CITIZEN'S CHARTER

PROVINCE OF ISABELA

Ang RED TAPE ay SALOT
Ang FIXER ay MANDURUGAS

Pati na rin ang nagbabayad sa fixer,
at ang empleyado ng gobyerno na tumutulong sa fixer.

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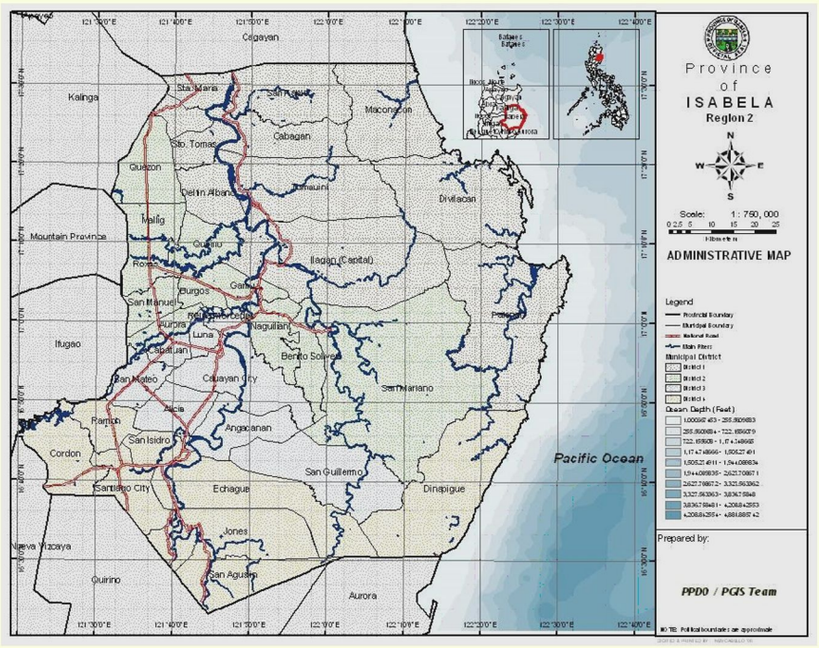
ISABELA

GEOGRAPHICAL ENVIRONMENT



The second largest province in the Philippines

Total Land Area: 1,066,456 has.

3.1 % of the Philippine Territory

Situated in the northeastern part of Luzon. It is bounded on the north by the province of Cagayan, on the east by the Pacific Ocean, on the south by the provinces of Nueva Vizcaya, Quirino and Aurora and on the west by the provinces of Kalinga, Mt. Province and Ifugao.

No. of Congressional Districts:	Four (4) congressional district
No. of Municipalities/Cities:	34 municipalities and 3 cities
No. of Barangays:	1,055 barangays
Capital:	Ilagan

ISABELA

PEOPLE AND CULTURE

Founded on May 01, 1856 by Spanish Rulers through a Royal Decree and named in honor of Queen Isabella II of Spain.

The biggest native groups in the province are the Ilocanos, Ibanags, Yogads and Gaddangs. Home to stone-age race of dark-skinned kinky-haired pygmies called Dumagats and Agtas who are dwelling in certain parts of the mountains and forests of Eastern Isabela.

Governor:	Faustino G. Dy III
Vice Governor:	Antonio T. Albano
Major Dialects:	Ilocano, Ibanag and Tagalog
Total Population:	1,489,645 (National Statistics Office, 2010)
No. of Households:	297,929
Population Density:	140 persons per km^2
Literacy Rate:	95.98%
Employment Rate:	84.60% (2004)

ISABELA

ECONOMIC RESOURCES

Major Income Source: Agriculture
(Major products: Rice and Corn)

No. 1 among the Top Ten corn producing provinces in the country (2013)

Corn Production:	15.96% of national production
Production:	1,177,200 metric tons
Cropping:	Two croppings per annum

No. 2 in terms of Rice Production (2013)

Rice Production:	6.74% of national production
Production:	1,244,411 metric tons
Cropping:	Two croppings per annum
Rice Sufficiency:	324.14%

ISABELA

NORTHERN SIERRA MADRE NATURAL PARK (NSMNP)

Nine of Isabela's 34 towns/3 cities are nestled in the Northern Sierra Madre Natural Park. The Sierra Madre is a home to a wide variety of flora and fauna with 60 percent of the Philippine endemic species present in the area. It covers a total area of 359,000 hectares of both marine and terrestrial ecosystems. It is the richest in terms of genetic species and habitat diversity. Among the endemic species found in the area are the Isabela oriole, Philippine Eagle, the golden crown, flying fox, the Philippine crocodile and the Ludong. The Sierra Madre is also the home of the AGTAS- the original inhabitants of the area. The Northern Sierra Madre Natural Park is a protected area was declared one of the 10 top bio-diversity hotspots in the whole world.

ISABELA

MAGAT DAM COMPLEX

Magat Dam, the biggest Dam in Southeast Asia, is located in Ramon, Isabela about 350 kms. north of Metro Manila. The project was jointly financed by the Philippine Government and the World Bank in 1975 and was inaugurated in 1982. It provides all year round irrigation water to the 95,000 hectares of service area, benefiting 61,000 farmers. Generates 360 MW hydro electric power for the energy demands of Central Luzon and even Metro Manila

Magat High Dam

Height:	114 meters	Length:	500 meters
Crest Length:	4,160 meters	Width:	4,160 meters
Spillway:	5	Discharge Facility:	30,600 m^3 / sec.

Reservoir

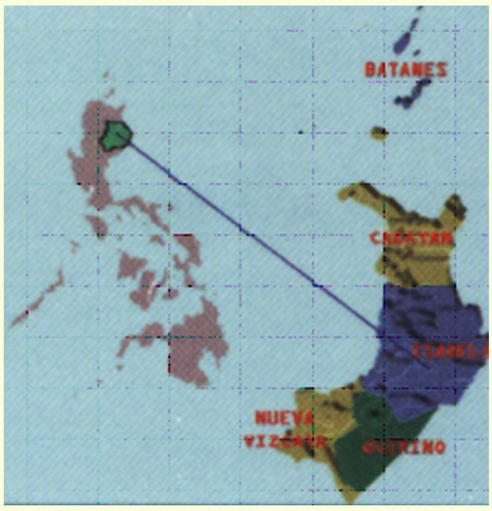
Storage Capacity at FSL:	1,08 Billion m^3
Area at Full Supply Level:	45 km^2
Area at Minimum Supply Level:	15 km^2

Powerhouse

Installed Capacity:	360 MW
Additional Capacity:	180
Total Capacity:	540 MW

ISABELA

GETTING TO AND AROUND ISABELA FROM METRO MANILA



By Land

Buses that ply the Isabela - Manila route are province and region-based. Other transport facilities operating in the province are vans, jeeps, mini-buses and tricycles which provide linkages to the different towns, except the coastal towns Palanan, Divilacan and Maconacon where the means of transportation is by plane through the Cauayan and Tuguegarao Airports and by boat via Cagayan and the Aurora Provinces.

By Air

Cebu Pacific services Cauayan-Manila-Cauayan three times a week. Light aircrafts provide air service to Palanan and Maconacon airstrips from Cauayan and Tuguegarao airports and vice versa. Flying time from Isabela to Hongkong, Singapore, and Taiwan is approximately one and a half hours.

Province of Isabela

MISSION

To establish an institution of integrity by delivering excellent public service through a courteous, skilled, and compassionate workforce that adheres to the rule of Law, possesses moral courage, and promotes the values of mutual support and cooperation as means to the attainment of a brighter future for all Isabeleños.

FAUSTINO G. DY III
Governor

ANTONIO T. ALBANO
Vice Governor

Province of Isabela

VISION

A Provincial Local Government Unit reputed for operating under an unyielding system of courtesy, competence, transparency, and accountability, and distinguished in the delivery of public service for its responsiveness, sincerity, and compassion.

FAUSTINO G. DY III
Governor

ANTONIO T. ALBANO
Vice Governor

Province of Isabela

PERFORMANCE PLEDGE

We, the men and women of the Provincial Government of Isabela, hereunto set our hands, declare our commitment to abide by the provisions of the ISABELA CITIZEN'S CHARTER and contribute our best skills and talents in upholding the principles of integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency in the same, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs and property. So we pledge

FAUSTINO G. DY III
Governor

ANTONIO T. ALBANO
Vice Governor

RIC JUSTICE E. ANGOBUNG
Member, Sangguniang Panlalawigan

KIRYLL S. BELLO
Member, Sangguniang Panlalawigan

ROLANDO L. TUGADE
Member, Sangguniang Panlalawigan

FAUSTINO U. DY IV
Member, Sangguniang Panlalawigan

ED CRISTOPHER S. GO
Member, Sangguniang Panlalawigan

KAREN G. ABUAN
Member, Sangguniang Panlalawigan

MANUEL A. ALEJANDRO
Member, Sangguniang Panlalawigan

RANDOLPH JOSEPH P. ARREOLA
Member, Sangguniang Panlalawigan

ABEGAIL V. SABLE
Member, Sangguniang Panlalawigan

ALFREDO V. ALILI
Member, Sangguniang Panlalawigan

FRANCIS FAUSTINO A. DY
LMB President & Ex-Officio Member, Sangguniang Panlalawigan

EDWARD S. ISIDRO
PCL President & Ex-Officio Member, Sangguniang Panlalawigan

KRYSTYNA LOUISE C. DY
Sanggunian Kabataan Provincial Federation President & Ex-Officio Member, Sangguniang Panlalawigan

VILINDA HAMOR-BERNARDO
Women's Sectoral Representative

JONATHAN JOSE C. CALDERON
Farmer's Sectoral Representative

Province of Isabela

OUR COMMITMENT

To pioneer the establishment of a service standard that upholds integrity, accountability, transparency, and the efficient management of public affairs and property, while providing the people of the Province of Isabela increased access to basic services and the opportunity to contribute feedback, in adherence to the Provincial Government's program of a good, responsive and effectual governance.

FAUSTINO G. DY III
Governor

ANTONIO T. ALBANO
Vice Governor

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Member, Sangguniang Panlalawigan

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Farmer's Sectoral Representative

FRONTLINE SERVICES

GOVERNOR'S & VICE GOVERNOR'S OFFICE

STEP	OPISINA O TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN: REQUEST FOR FINANCIAL ASSISTANCE					
1	*FRONTDESK NG OPISINA NG GOVERNOR AT VICE GOVERNOR:* *Opisina ng Governor* **MARIA VISITACION PASCUA** **JENIFER A. VERGARA** **RHEYA GALACINAO** **ANALIZA TEJONES** **GRACE K. GARCIA** *Opisina ng Vice Governor* **VENUS T. DACALLOS** **GEORGE M. AGUINALDO** **MA. CRISTINA L. DANAO** **LOUIS RICHARD SAMUEL A. MADDARA**	**MEDICAL:** MSWD Social Case Study, Medical Certificate Reseta, Hospital Bill, Personal Letter-Request **BURIAL:** Death Certificate (original or certified true copy), Brgy. Certificate of Indigency, Personal/Request Letter **BIKTIMA NG SUNOG :** DSWD Certificate, (original) Police Report, Brgy. Certificate of Indigency, Request Letter **BIKTIMA NG BAGYO :** Mayor's Endorsement, DSWD Social Case Study, Brgy. Certificate of Indigency, Larawan ng pinsala, Personal /Request Letter	3-5 minuto	10 minuto	wala
2	***Kung VOUCHER ay sa opisina ng Provincial Administrator para magpapirma, pagkatapos ay sa Budget Office, Accounting Office at Treasurer's Office Cash Division para makuha ang pera o cheke.***	Mga dokumentong ipinadala ng nag-asikaso sa Opisina ng Governor o Vice Governor	10-15 minuto	20 minuto	wala
SERBISYONG KAILANGAN: TULONG PARA SA OFW NA MAY PROBLEMA SA TRABAHO					
1	**MS. NOEMIE O. MEJIA** OFW/MIGRANTS DESK sa Office of the Provincial Administrator - problema ng pagmamaltrato, hindi pagpapasahod, at iba pang mga suliranin ng mga OFW sa ibang bansa	Kopya ng kontrata ng OFW sa ibang bansa, Xerox copy ng pasaporte, kopya ng sertipikasyon na natapos ang PDOS	20- 30 minuto (Interview)	20 minuto para malaman kung ano ang aksyon na gagawin. **PAUNAWA** *Ang interview ay unang bahagi lamang ng proseso ng pagresolba sa suliranin. Ang solusyon ay magdedepende sa bigat ng problema ng OFW at sa aksyon ng Host Country.*	wala
SERBISYONG KAILANGAN: PAGSANGGUNI SA MGA JOB OPENINGS, LISENSYADONG MGA AHENSYA AT MGA IMPORMASYON TUNGKOL SA PAGTATRABAHO					
1	**MS. NOEMIE O. MEJIA** OFW/MIGRANTS DESK sa Office of the Provincial Administrator	Impormasyon tungkol sa trabahong papasukan o kumpanyang sasalihan, at ahensyang kausap o kakausapin	5-20 minuto (Interview)	20 minuto para sa payo ng Migrant's Desk	wala
KUNG HINDI MAAYOS ANG SERBISYO		Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**			

