>
</table>

	5. Libmanan District Hospital 6. Ocampo Municipal Hospital 7. Partido District Hospital 8. Presentacion Municipal Hospital: 9. Ragay Distric Hospital 10. Sipocot District Hospital 11. Siruma Municipal Hospital 12. Tinambac Medicare Community Hospital For inquiries and follow-ups, clients may contact the office through the contact details provided in the **Contact Information Section** of this table.
How Feedback is processed?	Every Friday, the Complaint Officer opens the drop box, compiles and records all the feedbacks submitted. Feedback requiring answer shall be forwarded to the concerned office/s. The latter shall be required to answer/respond to it within three (3) days from receipt thereof. The answer/respond of the office concerned shall be relayed to the citizen/client. For inquiries and follow-ups, clients may contact the office through the contact details provided in the **Contact Information Section** of this table.
How to file complaints?	Please fill out the Client Feedback Form: For internal clients, drop it in the feedback and complaints drop box located at the office front desk. For external clients, drop it in the feedback and complaints drop box located at the New IT Building lobby/front desk. Complaints can also be filed via telephone. Make sure to provide the following requirements: - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact the office through the contact details provided in the **Contact Information Section** of this table.
How complaints are processed?	The Complaint Officer opens the complaints drop box every Friday and evaluates each complaint. Upon evaluation, the Complaint Officer shall start the investigation and forward the complaint to the relevant office for their explanation.

	The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. For inquiries and follow-ups, clients may contact the office through the contact details provided in the **Contact Information Section** of this table.
Contact information of PGO, HRMO and other Offices	Provincial Governor's Office 881-7252 pgo@camarinessur.gov.ph Human Resource Management Office: 09190042573 hrmo@camarinessur.gov.ph **Community Colleges:** • Baao Community College 09128943748 baaocommunitycollege@gmail.com • Governor Mariano E. Villafuerte Community College ○ Libmanan Campus 09286662115 gmvcclibmanan2023@gmail.com ○ Siruma Campus 09205783377 ○ Garchitorena Campus 09095462215 gmvcc.garchitorena2017@gmail.com ○ Tinambac Campus 09498982823 gmvcctinambac@gmail.com **Provincially Managed Hospitals**: • Bato Municipal Hospital 09399368735 batomunicipalhospital17@gmail.com • Buhi Community Hospital 09126176498 buhi.community@yahoo.com.ph • Caramoan Municipal Hospital 09175230466 caramoan_mh@yahoo.com • Garchitorena Medicare Community Hospital 09985567763 gmvcc.camsur@gmail.com • Libmanan District Hospital 09088978032 libmanan.admn2022@gmail.com

	• Ocampo Municipal Hospital 09171266646 ocampomunhosp1990@gmail.com • Partido District Hospital 09209004923 partido.district.hospital@gmail.com • Presentacion Municipal Hospital 09399368735 presentacioncommunityhospital@gmail.com • Ragay Distric Hospital 09985412851 ragaydistricthospital@gmail.com • Sipocot District Hospital 09287641315 sipocotdistricthospital2015@gmail.com • Siruma Municipal Hospital 09985754002 sirumamunicipalhospital@gmail.com • Tinambac Medicare Community Hospital 09399368735 tinambacmch@gmail.com **Other offices:** • Provincial Health Office 09399368735 provincialhealthofficecamsur@gmail.com • Provincial Social Welfare and Development Office 09991779049 pswdocamsur18@gmail.com • Provincial Tourism Cultural and Sports Office 09285030514 tourismoffice@camarinessur.gov.ph • Camarines Sur Center for Sports and Recreation 09998893697 / 09178954156 • cscsr_2026@yahoo.com • CamSur Employment Center 09498888717 camsur_peso@yahoo.com • Provincial Treasurer's Office 09199946884 camsurpto2@gmail.com • Provincial Budget Office 09209004826 budget@camarinessur.gov.ph • Provincial Accountant's Office 09175016223 accountingoffice.plgucamsur@yahoo.com • Provincial Assessor's Office 09190048931 passo.camsur@gmail.com • Human Resource Management Office 09190042573

	hrmo@camarinessur.gov.ph • Provincial Planning and Development Office 09399065592 ppdo@camarinessur.gov.ph • Environment, Disaster Management And Emergency Response Office 0998-576-2072 edmero09@gmail.com • Information and Communications, Archives and Records Management Office 0998-576-2072 icarmoplgu@gmail.com • Provincial Internal Audit Office 09190987358 internalaudit.camsur@gmail.com • Provincial Engineer's Office 09927362677 peocamsur2020@gmail.com • Provincial General Services Office 09338543646 pgso_camsur@yahoo.com • Provincial Warden's Office 09496124656 camsurprovincial.jail@gmail.com • Office of the Secretary to the Sangguniang Panlalawigan - 09094337944 spcamsur@gmail.com
Other contact information/Hotlines	EDMERO Emergency Hotline 0998-576-2072; 0998-576-2071 Anti-Sexual Harassment 09399904122 One Hospital Command 09088606111 CSC Contact Center 8888 PCC : 8888 CCB : 0908-881-6565 (SMS) ARTA Complaints complaints@arta.gov.ph ARTA Complaint Hotline (Main) 1-ARTA (12782) (02) 8246-7940

Provincial Government of Camarines Sur

HELP US SERVE YOU BETTER!
CUSTOMER FEEDBACK FORM

Type of Customer: ☐ **External** ☐ **Internal**

If **external**, please check: ☐ Business ☐ Farmer ☐ Parent ☐ Walk-in Visitor ☐ Student ☐ Private Sector Employee ☐ Government Sector Employee ☐ others: ___________________

Date: ______________ Time: ____________ Age: _______ Sex: __________ Contact No. (Optional): ____________________________

Region of residence: _______________ Agency visited ____

Service availed: ____

INSTRUCTIONS: **Checkmark (✓)**your answer to the Citizen's Charter (CC) questions.
The Citizen's Charter (CC) is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times, among others.