SANGGUNIANG PANLALAWIGAN

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN:		**PAGTANGGAP NG MGA DOKUMENTO (RESOLUTIONS, ORDINANCES, EXECUTIVE ORDERS) MULA SA MUNICIPALITIES/CITIES PARA SA SP REVIEW**			
1	**SALVACION N. CABALONGA**	Apat na kopya ng bawat dokumentong ipapa-receive	5 - 10 minuto	5 - 10 minuto	wala
SERBISYONG KAILANGAN:		**PAGTANGGAP NG MGA IBANG DOKUMENTO PARA SA KONSIDERASYON NG SANGGUNIANG PANLALAWIGAN (PETISYON, POSTING AT IBA PANG COMMUNICATIONS)**			
1	**SALVACION N. CABALONGA**	Letter of Request dalawang kopya ng bawat ipapa-receive	5 - 10 minuto	5 - 10 minuto	wala
SERBISYONG KAILANGAN:		**REQUEST PARA SA CERTIFIED COPIES/PHOTOCOPIES NG RESOLUTIONS, ORDINANCES, CERTIFICATE OF POSTING**			
1	**VICTOR B. GUZMAN**	Letter of Request Pambayad sa Certification Fee o True Copy	5 - 10 minuto	5 - 10 minuto	wala
SERBISYONG KAILANGAN:		**REQUEST PARA SA CERTIFIED TRUE COPY NG CERTIFICATE OF CORRECTNESS**			
1	**PONCIANO B. BACTAT MAVIS M. GAÑGAN**	Pambayad sa Office of the Provincial Treasurer	5 - 10 minuto	5 - 10 minuto	Php 40.00/page ng dokumentong gagamitin sa korte
SERBISYONG KAILANGAN:		**REQUEST PARA SA TRANSCRIPT OF MINUTES OF SESSION O MINUTES OF COMMITTEE HEARING (STENOGRAPHIC NOTES)**			
1	**CECILIA P. GAÑGAN MYRNA A. ZIPAGAN GRACE P. LUMABAN**	Dalawang kopya ng Letter Request	20 - 30 minuto	5 - 10 minuto	Php 60.00 Secretary's Fee na babayaran sa Treasurer's Office
KUNG HINDI MAAYOS ANG SERBISYO		Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**			

BRO PROGRAM COORDINATING OFFICE

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN: BRO FOR EDUCATION (COLLEGE SCHOLARSHIP)					
1	**ZARR PETER A. BULUSAN** **RIC D. CLOTARIO**	**PARA SA MGA MAG-AAPLY NG SCHOLARSHIP:** Dalhin ang sumusunod: a. Duly Accomplished Scholarship Form b. 2x2 ID Picture c. Certificate of Academic Rank Signed by the Principal (ACADEMIC SCHOLARSHIP-for honor students only) d. Certificate of Indigency e. School Assessment Form f. High School Card or Certificate of Grades (COG) **PARA SA MGA MAGRE-RENEW NG SCHOLARSHIP:** a. Duly Accomplished Scholarship Form b. Certificate of Grades (GWA: 86% for Academic and 80% for Non-Academic) c. School Assessment Form	5-8 minuto	5 minuto	wala
2	**REYMEL C. RESPOSO** BRO-Ed Coordinator	Walang kailangang dalhin, kailangan lamang ihanda ang sarili para sa pagpapaliwanag, interview at evaluation sa aplikante, at kapag pumasa ito sa mga kwalipikasyon ay agad na mabibigyan ng Certificate of Scholarship.	10-15 minuto	1-2 araw depende sa dami ng nag-aapply. Ang aplikante ay agad na pababalikin pagkatapos na makumpleto ang mga kulang pang requirements.	wala
SERBISYONG KAILANGAN: BRO-PNBM (LIFE AND ACCIDENT INSURANCE)					
1	**CHRISTIAN R. SALONGA** **KRISTIAN PAUL R. PAGULAYAN**	**PARA SA PAG-APPLY NG INSURANCE CARD:** Dalhin ang sumusunod: a. KUNG SMALL FARMER: Certificate mula sa Barangay Captain or Municipal Agriculturist Office (MAO) na nagpapatunay na siya ay isa sa mga SMALL FARMERS ng barangay o munisipyo. b. KUNG BARANGAY OFFICIAL/BHW/BNS: ID o certification na nagpapatunay na ang aplikante ay opisyal ng barangay. c. KUNG ISABELA GREEN LADIES ORGANIZATION (IGLO) o BRO-ED SCHOLAR: ID o certification na nagpapatunay na ang aplikante ay IGLO member o BRO-Ed Scholar. *Bibigyan ng insurance form ang aplikante pagkatapos nitong maipakita ang mga requirements.*	2-3 minuto	5 minuto	wala
2	**MAX B. NAVARRO** **BRO-PNBM Coordinator**	Matapos na makapag-fill up ng insurance form, ang BRO-PNBM staff ay magsasagawa ng evaluation at pagpapaliwanag sa aplikante at agad itong bibigyan ng insurance card.	5 - 10 minuto	20 minuto	wala
3	**MAX B. NAVARRO** **BRO-PNBM Coordinator**	**PARA SA PAG-CLAIM NG BENEPISYO NG INSURANCE:** Dalhin ang sumusunod: PNBM Insurance Card, Accident Claim-(Report/Attending Physician's Report), Police Report/Blotter, Death Certificate (para sa benepisyong resulta ng pagkamatay) Pagkatapos na dalhin ng PNBM staff sa PNB ang mga requirements ng claimant, magsasagawa ng evaluation ang mga taga-PNB at kapag pumasa sa mga kwalipikasyon, sila ang mag-aaward ng tseke bilang kabayarang benepisyo.	5 - 10 minuto	1-12 buwan depende sa haba ng proseso at evaluation ng PNB. Agad na ipagbibigay alam sa aplikante kung naaprubahan ang claim at iaaward na ang tseke.	wala
SERBISYONG KAILANGAN: BRO-SSSM (SOCIAL SECURITY)					
1	**BENJIELYNE E. ESTUDILLO** **BRO-SSSM Coordinator**	**PARA SA PAG-APPLY NG SSSM:** Dalhin ang sumusunod: a. Certificate mula sa Barangay Captain or Municipal Agriculturist Office (MAO) na nagpapatunay na siya ay isa sa mga SMALL FARMERS ng barangay o munisipyo. b. Magdala ng alinman sa sumusunod (Original at Photocopy): birth certificate, baptismal certificate, passport, driver's license. Bibigyan ng form ang aplikante pagkatapos nitong maipakita ang mga requirements. Ang mga taga-BRO SSSM na ang mag-eenroll sa SSS sa mga aplikanteng magsasaka.	5 - 10 minuto	1-3 araw depende sa dami ng nag-aapply. Ang aplikante ay agad na pababalikin pagkatapos ma-enroll at makuha ng BRO SSSM staff ang SS No. ng aplikanteng magsasaka.	wala
2	**BENJIELYNE E. ESTUDILLO** **BRO-SSSM Coordinator**	**PARA SA PAGTANGGAP NG INSURANCE CARD:** Kailangang pumunta ng aplikante sa pinakamalapit na SSS Office at ipagbigay alam kung anong nangyari sa myembro. SSS na mismo ang magsasabi kung anong benepisyo ang dapat niyang matanggap. Kukumpletuhin ng aplikante ang mga impormasyon na hinihingi at isusumite nito ang kaukulang dokumento na magpapatunay sa kalagayan ng miyembro.	5 - 10 minuto	1-12 buwan depende sa haba ng proseso at evaluation ng SSS. Agad na ipagbibigay alam sa aplikante kung naaprubahan ang claim at ibibigay na ang tseke.	wala

KUNG HINDI MAAYOS ANG SERBISYO	Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**

PROVINCIAL LEGAL OFFICE

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN: PAYO MULA SA MGA ABOGADO					
1	**ATTY. FRANCIS JAMES E. MEER** **Provincial Legal Officer** **ATTY. MARICEL A. RAMIL** **Legal Officer IV** **ATTY. LEIF JOHN L. ROBINO** **Legal Officer IV** **ATTY. JOHN RYAN P. TORIO** **Legal Officer IV**	**KUNG EMPLEYADO** Employee's ID Mga dokumentong nais mapag-usapan **KUNG HINDI EMPLEYADO** Barangay Certificate, Certificate of Indigency at mga dokumentong nais mapag-usapan **BIKTIMA NG KRIMEN** Police Report o anumang dokumento na nagpapatunay na sila ay biktima ng krimen	30 minuto - 1 oras	1 oras	wala
SERBISYONG KAILANGAN:	**PAGKUHA NG REQUEST NA AFFIDAVIT OF NO PENDING CASE, DEED OF SALE, ADVERSE CLAIM, SPECIAL POWER OF ATTORNEY AT ANUMANG LEGAL FORM**				
1	**JOHN MICHAEL L. BABAS** **MARIA KRISTEL CARRA D. TACCAD** ***kahit sino sa opisina para magpatala at magbigay ng personal na impormasyon***	wala	5 - 10 minuto	5 - 10 minuto	wala
2	Kapag Certificate of No Pending Case, magbayad ng Certification Fee sa Treasurer's Office	Resibo ng binayarang Certification kapag ang request ay Certificate of No Pending Case	5 - 10 minuto	5 - 10 minuto	Php 20.00 libre ang serbisyo sa mga ibang dokumento
3	**JOHN MICHAEL L. BABAS** **MARIA KRISTEL CARRA D. TACCAD** ***para alamin ang resulta ng request***	Pagkakakilanlan tulad ng Valid ID, Cedula, GSIS,SSS, Driver's License Postal ID, PRC ID o iba pang katibayan	10 - 20 minuto	30 minuto	wala
SERBISYONG KAILANGAN:	**NOTARYO PARA SA MGA KONTRATA, DEED OF SALE, SPECIAL POWER OF ATTORNEY, PROMISSORY NOTE AT AFFIDAVIT**				
1	**JOHN MICHAEL L. BABAS** **MARIA KRISTEL CARRA D. TACCAD** ***kahit sino sa opisina para magpatala at magbigay ng personal na impormasyon***	Dokumentong ipapa-notaryo Libre lamang ang notaryo sa Contract of Service may bayad ang notary ng ibang dokumento kaya magdala ng sapat na pera	20 - 30 minuto	30 minuto - 1 oras	
KUNG HINDI MAAYOS ANG SERBISYO		**Tumawag sa tanggapan ng Provincial Governor sa 323-0173** **o mag-text sa PGI Hotline 0927-5585-888**			