CC1 Which of the following best describes your awareness of a Citizen's Charter?
- ☐ 1. I know what a Citizen's Charter is and I saw this office's Citizen's Charter.
- ☐ 2. I know what a Citizen's Charter is but I did not see this office's Citizen's Charter.
- ☐ 3. I learned of the Citizen's Charter only when I saw this office's Citizen's Charter.
- ☐ 4. I do not know what a Citizen's Charter is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of Citizen's Charter (answered 1-3 in CC1), would you say that the Citizen's Charter of this office was:
- ☐ 1. Easy to see
- ☐ 2. Somewhat easy to see
- ☐ 3. Difficult to see
- ☐ 4. Not visible at all
- ☐ 5. N/A

CC3 If aware of Citizen's Charter (answered codes 1-3 in CC1), how much did it help you in your transaction?
- ☐ 1. Helped very much
- ☐ 2. Somewhat helped
- ☐ 3. Did not help
- ☐ 2. N/A

INSTRUCTIONS: For Service Quality Dimensions (SQDs), please place a **check mark** in the box corresponding to your answer.

SERVICE QUALITY DIMENSIONS (SQDs)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable (N/A)
SQD0.Overall Satisfaction. I am satisfied with the service that I availed.						
SQD1.Responsiveness. I spent reasonable amount of time for my transaction.						
SQD2.Reliability. The office followed the transaction's requirements and steps based on the information provided.						
SQD3.Access & Facilities. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4.Communication. I easily found information about my transaction from the office or its website.						
SQD5.Cost. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column.)						
SDQ6.Integrity. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7.Assurance. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8.Outcome. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):
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List of Offices

Office	Address	Contact Information
Provincially Managed Hospitals		
Bato Municipal Hospital	Goyudan, Bato, Camarines Sur	09399368735
Buhi Community Hospital	Sagrada, Buhi, Camarines Sur	09126176498
Caramoan Municipal Hospital	Tawog, Caramoan, Camarines Sur	09175230466
Garchitorena Medicare Community Hospital	Pambuhan, Garchitorena, Camarines Sur	09985567763
Libmanan District Hospital	Bagumbayan, Libmanan, Camarines Sur	09088978032
Ocampo Municipal Hospital	Hanawan, Ocampo, Camarines Sur	09171266646
Partido District Hospital	Del Carmen, San Jose, Camarines Sur	09209004923
Presentacion Municipal Hospital	Poblacion, Presentacion, Camarines Sur	09399368735
Ragay District Hospital	Poblacion, Ilaod, Ragay, Camarines Sur	09985412851
Sipocot District Hospital	North Centro, Sipocot, Camarines Sur	09287641315
Siruma Municipal Hospital	Poblacion, Siruma, Camarines Sur	09985754002
Tinambac Medicare Community Hospital	Sogod, Tinambac, Camarines Sur	09399368735
Provincial Health Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09399368735
Provincial Social Welfare and Development Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09991779049
Provincial Tourism Culture and Sports Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09285030514
Camarines Sur Center for Sports and Recreation	Capitol Complex, Cadlan, Pili, Camarines Sur	09998893697 / 09178954156
CamSur Employment Center	Capitol Complex, Cadlan, Pili, Camarines Sur	09498888717
Provincial Community Colleges		
Baao Community College	San Juan, Baao, Camarines Sur	09128943748
Governor Mariano E. Villafuerte Community College - Libmanan	Potot, Libmanan, Camarines Sur	09286662115
Governor Mariano E. Villafuerte Community College - Siruma	Poblacion, Siruma, Camarines Sur	09205783377

Governor Mariano E. Villafuerte Community College – Garchitorena	Pambuhan, Garchitorena, Camarines Sur	09095462215
Governor Mariano E. Villafuerte Community College – Tinambac	Sta. Cruz, Tinambac, Camarines Sur	09498982823
Provincial Treasurer's Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09199946884
Provincial Budget Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09209004826
Provincial Accountant's Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09175016223
Provincial Assessor's Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09190048931
Human Resource Management Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09190042573
Provincial Planning and Development Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09399065592
Environment, Disaster Management And Emergency Response Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09985762072
Information and Communications, Archives and Records Management Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09985762072
Provincial Engineer's Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09927362677
Provincial General Services Office	Capitol Complex, Cadlan, Pili, Camarines Sur	09338543646
Provincial Warden Office	Tinangis, Pili, Camarines Sur	09496124656
Office of the Secretary to the Sangguniang Panlalawigan	Capitol Complex, Cadlan, Pili, Camarines Sur	09094337944