PROVINCIAL HEALTH OFFICE

NURSING FIELD SERVICES

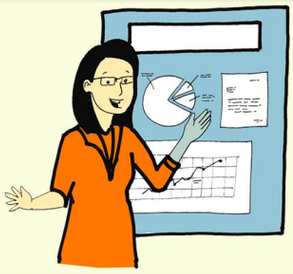
STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN:	**PAGBIBIGAY NG SERTIPIKASYON NG ENVIRONMENTAL SANITATION**				
1	**Guwardiya o opisyal para pumirma sa talaang libro ng mga kliyente**	RHU Certificate	5 - 10 minuto	20 minuto	wala
2	**EMILIA DAQUIOAG** **MA. LOURDES SANTOS** *para magpakita ng mahahalagang papeles*	Katibayan mula sa MHO/PLO at iba pang ahensya	10 - 20 minuto	20 minuto	wala
3	**DR. ROSA RITA MARIANO** *para sa masusing pagsisiyasat kung kinakailangan*	Sertipiko mula sa MHO/PLO at iba pa	1 - 2 araw	1 araw	wala
4	**DR. ROSA RITA MARIANO** *para sa pagbibigay ng Certification ng Environmental Sanitation*	Environmental Map	5 - 10 minuto	20 minuto	wala
SERBISYONG KAILANGAN:	**PAGBIGAY NG CERTIFICATE OF WATER POTABILITY**				
1	**Pumirma sa talaang libro ng mga kliyente**	Resulta ng laboratoryo ng tubig na galing sa DOH	5 - 10 minuto	20 minuto	wala
2	**ENGR. ARNEL O. NORIEGA** **REYNALDO SIBAYAN** *para sa interview tungkol sa kalinisan ng kanilang tubig*		20 - 40 minuto	30 minuto	wala
3	**DR. ROSA RITA MARIANO** *para sa masusing pagsisiyasat tungkol sa kalinisan ng kanilang tubig*		1 - 2 araw	2 araw	wala
4	**DR. ROSA RITA MARIANO** *para sa pagbibigay ng sertipiko ng kalinisan ng tubig o water potability*		5 - 10 minuto	20 minuto	wala
SERBISYONG KAILANGAN:	**TULONG TEKNIKAL SA MGA PROGRAMANG PANGKALUSUGAN**				
1	**Pagpapatala**	Letter of Request o Letter of Authority	10 - 15 minuto	30 minuto	wala
2	**DR. ARLENE M. LAZARO** **RHODORA SANTOS** **PATRIA BAGAOISAN** *pagsisiyasat sa sulat ng pangangailangan ng tulong teknikal*		30 - 40 minuto	60 minuto	wala
3	**DR. ARLENE M. LAZARO** **RHODORA SANTOS** **PATRIA BAGAOISAN** *para sa paglalaan ng takdang araw o mga araw sa hinihiling*		5 - 10 minuto	30 minuto	wala
4	**Pagbibigay sa tulong teknikal sa programang pangkalusugan**		depende sa hinihiling na tulong teknikal		wala
SERBISYONG KAILANGAN:	**REQUEST PARA SA CERTIFIED TRUE COPY NG CERTIFICATE OF CORRECTNESS**				
1	**Attending Physician/Hepe ng Ospital para sa pagbibigay ng katibayan na wala ang kinakailangang serbisyo sa pampublikong ospital (Referral Letter)**	1. Katibayan ng pagpapa-ospital o Medical Certificate/Request 2. Healthcare ID Card *kung ipapagamit sa kaanak ang health insurance, magdala ng kopya ng marriage o birth certificate 3. Xerox copies ng 1 at 2	10 - 15 minuto	30 minuto	wala
2	**DR. ROSA RITA MARIANO** **DR. ARLENE LAZARO** **DR. FILEMON DONATO** *para sa pirmadong Letter of Authority*		15 - 20 minuto	30 minuto	wala
SERBISYONG KAILANGAN:	**PAGSISIYASAT SA HOSPITAL BILLS NG ISABELA HEALTHCARE MEMBER/BENEFICIARY BAGO BAYARAN NG ISABELA HEALTHCARE PROGRAM**				
1	**JULIE LADERA** *para sa pagbibigay ng mga hospital bills ng accredited hospitals sa PHO, para sa unang pagsisiyasat*	Hospital Bills kasama ng iba't-ibang katibayan ng pagpapagamot	20 - 60 minuto	4 oras	wala
2	**DR. ROSA RITA MARIANO** **DR. ARLENE LAZARO** *para sa pagpipirma ng mga nasiyasat na mga hospital bills*		1 - 2 oras	1 - 2 araw	wala
KUNG HINDI MAAYOS ANG SERBISYO		Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**			

PROVINCIAL HEALTHCARE

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN: PAGSAPI BILANG MIYEMBRO NG HEALTHCARE					
1	Magtungo sa alinman sa mga sumusunod na tanggapan na pinakamalapit sa inyo at punan ang MMDR Form. Makinig sa paliwanag hinggil sa patakaran ng Healthcare. A. **MICHAEL ONG** - Healthcare Office sa kapitolyo B. **ROAN FRANCISCO** - GFNDY Memorial Hospital **MA. JHINIE GREFALDA -** (Provincial Hospital) C. **MAGDA ZIPAGANG** - Echague District Hospital D. **LENIE SANTOS** - Cauayan District Hospital E. **ROSEMARIE MORALES** - Roxas District Hospital F. **SHASKA AIRA CARAG** - Cabagan District Hospital G. **JERRY BALA** - Governor's Extension Office Cauayan City H. **CHERYL CALEJO** - Governor's Extension Office (Echague)	Alinman sa mga sumusunod: 1. Certificate of Residence mula sa barangay 2. Voter's ID o Certification 3. Driver's License 4. Passport 5. GSIS / SSS 6. Postal ID 7. Work / School ID 8. Sedula 9. o iba pang dokumentong pagkakakilanlan	5 - 10 minuto	30 minuto	Bayad ng Membership Fee Php 150.00 kada buwan at Php 50.00 halaga ng ID (minsan lang ang pagbabayad ng ID)
2	**JOSELITO LAYA** - Information Officer Sa mga magmimiyembro sa Healthcare Office sa Kapitol, makinig sa paliwanag hinggil sa programa (kung may katanungan o paglilinaw ay huwag mahiyang magtanong)		5 - 10 minuto	30 minuto	
3	Magbayad ng initial Monthly Dues at Cost ng ID sa mga cashiers. **CASHIERS:** A. **RUBY S. PESTANIO** - Healthcare Office sa **LOIDA TUBANA** - Kapitolyo B. **JOCELYN S. ESTAVILLO** - GFNDY Memorial Hospital (Provincial Hospital) C. **BIATO DEL ROSARIO** - Echague District Hospital D. **JULIET PILAR** - Cauayan District Hospital E. **CATHERINE CASINO** - Roxas District Hospital F. **JULIET BOTOVARA** - Cabagan District Hospital G. **JERRY BALA** - Bighouse, Cauayan City *Huwag palalampasin ng 2 buwan ang pagbabayad ng membership fee upang maiwasan ang penalty. (Itago ang official receipt at ipakita sa susunod na pagbabayad para mapabilis ang proseso)*		2 - 3 minuto	5 minuto	
4	**FRANCISCO B. TELAN -** Photographer Magpalitrato para sa inyong Healthcare ID.		1 minuto	30 minuto	
5	**JETHRO B. MADDUMA** Card Maker ID Production		*4 - 5 minuto kung sa mismong healthcare office nag miyembro **1 - 2 linggo kung sa Hospital o sa mga District Hospitals nag-miyembro.	1 araw	
6	**JINKY D. MATUSALEM** Releasing of Healthcard		1 minuto	30 minuto	
SERBISYONG KAILANGAN: PAGBIBIGAY NG LETTER OF AUTHORITY (LOA) PARA SA HEALTH COVERAGE					
1	**RUFINA GATTERING** LOA Processing, Sufficiency of supporting documents	1. LOA mula sa Provincial Hospital na nilagdaan ni Dr. FILEMON S. DONATO o ni Dr. ROSA RITA B. MARIANO. 2. Healthcare ID. 3. Marriage Contract, Birth Certificate o Senior Citizen's ID ng beneficiary kung sila ang gagamit. 4. Official Receipt ng Membership Fee (dapat updated ang payments). 5. Police Report kung naaksidente o may naganap na krimen. 6. Settlement/Compromise Agreement kung nagka-ayos ang magkabilang panig. 7. Sertipikasyon galing sa piskalya kung nagsampa ng kaso. 8. Xerox Copies ng lahat ng mga dokumento.	5 - 10 minuto	10 minuto	wala
2	**MANUEL S. ACIERTO** Healthcare Manager Para sa Approval ng LOA		3 - 6 minuto	5 minuto	wala
3	**JINKY D. MATUSALEM** Releasing of LOA Pipirma sa receiving copy ang mga tatanggap ng kanilang LOA		1 minuto	5 minuto	wala
KUNG HINDI MAAYOS ANG SERBISYO		**Tumawag sa tanggapan ng Provincial Governor sa 323-0173** **o mag-text sa PGI Hotline 0927-5585-888** **o sa Healthcare Office sa 323-0826**			

PROVINCIAL TREASURY OFFICE

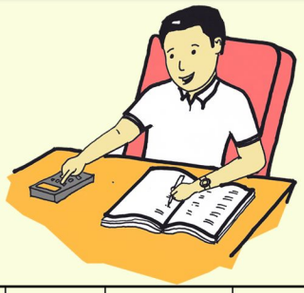
STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung Mayroon Man)
SERBISYONG KAILANGAN: PAGKUHA NG TSEKE NG FINANCIAL ASSISTANCE					
1	**ANGEL T. LUGA** sa Cash Division	Valid ID, Authorization Letter o Special Power of Attorney	5 - 10 minuto	5 - 10 minuto	wala
SERBISYONG KAILANGAN: PAGBAYAD NG "GRAVEL AND SAND TAX" AT IBA PANG "PERMIT FEES"					
1	**ELOISA U. ZIPAGAN** sa Revenue Collection Division	Order of Payment mula sa ENRO/DENR at MGB kung saan nakasaad ang kaukulang bayarin	5 - 10 minuto	5 - 10 minuto	Php 11,330 /yr. CSAG Php 15,520 small-scale mining
SERBISYONG KAILANGAN: PAGBABAYAD NG BUWIS SA "DELIVERY VANS/TRUCKS" AT "GOVERNOR'S PERMIT FEE"					
1	**PROVINCIAL TREASURY Sub-Collection Ofice** **RAYMUND SJ. BUENAVISTA** (Ilagan Checkpoint) **SALVADOR B. MARAMAG** (Roxas Checkpoint) **MELCHOR O. CASTUERAS** (San Pablo Checkpoint) **ARSENIO R. LOZADA** (Cordon Checkpoint)	Certificate of Registration ng sasakyan Annual Fix Tax Delivery Receipt ng mga Kalakal	5 - 10 minuto	5 - 10 minuto	Php 500.00/unit Delivery Trucks Vans Php 50.00 Governor's Permit Fee Php 50.00 Sticker
SERBISYONG KAILANGAN: PAGBABAYAD NG BUWANANG HULOG SA LOAN ASSISTANCE AT GRANTS NG MGA INDIBIDWAL, KOOPERATIBA, IGLO AT IBA PANG GRUPO O ASOSYAON					
1	**MA. LUISA L. GALAMGAM** sa Cash Division	Order of Payment mula sa tanggapan ng kooperatiba ng lalawigan, kung saan nakasaad ang bayarin	5 - 10 minuto	5 - 10 minuto	wala
SERBISYONG KAILANGAN: PAGBABAYAD NG TRANSFER TAX AT CONSOLIDATION/SUBDIVISION FEES					
1	**ELOISA U. ZIPAGAN** sa Revenue Collection Division	Field Appraisal Sheet na may kalakip na Mode of Transfer at Official Receipt na nanggaling sa Municipal Treasurer ng bayan na kinaroroonan ng ari-arian, bilang patunay na nabayaran ang buwis o amilyar nito	5 - 10 minuto	5 - 10 minuto	wala
KUNG HINDI MAAYOS ANG SERBISYO		**Tumawag sa tanggapan ng Provincial Governor sa 323-0173 o mag-text sa PGI Hotline 0927-5585-888**			



PROVINCIAL BUDGET OFFICE

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN:	PAG PROSESO NG OBLIGATION REQUESTS (OBRs) NG TULONG PANG PINANSYAL GALING SA OPISINA NG GOBERNADOR AT MGA ININDORSO NI BISE-GOBERNADOR AT MGA MIYEMBRO NG SANGGUNIANG PANLALAWIGAN				
1	CLAIRE P. PAGUIRIGAN JEFFREY G. LACERNA ERNESTO M. DE LUNA, JR.	OBR at dokumento ng tulong pang pinansyal	5-10 minuto	5 minuto	wala
SERBISYONG KAILANGAN:	PAG PROSESO NG OBLIGATION REQUESTS (OBRs) NG TULONG PANG PINANSYAL GALING SA OPISINA NG SOCIAL WELFARE AND DEVELOPMENT				
1	JOSEPH A. CABALONGA CONSORCIA C. MELENDRES ROQUE M. BALISI	OBR at dokumento ng tulong pang pinansyal	5-10 minuto	5 minuto	wala
SERBISYONG KAILANGAN:	PAG PROSESO NG OBLIGATION REQUESTS (OBRs) NG PERSONAL SERVICES (PS)/SAHOD AT IBA PANG BENEPISYO NG MGA REGULAR AT CONTRACTUAL NA EMPLEYADO				
1	NIDA R. SABIO WINDY CLAIRE RAMAC MARILYN G. LOPEZ	OBR at mga dokumento ng sahod	5-10 minuto	5 minuto	wala
SERBISYONG KAILANGAN:	PAG PROSESO NG OBLIGATION REQUESTS (OBRs) NG MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)/CAPITAL OUTLAY AT IBA PANG MGA PONDO				
1	JOSEPH A. CABALONGA CONSORCIA C. MELENDRES ROQUE M. BALISI	OBR at mga dokumento ng gastusin ng mga sumusunod na opisina: ADMINISTRATOR/ACCOUNTING ASSESSOR/ENRO/JAIL/MUSEUM OPA/PCDO/PLO/PPDO/PTO/PVET SECRETARY TO THE SP/PSWD/LINGAP WCPC/DCW/COA/PAROLE/PAO PROSECUTORS/RTC BRANCHES CLERKS OF COURT	5-10 minuto	5 minuto	wala
2	CLAIRE P. PAGUIRIGAN JEFFREY G. LACERNA ERNESTO M. DE LUNA, JR.	OBR at mga dokumento ng gastusin ng mga sumusunod na opisina: GOVERNOR/BAC/CMO/GSO/POSO CAPITAL OUTLAY/LDRRM FUND AID TO BARANGAYS	5-10 minuto	5 minuto	wala
3	EDELYN M. PIÑON SALVACION G. SOLIVEN OSWALDO B. MARTIN	OBR at mga dokumento ng gastusin ng mga sumusunod na opisina: VICE GOVERNOR/COASTAL/OPE SANGGUNIANG PANLALAWIGAN PBO/IPHO/GFNDY/CDH/EDH/MDH MARDH/SMMCH/PSH	5-10 minuto	5 minuto	wala
SERBISYONG KAILANGAN:	PAG PROSESO NG OBLIGATION REQUESTS (OBRs) NG 20% ECONOMIC DEVELOPMENT FUND (EDF)				
1	EDELYN M. PIÑON MARILYN G. LOPEZ	OBR at mga dokumento ng EDF	5-10 minuto	5 minuto	wala
SERBISYONG KAILANGAN:	PAG PAPABAGO NG TRANSAKSYON				
1	MAYLANI Y. PIMENTEL FLORDELIZA L. GUIFAYA	Job Order at OBR ng ipapabago ne dokumento	5-10 minuto	5 minuto	wala
SERBISYONG KAILANGAN:	REVIEW NG CITY/MUNICIPAL ANNUAL/SUPPLEMENTAL APPROPRIATION ORDINANCES				
1	DANTE M. MALABAD MARILYN G .LOPEZ	Mga dokumento ng Annual o Supplemental Budget	30-60 araw	10-30 araw	wala
SERBISYONG KAILANGAN:	REPORTS SA COA/DBM/DILG AT IBA PANG AHENSYA NG GOBYERNO				
1	MAYLANI Y. PIMENTEL FLORDELIZA G. GUIFAYA	Request Letter kung kinakailangan	5-10 minuto COA-Buwanang Ulat DBM-Taunang Ulat DILG-Kung kinakailangan	5 minuto	wala
SERBISYONG KAILANGAN:	ALAMIN ANG ESTADO NG OBR NA INIWAN				
1	JASON D. MANABAT MARISSA E. CADLUM	Pangalan na nakalagay sa OBR	2 minuto	2 minuto	wala
SERBISYONG KAILANGAN:	TULONG SA PAGGAWA NG TAUNANG BUDGET NG PROBINSYA				
1	ELSA M. PASTRANA FLORDELIZA L. GUIFAYA MARILYN G. LOPEZ MAYLANI Y. PIMENTAL NIDA R. SABIO	Dokumento kaugnay sa budget	Hulyo 1 - Oktubre 15 kada taon		wala
SERBISYONG KAILANGAN:	APPROVAL NG LAHAT NG MGA TRANSAKSYONS/KUNG MAY PROBLEMA NA GUSTONG IDULOG				
1	ELSA M. PASTRANA Provincial Budget Officer		1 minuto	1 minuto	wala
KUNG HINDI MAAYOS ANG SERBISYO	Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**				

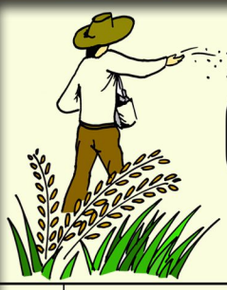
PROVINCIAL ACCOUNTANT'S OFFICE



STEP	TAONG LALAPITAN	PROSESO	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN: FINANCIAL ASSISTANCE						
1	AUREA GATAN MERCEDES PILOTIN	Ibigay ang claim sa Receiving Clerk	Ang claim o dokumentong dala mula sa ibang opisina sa Kapitolyo	20-30 minuto	30 minuto	wala
2	NELIA DIAZ VILMA CASTUERAS EVELIO CASTILEJO ESTHER FRANCISCO SENES NAVARRO PELAGIA CABACCAN MARICAR LORENZO	Maghintay hanggang tawagin ang pangalan sa waiting area at masuri ang "claims" ng mga Examiners at maitala sa Registry of Expenditures ng mga Accounting Clerks	wala	20-30 minuto	30 minuto	wala
3	ANTONIETA M. BULAN	Rerepasuhin ulit ng Assistant Provincial Accountant bago aprubahan ng Provincial Accountant ang "Claim"	wala	20-30 minuto	30 minuto	wala
4	AUREA GATAN MERCEDES PILOTIN	Papayuhan ng mga Examiners ang mga naghihintay na mga kliyente kung may kulang na mga dokumento ang kanilang claims. Ang claim ay ibabalik ng Releasing Officer kalakip ang Return Slip at ito ay itatala sa computer	wala	20-30 minuto	20 minuto	wala
5	LOLITA PAGADUAN GLECY TABLIGA	Itala ng kliyente ang kanyang "signature o pirma" sa logbook bilang patunay na kanyang natanggap ang voucher at itala ng Releasing Officer ang mga ito sa computer	wala	5 - 10 minuto	20 minuto	wala
6	LOLITA PAGADUAN GLECY TABLIGA	Dadalhin ng kliyente and claim sa Desk Officer na nakatalaga sa opisina ng Provincial Treasurer o mismong ang Releasing Officer ang magdadala ng naprosesong claims sa Desk Officer na nakatalaga sa Treasurer's Office	Ang claim o dokumentong dala mula sa ibang opisina sa Kapitolyo	10 - 15 minuto	15 minuto	wala
SERBISYONG KAILANGAN: PAGKUMPLETO SA MGA KULANG NA DOKUMENTO PARA MAKUHA ANG FINANCIAL ASSISTANCE CLAIM						
1	LOLITA PAGADUAN GLECY TABLIGA	Tukuyin ng kliyente kung ano ang mga claims na may kulang na nakalista sa pisara o whiteboard na nakalagay malapit sa Releasing Officer	wala	10 minuto	15 minuto	wala
2	LOLITA PAGADUAN GLECY TABLIGA	Itala ng Releasing Officer sa computer ang claim at mga kulang na dokumento bilang basehan	wala	10 minuto	15 minuto	wala
3	NELIA DIAZ VILMA CASTUERAS EVELIO CASTILEJO	Alamin ang mga kailangang dokumento sa pamamagitan ng listahan o Return Slip na nakalakip sa claim	Obligation Request (OBR) Number o Disbursement Voucher (DV) Number	10 minuto	15 minuto	wala
4	NELIA DIAZ VILMA CASTUERAS EVELIO CASTILEJO ESTHER FRANCISCO SENES NAVARRO PELAGIA CABACCAN MARICAR LORENZO	Kapag nakumpleto na ang mga dokumento, ibabalik at ipapakita ito sa Examiner para muling masuri. Hilingin na maaprubahan ang claim kung kumpleto na ang mga dokumento	wala	10 minuto	15 minuto	wala
KUNG HINDI MAAYOS ANG SERBISYO		**Tumawag sa tanggapan ng Provincial Governor sa 323-0173 o mag-text sa PGI Hotline 0927-5585-888**				

PROVINCIAL PLANNING & DEVELOPMENT OFFICE

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN:	**PAGBIBIGAY NG IMPORMASYON AT MAHAHALAGANG DOKUMENTO (MAPS, PROFILE NG MUNICIPALITY/PROVINCE, LGU AND DISASTER REPORTS, INVESTMENTS, GOVERNMENT PROJECTS, ATBP.)**				
1	**JOY S. ALABON** **NARLENE R. BAGGAO** para sa pagpapatala sa Records Section	Request Letter Pagkakakilanlan tulad ng Valid ID, Employee's ID, Cedula, GSIS,SSS, Driver's License, Postal ID, PRC ID o iba pang katibayan	5 - 10 minuto	10 minuto	wala
2	**HELEN V. BAGGAO** **MYLIN S. PEDREGOSA** para sa notasyon ng Administrative Officer	Request Letter	10 minuto	10 minuto	wala
3	**NESTOR O. SALVADOR** Provincial Planning and Development Coordinator para sa approval ng request	Request Letter	10 minuto	10 minuto	wala
4	***Sectoral Heads, Division Chiefs, depende sa dokumento o impormasyon na hinihiling*** **MA. VISITACION M. COLOBONG** Social Division - CLUP Facts Data/Information on Social - LGPMS/SLGR/MDG - PDFP - Coastal Management **JOHN PAUL HERNANDEZ** **JOE VINCENT BATOON** - Maps/Geographical Information System (GIS) **REMILDA P. SALAS** - Disaster Management/Calamity Disaster Report **BRENDA O. ORDOÑEZ** Economic Division - CLUP Facts Data/Information on Economics - Convergence Forestry Development - PDFP - Agri-Forestry Development - Economic Enterprise/Undertakings **FLOR MALSI** - Information/Data Generation on various investments (Koreans, Japanese, Chinese) **REMILDA P. SALAS** **NEMIA N. CALLANG** - Dairy Industry **HELEN V. BAGGAO** Development Administration Division - AIP/EDF 20% - CLUP Facts/Data/Information on Development Administration - Citizen's Charter **NEMIA N. CALLANG** - Provincial Profile **MYLIN S. PEDREGOSA** - LGR **JOY S. ALABON** **NEMIA L. CALLANG** **MA. VISITACION C. NICOLAS** - OTOP **HELEN V. BAGGAO** - SRD Convergence Initiatives (DA/DAR/DENR) **JOY S. ALABON** **MA. THERESA VITALES** - Equipment Control Mangement **CELSO V. PLATA** - Office Maintenance **GODOFREDO A. DELA CRUZ** Infrastructure Division - CLUP/Facts/Data/Information on Infrastructure - PDPFP - Coastal Development Program - Trasnportation Services **WILFREDO L. DAYAG** - WATSAN/Rain Gauge	Inaprubahang Request Letter Pagkakakilanlan tulad ng Valid ID, Employee's ID, Cedula, GSIS,SSS, Driver's License, Postal ID, PRC ID o iba pang katibayan USB/CD kailangan para sa pagkopyahan ng mga kailngang data	20 minuto	20 minuto	wala
5	**NARLENE R. BAGGAO** **JESSICA R. HUIDEM** para sa pagtatala at layuning pag-uulat kung nakuha na ang hiling na dokumento o impormasyon		20 minuto	20 minuto	wala
KUNG HINDI MAAYOS ANG SERBISYO		**Tumawag sa tanggapan ng Provincial Governor sa 323-0173 o mag-text sa PGI Hotline 0927-5585-888**			



OFFICE OF THE PROVINCIAL AGRICULTURIST

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN:		**PAMAMAHAGI NG PUNLA NG GULAY, PUNONGKAHOY AT BINHI NG ISDA**			
1	**Officer of the Day, Itatala ang Letter Request o Resolution**	Letter Request o Resolution	5-10 minuto	20 minuto	wala
2	**DANILO B. TUMAMAO** **Provincial Agriculturist** *para sa kaalaman at aksyon*	Letter Request o Resolution	5-10 minuto	20 minuto	wala
3	**EDUARDO P. GARCIA** *para sa kaalaman at aksyon* **LYNFA L. AQUINO** *para sa binhi ng isda*	Letter Request o Resolution	5-10 minuto	20 minuto	wala
4	**EDUARDO RODRIGUEZ** *sa Provincial Nursery para mamahagi ng punla ng gulay at punogkahoy* **FE MALSI** *sa San Pablo FF Station para mamahagi ng binhi ng isda* **kung walang sapat na punla ng gulay, punongkahoy at binhi ng isda na ipamamahagi, maghintay ng kaukulang panahon*	Letter Request o Resolution	5-15 minuto 1-5 araw	30 minuto 3 linggo/2 linggo 5-6 buwan	wala
SERBISYONG KAILANGAN:		**PAGPAPAHIRAM NG TRAKTORA AT BOMBANG PATUBIG**			
1	**Officer of the Day, Itatala ang Letter Request o Resolution**	Letter Request o Resolution	5-10 minuto	20 minuto	wala
2	**DANILO B. TUMAMAO** **Provincial Agriculturist** *para sa kaalaman at aksyon*	Letter Request o Resolution	5-10 minuto	20 minuto	wala
3	**FIDEL O. DOCA** *para tugunan ang kahilingan* **kung may available ang mga equipment mgahintay ng kaukulang panahon*	Letter Request o Resolution	1-7 days	6 buwan	wala
SERBISYONG KAILANGAN:		**PAGBIBIGAY NG BABASAHIN UKOL SA PAGSASAKA AT PANGINGISDA**			
1	**Officer of the Day, Itatala ang Letter Request o Resolution**	Letter Request o Resolution	5-10 minuto	20 minuto	wala
2	**DANILO B. TUMAMAO** **Provincial Agriculturist** *para sa kaalaman at aksyon*	Letter Request o Resolution	5-10 minuto	20 minuto	wala
3	**LYNFA L. AQUINO** *para tugunan ang kahilingan*	Letter Request o Resolution	5-20 minuto	20 minuto	wala
SERBISYONG KAILANGAN:		**PAMAMAHAGI NG DATOS SA AGRIKULTURA AT PANGINGISDA**			
1	**Officer of the Day, Itatala ang Letter Request o Resolution**	Letter Request o Resolution	5-10 minuto	20 minuto	wala
2	**DANILO B. TUMAMAO** **Provincial Agriculturist** *para sa kaalaman at aksyon*	Letter Request o Resolution	5-10 minuto	20 minuto	wala
3	**LYNFA L. AQUINO** **FLORENCIO G. VIESCA, JR.** *para tugunan ang kahilingan*	Letter Request o Resolution	5-20 minuto	20 minuto	wala
SERBISYONG KAILANGAN:		**PAGBIBIGAY KAALAMAN SA PAMAMAGITAN NG TRAINING AT TECHNICAL ASSISTANCE**			
1	**Officer of the Day, Itatala ang Letter Request o Resolution**	Letter Request o Resolution	5-10 minuto	20 minuto	wala
2	**DANILO B. TUMAMAO** **Provincial Agriculturist** *para sa kaalaman at aksyon*	Letter Request o Resolution	5-10 minuto	20 minuto	wala
3	*Technical Staff para sa kaukulang tugon* **FLORENCIO G. VIESCA, JR.** **Rice and Corn** **LYNFA L. AQUINO** **Fish** **EDUARDO P. GARCIA** **HVCC** **DOLORES B. DOMINGO** **RIC** **ROSALINDA B. JAPINAN** **4H**	Letter Request o Resolution	5-20 minuto	20 minuto	wala
KUNG HINDI MAAYOS ANG SERBISYO		Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**			

PROVINCIAL ENVIRONMENT & NATURAL RESOURCES OFFICE

STEP	TAONG LALAPITAN	PROSESO	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN: KAUKULANG PERMIT SA PAGKUHA NG BUHANGIN, BATO AT IBA PANG KAYAMANANG-MINERAL NG PROBINSYA						
1	**CELIA N BADUA**	**Lahat ng mag-aapply ng Quarry at Small-Scale Mining Permits ay dadaan sa ENR Office para sa kaukulang proseso at masusing pagsusuri ng mga dokumento para sa pagkakaloob ng nasabing Permit.**	**Kung Commercial o Industrial Sand & Gravel** 1. Barangay Certification 2. Zoning Certification 3. Mayor's Certification 4. Sketch Plan 5. Certificate of Projection 6. Environmental Compliance Certificate (ECC) **Kung Small-Scale Mining** 1. Barangay Certification 2. Zoning Certification 3. Mayor's Certification 4. Sketch Plan 5. Certificate of Projection 6. Environmental Compliance Certificate (ECC) 7. 2-Year Development Plan & Work Program 8. Kakayahang Pangpinansyal (Latest Audited Financial Report) 9. Environmental Management Plan 10. NCIP Clearance (Kung ang Lokasyon ay nasasakupan ang Lugar ng mga Katutubo o Indigenous Peoples) 11. Proof of Technical Competence (Magsumite ng Bio-Data ng Mining Engineer ng Kumpanya) 12. Photocopy of Articles of Incorporation na aprubado ng SEC (Kung ang Aplikante ay Kumpanya o Korporasyon)	10-40 minuto bawat kliyente	30 minuto	wala
2	**CELIA N BADUA** **ELOISA U. ZIPAGAN** sa Cash Division	**Pagsumite ng Application at pagbayad ng mga kaukulang bayarin (regulatory at administrative fees)**	Order of Payment	5-10 minuto	10 minuto	Php 11,330 /yr. CSAG Php 15,520 small-scale mining
3	**CELIA N BADUA**	**Pagsasagawa ng aktuwal field verification ng applied area.**	Sketch plan ng nasabing area	Kalahating araw o depende sa layo ng lugar o lokasyon	Isang araw	wala
4	**CELIA N BADUA**	**Pagpapaskil ng aplikasyon sa mga kita at lantad na lugar sa Barangay, Munisipyo at Lalawigan.**	Kumpletong application forms at ang mga dokumentong nakalahad	15 working days	Isang buwan	wala
5	**CELIA N BADUA**	**Paghahanda ng Permit**	Parehong dokumento at ang karagdagang Barangay at Municipal Certification	1 oras	30 minuto	wala
6	**CELIA N BADUA**	**Pagsusumite ng kumpletong dokumento para sa pinal na pagsusuri at deliberasyon ng PMRB.**	Kumpletong dokumento	Kalahating araw	Isang araw	wala
7	**PMRB SECRETARIAT at GERONIMO P. CABACCAN, JR.**	**Peg-endorso ng Permit Application ng Provincial Mining Regulatory Board (PMRB) sa Punong Panlalawigan para sa kanyang pag-apruba.**	Mga parehong dokumento	Kalahating araw	Isang araw	wala
8	**CELIA N BADUA** **ELOISA U. ZIPAGAN** sa Cash Division	**Kapag aprub ang Permit, magbayad na ng mga kaukulang bayarin sa tanggapan ng Ingat-Yaman at magbigay ng kopya ng O.R. sa ENRO at tanggapin na ang Permit.**	Order of payments, Official Receipts	10 minuto	20 minuto	***Extraction Fee*** PHP 10.00/cu.m ***MRF*** Php 5.00/cu.m ***Quarry Fees*** Php 40.00 -Boulders Php 30.00 - G1/S1 Php 20.00 - mixed gravel Php 15.00 - ordinary earth (mountain, soil, clay, etc)
SERBISYONG KAILANGAN: TECHNICAL ASSISTANCE PARA SA WASTONG PAGGAMIT NG MGA BASURA						
1	**CECILIA M. ASUNCION**	**Kung nais matuto o humingi ng tulong kung paano ang wastong pag-compost sa pamamagitan ng vermi-casts upang makagawa ng organic na pataba**	wala	Kalahating araw	Isang araw	wala
SERBISYONG KAILANGAN: TECHNICAL ASSISTANCE PARA SA MGA REKLAMO O KASO PATUNGKOL SA PAGLABAG NG MGA BATAS PANGKAPALIGIRAN						
1	**CECILIA M. ASUNCION**	**Lahat ng mga may suliranin patungkol sa polusyon, ingay, pagbabasura at iba pang paglabag sa mga batas pangkapaligiran/kalikasan ay maaaring magsumite ng letter complaint sa ENR Office para sa masusing pagsusuri at pagbibigay ng kaukulang aksyon.**	Pormal na sumbong/reklamo kalakip ang mga kinakailangang impormasyon at dokumento katulad ng mga larawang kuha mula sa inirereklamong lugar, kaso o bagay na pinagmulan ng problema	15-30 minuto	20 minuto	wala
2	**CECILIA M. ASUNCION**	**Kung ang problema ay nasa nasasakupan ng ENRO, magtatakda ng araw ng pag-iimbestiga at pangangalap ng mga kaukulang impormasyon para sa ikalulutas ng problema.**	Mga parehong dokumento	Kalahating araw o depende sa layo ng lugar o lokasyon	Isang araw	wala
3	**GERONIMO P. CABACCAN, JR.** **ENR Officer**	**Kung ang mga nasabing issues and concerns o problema ay hindi sakop ng ENRO, ito ay isasangguni sa kaukulang ahensya ng gobyerno na makakatulong sa paglutas o makapagbibigay ng kaukulang solusyon kagaya ng Environmental Management Bureau (EMB).**	Mga parehong dokumento	10 minuto	10 minuto	wala
SERBISYONG KAILANGAN: PAMAMAHAGI NG MGA PUNLA PARA SA MGA PROYEKTONG PAGTATANIM MULI NG PUNONGKAHOY						
1	**ROSEMARIE T. ZABALA**	**Magpasa ng liham kahilingan** **Kung 500 pataas - dadaan sa Opisina ng Gobernador o ng Provincial Administrator para sa pagsang-ayon bago dalhin sa Opisina ng ENRO.** **Kung 500 pababa - ENRO para kunin ang mga kahilingang punla.**	Aprubadong sulat kahilingan Request Letter	5-20 minuto	30 minuto	wala
SERBISYONG KAILANGAN: TECHNICAL ASSISTANCE PARA SA IMPLEMENTASYON NG PROGRAMANG INTEGRATED SOCIAL FORESTRY						
1	**ROSEMARIE T. ZABALA**	**Mga suliraning patungkol sa pagpapairal ng Programang Integrated Social Forestry (ISF) at Community-Based Forest Management (CBFM) ay maaaring magsumite ng mga reklamo o hinaing sa ENR Office para sa masusing pagsusuri at pagbibigay ng kaukulang aksyon.**	**Kung Overlapping/Boundary Conflict** Sulat/Letter Complaint, Kopya ng Certificate of Stewardship Contract (CSC), Sketch Map ng Farmlot na Pagpapatunay ng pagmamay-ari **Kung Tenurial Instrument o pagpapatunay ng pagmamay-ari** Parehong Dokumento, mga larawang patunay ng pagpapaunlad sa nasasakupang farmlot	30 minuto	30 minuto	wala
2	**ROSEMARIE T. ZABALA**	**Pagsasagawa ng dayalogo kung kinakailangan kasama ang mga kaukulang kinatawan ng DENR-CENRO na may sakop sa lugar at ang mga nasasangkot para alamin ang katunayang sitwasyon ng inirereklamong farmlot o kaganapan at pangangalap ng mahahalagang kaalaman para sa ikalulutas ng problema.**	Mga parehong dokumento	Kalahating araw o depende sa layo ng lugar o lokasyon	Isang araw	wala
3	**GERONIMO P. CABACCAN, JR.** **ENR Officer**	**Kung ang issue o concern ay hindi na sakop ng ENR Office, ito ay isasangguni na sa kinauukulang ahensya ng gobyerno tulad ng DENR (CENRO-PENRO - Regional Office).**	Mga parehong dokumento at mga nakasulat na paglalahad	5-20 minuto	30 minuto	wala
KUNG HINDI MAAYOS ANG SERBISYO			**Tumawag sa tanggapan ng Provincial Governor sa 323-0173 o mag-text sa PGI Hotline 0927-5585-888**			

PROVINCIAL COOPERATIVE & DEVELOPMENT OFFICE

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung Mayroon Man)
SERBISYONG KAILANGAN: BRO LIVELIHOOD LOAN ASSISTANCE					
1	**JUAN M MERCADO** **HAZEL T. ANDRES** **GERLEE GEM A. BALIGOD** **NIKKO MAR T. SANTIAGO** **MA. KATRINA T. IBARRA** **CATHERINE A. AGCAOILI**	**I. PARA SA MGA INDIBIDWAL BRO FOR LIVELIHOOD APPLICANTS** Dalhin ang mga sumusunod 1. Personal na sulat na humihingi ng tulong pinansyal 2. Sedula 3. Barangay Certificate 4. MSWD Certificate of Indigency at Case Study 5. Personal na larawan (2x2) at larawan ng kasalukuyang proyekto (kung mayroon) *(Ang PCDO ay magsasagawa ng profiling sa bawat indibidwal na nanghihiram. Agad magagawan sila ng MOA kapag kumpleto ang mga dokumentong naisumite)*	5-10 minuto	5-10 minuto	Php 100.00 (Notaryo ng MOA at PN)
		II. PARA SA MGA ASOSASYON AT KOOPERATIBANG APLIKANTE NG BRO LIVELIHOOD Dalhin ang mga sumusunod 1. Resolusyon 2. Project Proposal 3. Xerox Copy ng mga opisyales at miyembro 4. Xerox copy ng Certificate of Registration o SB Accreditation 5. Latest Audited Financial Statement (2 yrs if applicable) 6. Status Report of previous loan granted (for 2nd time applicants) 7. Xerox ng By-Laws at Article of Incorporation 8. Xerox ng huling Passbook Transaksyon (kung mayroon) *(Ang PCDO ay magsasagawa ng profiling/site validation sa bawat ikooperatiba o asosasyong nanghihiram. Agad silang magagawan ng MOA kapag kumpleto ang mga dokumentong naisumite)*	5-10 minuto	5-10 minuto	Php 100.00 (Notaryo ng MOA at PN)
2	**FERDINAND O. CADIENTE** **District 1** **VICTOR G. BAGGAO** **District 2** **MARGERY C. FLORIA** **District 3** **MA. GRACE L. TUNGPALAN** **District 4** **VIRGINIA A. ANCHETA**	**III. PARA SA PAGTANGGAP NG CASH O TSEKE NG BRO LIVELIHOOD LOAN ASSISTANCE NG MGA INDIBIDWAL, ASOSASYON AT KOOPERATIBA** *a. Mga dapat dalhin ng aplikanteng indibidwal:* Valid ID gaya ng Postal ID, Driver's License Employee ID, GSIS eCard, at iba pa upang matanggap ang livelihood assistance. *b. Dapat dalhin ng mga asosasyon at kooperatiba:* Official Receipt	2-3 oras	1-2 araw	wala
SERBISYONG KAILANGAN: PAGHINGI NG TULONG PARA SA PAGBUO NG KOOPERATIBA AT SA PAGPAPAREHISTRO NITO SA COOPERATIVE DEVELOPMENT AUTHORITY (CDA)					
1	**LILIA C. CASTILLO** **FERDINAND O. CADIENTE** **District 1** **VICTOR G. BAGGAO** **District 2** **MARGERY C. FLORIA** **District 3** **MA. GRACE L. TUNGPALAN** **District 4** **VIRGINIA A. ANCHETA**	**I. PARA SA PAGBUO NG KOOPERATIBA:** Sulat na humihingi ng tulong upang magkaroon ng Cooperative Pre-membership Education Seminar (PMES). Ito ay kailangang dalhin at ipatalang natanggap sa Opisina ng Gobernador.	10 minuto	20 minuto	
		II. PAGDARAOS NG PMES: Ihanda and lugar kung saan idadaos ang seminar.	1 araw		
		III. PARA SA PAGGAWA NG DOKUMENTONG KAKAILANGANIN SA PAGPAPAREHISTRO SA CDA 1. Listahan ng mga nagsipagdalo at nakatapos sa kursong Cooperative PMES 2. Listahan ng mga pangalan ng naitalagang opisyales at kooperatiba 3. Sedula ng labinlimang (15) kooperators 4. Napagkasunduang pangalan, address ng kooperatiba, membership fee, atbp.	1-2 araw	5 araw	wala
SERBISYONG KAILANGAN: PARA SA IBA PANG URI NG SERBISYO (MEDIATION/CONCILIATION)					
1	**LILIA C. CASTILLO**	Sulat na humihingi ng tulong upang magkaroon ng Cooperative Mediation at Conciliation. Ito ay kailangang dalhin at ipatalang natanggap sa Opisina ng Gobernador. *(Ang araw ng seminar ay agad na naitatakda kapag naibaba na sa PCDO ang sulat. Ang kumpirmasyon ng araw ng meeting ay itinatawag ng PCDO)*	10 minuto	20 minuto	wala
2	**LILIA C. CASTILLO**	Iba pang uri ng serbisyong may kinalaman sa kooperatiba: - Inquiry - Follow-up request - Cooperative Counseling	5-10 minuto 5-10 minuto 10-20 minuto	20 minuto	wala
SERBISYONG KAILANGAN: PAGHINGI NG TULONG PARA SA COOPERATIVE SKILLS TRAINING					
1	**LILIA C. CASTILLO**	a. Sulat na humihingi ng tulong upang magkaroon ng Cooperatives Skills Training. Ito ay kailangang dalhin at ipatalang natanggap sa Opisina ng Gobernador *(Ang araw ng seminar ay agad na naitatakda kapag naibaba na sa PCDO ang sulat. Ang kumpirmasyon ng araw ng seminar ay itinatawag ng PCDO)* b. Pagdaraos ng Cooperative Skills Training	10 minuto 1-2 araw (depende sa uri ng training)	20 minuto	wala
KUNG HINDI MAAYOS ANG SERBISYO		**Tumawag sa tanggapan ng Provincial Governor sa 323-0173 o mag-text sa PGI Hotline 0927-5585-888**			

OFFICE OF THE PROVINCIAL ENGINEER

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN: PREPARATION OF PROGRAM OF WORKS/BUDGET COSTS OF PROPOSED PROJECTS					
1	MA. CORAZON B. MIRANDA	Resolusyon o sulat mula sa inetresadong partido	10 minuto	5 minuto	wala
2	ENGR. RODOLFO G. MIRANDA	Isinumiteng dokumento para sa pagsisiyasat, pagbabalido, paggawa ng plano, POW kasama ang kailangang halaga nito	7 araw	3 araw	wala
3	MA. CORAZON B. MIRANDA	Mga kaukulang papeles na nabanggit sa step 2 at aprubado ng Provincial Engineer	10 minuto	5 minuto	wala
SERBISYONG KAILANGAN: ISSUANCE OF ROAD RIGHT OF WAY CLEARANCE					
1	ANGELICA A. DELA CRUZ	a. Lot Plan b. Title / Tax Declaration c. Letter of waiver duly notarized	10 minuto	5 minuto	wala
2	ENGR. GIL V. AQUINO Northern Isabela ENGR. COSME P. AGGABOA Central Isabela ENGR. REYNALDO C. DELA CRUZ Southern Isabela	Mga kaukulang papeles na nabanggit sa step 1	30 minuto	15 minuto	wala
3	ENGR. GIL V. AQUINO Northern Isabela ENGR. COSME P. AGGABOA Central Isabela ENGR. REYNALDO C. DELA CRUZ Southern Isabela	Isinumiteng dokumento para sa pagsisiyasat, at pagbabalido sa aktuwal na lokasyon nito	1 araw	5 oras	wala
4	ENGR. GIL V. AQUINO Northern Isabela ENGR. COSME P. AGGABOA Central Isabela ENGR. REYNALDO C. DELA CRUZ Southern Isabela	Mga kaukulang papeles na nabanggit sa step 2 para sa paggawa ng RROW clearance	30 minuto	15 minuto	wala
5	ANGELICA A. DELA CRUZ	Mga kaukulang papeles na nabanggit sa step 2 at aprubado ng Provincial Engineer	10 minuto	5 minuto	wala
SERBISYONG KAILANGAN: ISSUANCE OF PERMIT TO EXCAVATE/INSTALL WATER PIPELINE/RCP ALONG, AND/OR ACROSS PROVINCIAL ROADS					
1	NANCY GRACE D. PADILLA	Plano para sa paghuhukay	10 minuto	5 minuto	wala
2	NANCY GRACE D. PADILLA	Mga kaukulang papeles na nabanggit sa step 1 at accomplished permit forms para sa pagpoproseso nito	45 minuto	20 minuto	wala
3	ENGR. MEDARDO M. AGGARI	Halaga ng proyekto at pag-iindorso	20 minuto	10 minuto	wala
4	Local Revenue Collecting Officer ng PTO	Kaukulang halaga ayon sa tipo ng apektadong kalsadang huhukayin	25 minuto	10 minuto	*Across the Road:* Gravel-P180.00 add P25.00/ 1"increment Asphalt-P585.00 add P61.00/1"increment Concrete-P790.00 add P111.00/1"increment *Alongside of Road:* Gravel Shoulder-P3.00/lin.m., add P0.50/1" increment for every meter
5	NANCY GRACE D. PADILLA	Mga kaukulang papeles na nabanggit sa step 2 at kopya ng resibong pinagbayaran	10 minuto	5 minuto	wala
SERBISYONG KAILANGAN: UTILIZATION/RENTAL OF HEAVY EQUIPMENT					
1	ENGR. CHITO S. SARANDI	Resolusyon o sulat mula sa inetresadong partido para sa pag-accomplish ng ERRO from	10 minuto	5 minuto	wala
2	ENGR. VIRGINIO GOMEZ, JR.	Natapos na ERRO form para sa pagpoproseso	1 oras	30 minuto	wala
3	ENGR. MEDARDO M. AGGARI o ang kanyang kinatawan	Natapos na ERRO form	10 minuto	5 minuto	wala
4	ENGR. CHITO S. SARANDI	ERRO form na pirmado ng Provincial Engineer	10 minuto	5 minuto	wala
5	Local Revenue Collecting Officer ng PTO	Kaukulang halaga ng babayaran ayon sa ACEL rates	25 minuto	10 minuto	Bulldozer,D6-P7,632.00/d; Road Grader-P4,776.00/d; Vibratory Road Roller-P8,388.00/d Non-Vibratory Roller-P3,162.00/d; Pay Loader-P3,198.00/d; Backhoe-P7,242.00/d; Dump Truck, 6W-P3,714.00/d; Dump Truck, 10W-P6,042.00/d; Prime Mover-P2,160.00/trip within Isabela only; Truck Mtd. Crane 25T P9,296.00/d; Water Truck-P5,808.00/d; Transit Mixer-P6,396.00/d
6	Tagatanggap sa opisina ng Gobernador	Resibo ng pinagbayaran at mga kaukulang papeles na nabanggit sa step 4	10 minuto	5 minuto	wala
7	Gobernador o ang kanyang kinatawan	Mga kaukulang papeles na nabanggit sa step 4 para sa pagpapaapruba kasama ang resibo	10 minuto	5 minuto	wala
8	ENGR. CHITO S. SARANDI	Naaprubahang ERRO Form	10 minuto	5 minuto	wala
9	ENGR. VIRGINIO GOMEZ, JR.	Pagproseso ng Dispatch Order	25 minuto	10 minuto	wala
10	JOSEPH PAGUIRIGAN	Aprubadong Dispatch Order	10 minuto	5 minuto	wala
11	Driver o Operator	Kopya ng Aprubadong Dispatch Order	10 minuto	5 minuto	wala
KUNG HINDI MAAYOS ANG SERBISYO		Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**			

PROVINCIAL SOCIAL WELFARE & DEVELOPMENT OFFICE

STEP	OPISINA O TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN:		**TULONG PINANSYAL O F.A. MULA SA AHENSYA NG PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE (PSWDO)**			
1	Hanapin si **MAILA U. IBARRA** sa One Stop Office sa lobby ng Kapitolyo at doon idulog ang problema o ipakita ang dokumentong dala	**KUNG MEDICAL** 1. Barangay Certificate of Indigency 2. MSWD Assessment / Referal 3. Medical Certificate 4. Reseta 5. Hospital Bill 6. Laboratory Request 7. Blood Transfusion Request **KUNG LIBING** 1. Barangay Certificate of Indigency 2. MSWD Assessment / Referal 3. Death Certificate (Bahas) Registered **TRANSPORTATION** 1. Barangay Certificate of Indigency 2. MSWD Assessment / Referal 3. Referal from attending physician **BIKTIMA NG SUNOG** 1. Barangay Certificate of Indigency 2. MSWD Assessment / Referal 3. Police Blotter / Certificate from Local Officials	10 - 30 minuto	20 minuto	wala
2	Magtungo sa PSWDO Office upang magawan ng kaukulang papeles na pirmado ni **PSWD Officer LUCILA M. AMBATALI**	Mga dokumentong dala sa Step 1	10 - 20 minuto	20 minuto	wala
3	**MAILA U. IBARRA** Ibalik ang mga papeles sa One Stop Office upang maitala sa kompyuter/logbook	Papeles na pirmado ng PSWDO at mga dokumentong dala sa STEP 1	10 - 15 minuto	20 minuto	wala
4	Kung ang hawak na papeles ay Acknowledgement Receipt ito ay dadalhin sa opisina ni **ATTY. NOEL MANUEL R. LOPEZ** Provincial Administrator para sa kanyang pirma/lagda at pagkaraa'y dalhin sa Treasurer's Office, Cash Division upang kunin ang tulong pinansyal.	Mga dokumentong galing sa at ayon sa One Stop Office	10 - 15 minuto	20 minuto	wala
	Kung ito naman ay voucher kailangang dumaan sa iba't-ibang opisina na nakalahad sa ibaba: **1. Budget Office** **2. Accounting Office** **3. Provincial Administrator's Office** **4. Treasurer's Office** **5. Cash Division - dito na tatanggapin ang tulong pinansyal**		20 - 30 minuto		
KUNG HINDI MAAYOS ANG SERBISYO		Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**			

PROVINCIAL VETERINARY OFFICE

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	PROSESO	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN: BAKUNA NG ALAGANG HAYOP LABAN SA NAKAMAMATAY NA SAKIT						
1	*Officer of the Day (OD) (kung sino ang naka duty)* **DR. BELINA BARBOZA** **YOLANDA SADORRA** **DR. HELEN SEVILLA** **MARGARITA GAPAZ** **MARCIAL MARAYAG** **FERNANDO CABASAG** **NICOLAS BULAN** **JOSIE GATMAITAN** *(Recording sa Client's log book)*	Hayop na babakunahan	A. Pagdulog ng request - Pipirma sa log book ang kliyente - Mag-uusap ang kliyente at ang attending Veterinarian/Technician tungkol sa pangangailangan. - Magkakasundo sa schedule ng pagbabakuna.	2 minuto	30 minuto (depende sa layo ng farm)	wala
2			B. Pagbabakuna - Biyahe ng attending Veterinarian/Technician patungo sa bahay o farm ng kliyente sa napagkasunduang schedule. - Pagbakuna sa hayop. *Note: Kung ang mababakunahan ay aso laban sa sakit na rabies at ito ay dala ng kliyente, kaagad itong mababakunahan sa Veterinary Clinic ng Provincial Veterinary Office (PVO), kung maramihan (Mass Vaccination) pwedeng tumagal ng maghapon sa isang barangay*	10-15 minuto	1 araw (mass vaccination)	wala
SERBISYONG KAILANGAN: PAGPAPAGAMOT NG ALAGANG HAYOP						
1	*Officer of the Day (OD) (kung sino ang naka duty)* **DR. BELINA BARBOZA** **YOLANDA SADORRA** **DR. HELEN SEVILLA** **MARGARITA GAPAZ** **MARCIAL MARAYAG** **FERNANDO CABASAG** **NICOLAS BULAN** **FRANCISCA ANTONIO** *(Recording sa Client's log book)*	Hayop na susuriin	A. Pagdulog sa request - Pipirma sa log book ang kliyente	1 minuto	1 minuto	wala
2			- Mag-uusap ang kliyente at ang attending Veterinarian/Technician tungkol sa pangangailangan.	5 minuto	20 minuto	wala
3			B. Pag-gagamot - Biyahe ng attending Veterinarian/Technician patungo sa bahay o farm ng kliyente sa napagkasunduang schedule.	15 minuto	1 oras (depende sa layo ng farm)	wala
4			- Pagsusuri at pag-gamot sa hayop na may sakit *Note: Kung dala niya ang may sakit na hayop kaagad itong susriin at gagamutin sa Provincial Veterinary Office (PVO)*	5-10 minuto	2 oras (depende sa sakit)	wala
5			C. Follw-up na Pag-gagamot kung kinakailangan			
SERBISYONG KAILANGAN: ARTIFICIAL INSEMINATION (BAKA, KALABAW AT BABOY)						
1	*A.I. Technicians* **NICOLAS BULAN** **NICANOR TAGAO** **MARCIAL MARAYAG**	Hayop na susuriin	Pagdulog ng kahilingan at pag-uusap ng kliyente at veterinarian.	1 minuto	10 minuto	wala
2			*Pagsasagawa ng Artificial insemination.* a. Biyahe ng attending Veterinarian/Technician patungo sa bahay o farm ng kliyente sa napagkasunduang schedule.	15 minuto	1 oras (depende sa layo ng farm)	wala
3			b. Pagsusuri sa hayop at paghanda ng gamit.	15 minuto	15 minuto	wala
4			c. Pagsasagawa ng Artificial Insemination (A.I.). *Note: Kung maramihan, pwedeng tumagal ng maghapon sa isang barangay.*	10 minuto	1 araw (depende sa dami ng hayop)	wala
SERBISYONG KAILANGAN: REQUEST PARA MAGKAROON NG MGA AALAGAANG HAYOP						
1	*Officer of the Day (OD) (kung sino ang naka duty)* **DR. BELINA BARBOZA** **YOLANDA SADORRA** **DR. HELEN SEVILLA** **MARGARITA GAPAZ** **MARCIAL MARAYAG** **FERNANDO CABASAG** **NICOLAS BULAN**	Request Letter ng organisasyon o Resolution	a. Pagdulog ng kahilingan.	1 minuto	2 minuto	wala
2			b. Paggawa ng request letter ng kliyente at pagpapaaprub ng request kay Governor o Provincial Administrator.	depende sa kliyente	30 minuto	wala
3			c. Pagsumite ng approved request sa PVET Office at pagkakasunduan ng kliyente at Dispersal Officer ang schedule ng inspeksyon.	2 minuto	2 minuto	wala
4			d. Pag-inspek ng technician sa housing at iba pang pangangailangan sa project at pag-schedule ng training at release ng dispersal animal.	20 minuto	4 oras (depende sa layo ng farm)	wala
5			e. Training sa pag-aalaga ng hayop at orientation sa nilalaman ng dispersal contract release ng animal. *Note: Kung mayroong available na hayop, agad ma-schedule ang training at pag release. Kung wala, ipipila ang request ng kliyente sa "1st come, 1st served" basis, siya ay kaagad na ma notify ukol sa kanyang schedule.*	1 oras	1 araw (depende sa dami ng hayop)	wala
SERBISYONG KAILANGAN: PAGPAPAPIRMA NG SHIPPING PERMIT						
1	*Issuing Officers* **DR. ANGELO NAUI** **DR. BELINA BARBOZA** **DR. HELEN SEVILLA**	Police Certification Inspection Report of Livestock Technician license from Bureau of Animal Industry (BAI)	a. Magpirma ang shipper sa log book b. Pagsuri ng mga dokumento c. Pag rekord sa log book at pagbibigay ng Control Number d. Pagpirma ng Veterinarian sa shipping permit	10 minuto	5 minuto	wala

KUNG HINDI MAAYOS ANG SERBISYO	Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**

PROVINCIAL GENERAL SERVICES OFFICE

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN: REQUEST SA MGA SASAKYAN (PAGKUHA NG MAYSAKIT/YUMAO)					
1	**RECORDS DIVISION** **MA. TERESA MARAMAG** **YOLANDA UY**	Aprub na Letter Request Provincial Governor/ Provincial Administrator	5 - 10 minuto	20 minuto	wala
2	**RECORDS DIVISION** **LIZA GULAN** *Pagsumite ng aprub na Request Letter sa Pinuno ng Opisina*	Letter Request	5 - 10 minuto	20 minuto	wala
3	**RECORDS DIVISION** **MA. TERESA MARAMAG** **LIZA GULAN** **YOLANDA UY** *Paghahanda ng Travel Order ng mga Driver at mga iba pang dokumento na kakailanganin*	wala	5 - 10 minuto	20 minuto	wala
4	**RECORDS DIVISION** **MA. TERESA MARAMAG** **YOLANDA UY** *Maari nang tumungo sa pupuntahan ang nag-request na kliyente gamit ang sasakyan na ni-request*	wala	5 - 10 minuto	20 minuto	wala
SERBISYONG KAILANGAN: PAGGAMIT NG MGA PAMPUBLIKONG PASILIDAD O KAGAMITAN					
1	**RECORDS DIVISION** **MA. TERESA MARAMAG** **LIZA GULAN** **ARNOLD BELTRAN**	Inaprubahang Sulat o Letter Request, Provincial Governor/ Provincial Administrator at resibo kung may binayaran	5 - 10 minuto	20 minuto	wala
2	**RECORDS DIVISION** **MA. TERESA MARAMAG** *Pagsusuri sa Papeles o Request Letter kung ito ay aprobado na at walang kasabay sa paggamit*	Aprub na Sulat o Letter Request, Provincial Governor/ Provincial Administrator at resibo kung may binayaran	5 - 10 minuto	20 minuto	wala
3	**RECORDS DIVISION** **MA. TERESA MARAMAG** **YOLANDA UY** *Pagberika at pagtatala sa iskedyul upang masiguro ang petsa ng paggamit at walang kasabay na nag-request*	wala	5 - 10 minuto	20 minuto	wala
KUNG HINDI MAAYOS ANG SERBISYO		**Tumawag sa tanggapan ng Provincial Governor sa 323-0173** **o mag-text sa PGI Hotline 0927-5585-888**			

PROVINCIAL ASSESSORS OFFICE

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
SERBISYONG KAILANGAN: PAGPAPASYA SA PAGSASAGAWA NG TASASYON MULA SA TANGGAPAN NG MUNICIPAL ASSESSOR NG PROBINSYA					
1	**PINUNONG PANGKABATIRAN** *Paghiling para sa Serbisyo/Pag-indorso sa tamang kawani*	1. Kasulatang paghahatid (benta, mana o donasyon, etc.) 2. Resibo ng pinagbayaran ng buwis (Updated) 3. Resibo ng paglipat ng buwis (Transfer Tax) 4. Kopya ng Certificate Authorizing Registration (CAR) galing sa Kagawaran ng Rentas Internas. 5. Kopya ng Approved Subdivision/ Consolidation Plan. 6. Kopya ng titulo (kopya ng may-ari)	5 minuto	10 minuto	Pagbabayad ng Transfer Fee ay 1/2 ng 1% sa balwasyon o kabuuang kabayaran ng ari-arian alinman ang mas mataas
2	***AC - I:*** **ROWENA T. SEGUI, MA. LUZVIMINDA DELA CRUZ, MA. GRACIA PRECIOSA L. QUITALIG, RACQUEL L. OROSCO** ***AC - II:*** **VIVIAN DIMALIWAT, ANASTACIA R. CABABAY** *Pagberika ng deklarasyon*		10 minuto/ RPU	10 minuto	
3	***LAOO-I:*** **ANGELITA P. PAGUIRIGAN, CONCEPCION B. PASCUA** ***LAOO-II:*** **FLORECITA G. SIBAYAN** ***LAOO-III:*** **ZENAIDA A GABRIEL** ***LAOO-IV:*** **NOEL B. BABAS** *Pagpapatunay at Pag-inisyal*		10 minuto/ RPU (FAAS/TD)	1 oras	
4	***DRAFTSMAN I -*** **LORENZO CHARLES A. JUCAR** ***TM II -*** **FELIPE O. GURAY** ***TM IV -*** **EDGARDO S. RICO** *Pagtakda at pag-urong ng Property Index No. at pag-update ng TMCR*		5 minuto/ RPU	30 minuto	
5	**PANLALAWIGANG TAGATASA/AWTORISADONG KINATAWAN** *Pagpirma ng transaksyon*		5 minuto/ RPU	10 minuto	
6	***AC - I:*** **ROWENA T. SEGUI, MA. LUZVIMINDA DELA CRUZ, MA. GRACIA PRECIOSA L. QUITALIG, RACQUEL L. OROSCO** ***AC - II:*** **VIVIAN DIMALIWAT, ANASTACIA R. CABABAY** *Pagtala sa napirmahang transaksyon*		5 minuto/ RPU	10 minuto	
7	***AC - I:*** **ROWENA T. SEGUI, MA. LUZVIMINDA DELA CRUZ, MA. GRACIA PRECIOSA L. QUITALIG, RACQUEL L. OROSCO** ***AC - II:*** **VIVIAN DIMALIWAT, ANASTACIA R. CABABAY** *Pamamahagi ng kopya sa may-ari*		5 minuto	10 minuto	
SERBISYONG KAILANGAN: PAGKUHA NG KOPYA NG MAY-ARI PARA SA ASSESSMENT TRANSACTION					
1	**PINUNONG PANGKABATIRAN** *Paghiling para sa Serbisyo/Pag-indorso sa tamang kawani*	1. Kasulatang paghahatid (benta, mana o donasyon, etc.) 2. Resibo ng pinagbayaran ng buwis (Updated) 3. Resibo ng paglipat ng buwis (Transfer Tax) 4. Kopya ng Certificate Authorizing Registration (CAR) galing sa Kagawaran ng Rentas Internas. 5. Kopya ng Approved Subdivision/ Consolidation Plan. 6. Kopya ng titulo (kopya ng may-ari)	5 minuto	10 minuto	Pagbabayad ng Transfer Fee ay 1/2 ng 1% sa balwasyon o kabuuang kabayaran ng ari-arian alinman ang mas mataas
2	***AC - I:*** **ROWENA T. SEGUI, MA. LUZVIMINDA DELA CRUZ, MA. GRACIA PRECIOSA L. QUITALIG, RACQUEL L. OROSCO** ***AC - II:*** **VIVIAN DIMALIWAT, ANASTACIA R. CABABAY** *Pagberika ng deklarasyon*		20 minuto/ RPU (FAAS/TD)	10 minuto	
3	***LAOO-I:*** **ANGELITA P. PAGUIRIGAN, CONCEPCION B. PASCUA** ***LAOO-II:*** **FLORECITA G. SIBAYAN** ***LAOO-III:*** **ZENAIDA A GABRIEL** ***LAOO-IV:*** **NOEL B. BABAS** *Pagpapatunay at Pag-inisyal*		5 minuto/ RPU	1 oras	
4	***DRAFTSMAN I -*** **LORENZO CHARLES A. JUCAR** ***TM II -*** **FELIPE O. GURAY** ***TM IV -*** **EDGARDO S. RICO** *Pagtakda at pag-urong ng Property Index No. at pag-update ng TMCR*		5 minuto/ RPU	30 minuto	
5	**PANLALAWIGANG TAGATASA/AWTORISADONG KINATAWAN** *Pagpirma ng transaksyon*		5 minuto/ RPU	10 minuto	
6	***AC - I:*** **ROWENA T. SEGUI, MA. LUZVIMINDA DELA CRUZ, MA. GRACIA PRECIOSA L. QUITALIG, RACQUEL L. OROSCO** ***AC - II:*** **VIVIAN DIMALIWAT, ANASTACIA R. CABABAY** *Pagtala sa napirmahang transaksyon*		5 minuto	10 minuto	
7	***AC - I:*** **ROWENA T. SEGUI, MA. LUZVIMINDA DELA CRUZ, MA. GRACIA PRECIOSA L. QUITALIG, RACQUEL L. OROSCO** ***AC - II:*** **VIVIAN DIMALIWAT, ANASTACIA R. CABABAY** *Pamamahagi ng kopya sa may-ari*		5 minuto	10 minuto	
SERBISYONG KAILANGAN: PAGBERIKA NG LOKASYON NG ARI-ARIAN					
1	**PINUNONG PANGKABATIRAN** *Paghiling para sa Serbisyo/Pag-indorso sa tamang kawani*	1. Kopya ng titulo 2. Resibong pinagbayaran ng buwis 3. Kopya ng Approved Subdivision Plan	5 minuto/ RPU	10 minuto	Pagbabayad ng Transfer Fee ay 1/2 ng 1% sa balwasyon o kabuuang kabayaran ng ari-arian alinman ang mas mataas
2	***AC - I:*** **ROWENA T. SEGUI, MA. LUZVIMINDA DELA CRUZ, MA. GRACIA PRECIOSA L. QUITALIG, RACQUEL L. OROSCO** ***AC - II:*** **VIVIAN DIMALIWAT, ANASTACIA R. CABABAY** *Pananaliksik*		20 minuto	30 minuto	
3	***DRAFTSMAN I -*** **LORENZO CHARLES A. JUCAR** ***TM II -*** **FELIPE O. GURAY** ***TM IV -*** **EDGARDO S. RICO** *Pagtakda at pag-urong ng Property Index No. at pag-update ng TMCR* **Punong Pangkabatiran ipagbigay alam sa kliyente ang resulta ng pananaliksik at konklusyon sa serbisyong naidulot*		5 minuto/ RPU	30 minuto	
SERBISYONG KAILANGAN: PAGPAPATUNAY SA KASAYSAYAN NG ARI-ARIANG DI-NATITINAG TAYANG BUWIS O ULAT SA BUWIS					
1	**PINUNONG PANGKABATIRAN** *Pag-indorso sa kawaning may hawak*	1. Resibong pinagbayaran ng buwis 2. Sertipikasyon galing sa municipal level 3. Kopya ng pagkakasanla/ pagkansela ng pagkakasanla 4. Kautusan ng Hukuman (para sa piyansa) 5. Certification Fee	5 minuto	10 minuto	Php 40.00
2	***AC - I:*** **ROWENA T. SEGUI, MA. LUZVIMINDA DELA CRUZ, MA. GRACIA PRECIOSA L. QUITALIG, RACQUEL L. OROSCO** ***AC - II:*** **VIVIAN DIMALIWAT, ANASTACIA R. CABABAY** *Pagberika/Paghahanda/Pag-Anota/Pagkansela sa Deklarasyon*		30 minuto	1 oras	Pagbabayad ng Transfer Fee ay 1/2 ng 1% sa balwasyon o kabuuang kabayaran ng ari-arian alinman ang mas mataas
3	**PINUNONG PANGKABATIRAN** *Pagbabayad ng fees sa PTO*		5 minuto	10 minuto	
4	***LAOO-I:*** **ANGELITA P. PAGUIRIGAN, CONCEPCION B. PASCUA** ***LAOO-II:*** **FLORECITA G. SIBAYAN** ***LAOO-III:*** **ZENAIDA A GABRIEL** ***LAOO-IV:*** **NOEL B. BABAS** *Pagpapatunay at Pag-inisyal*		10 minuto	10 minuto	
5	**PANGALAWANG PANLALAWIGANG TAGATASA/ AWTORISADONG KINATAWAN** *Pagpirma ng transaksyon*		5 minuto	10 minuto	
6	**PINUNONG PANGKABATIRAN** *Pagkakaloob sa kliyente ng sertipikasyon; at sertipikadong kopya ng deklarasyon o na-anotahang deklarasyon*		5 minuto	10 minuto	

KUNG HINDI MAAYOS ANG SERBISYO	Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**

OFFICE OF THE PROVINCIAL ADMINISTRATOR

HUMAN RESOURCE MANAGEMENT OFFICE

STEP	TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	EXTENSION NG PAGHIHINTAY KUNG MAY PROBLEMA	BAYARIN (Kung mayroon man)
CLIENTS: RETIRED, REGULAR, ELECTIVE AND CONTRACTUAL EMPLOYEES					
SERBISYONG KAILANGAN: PROSESO SA PAGSUMITE AT PAGLAKAD NG APPLICATION FOR LEAVE AT LEAVE CREDITS					
1	**HORTENCIA R. GALAPON** OFFICES - ADMIN. - COOP. **ELEANOR I. DY** OFFICES - OPE - OPA - MARDH - PALANAN STATION HOSPITAL **ELVIRA M. UYAMI** OFFICES - PGO - PTO **JANE CLARAVALL** **MARIDI CABULLOS** OFFICES - PSWD - SP - ACCOUNTING **MODESTA B. LAGAT** OFFICES - PVET - PROVINCIAL JAIL - ASSESSOR **JANETTE A. CASTILLEJO** OFFICES - FNDY HOSPITAL - PHO - Field Health Services **ERLINDA R. ESTEBAN** OFFICES - PLO - PBO - ECHAGUE DISTRICT HOSPITAL - MILAGROS DISTRICT HOSPITAL - SMMCH HOSPITAL **ROSA A. BUENSUCESO** OFFICES - CAUAYAN DISTRICT HOSPITAL - PPDO - ENRO **QUENNIE A. COMA** OFFICES - GSO ***MGA EMPLEYADONG LALAPITAN AYON SA HAWAK NA OPISINA***	CSC FORM # 6 Nilagdaan ng Empleyado at ng Immediate Supervisor/ Department Head	5-15 minuto	10 minuto	wala
2	**HORTENCIA R. GALAPON** **JANETTE A. CASTILLEJO** ***PARA SA APPROVAL NG MGA SERTIPIKASYON/LEAVE BALANCE***	Naproseso/Narebisa na CSC Form # 6	2-5 minuto	5 minuto	wala
PARA SA APPROVAL NG LEAVE					
3	**ATTY. NOEL MANUEL R. LOPEZ** PROVINCIAL ADMINISTRATOR	CSC Form # 6 na pirmado ng HRMO	1 araw	1 araw	wala
SERBISYONG KAILANGAN: PAGHINGI NG SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT WITH COMPENSATION AT LEAVE CREDITS					
1	**QUENNIE A. COMA** **MARIDI T. CABULLOS** **ELEANOR I. DY** **ROSA A. BUENSUCESO** **ELVIRA M. UYAMI** **MARYJANE V. CLARAVALL** **ERLINDA R. ESTEBAN** **MODESTA B. LAGAT** ***MGA EMPLEYADONG LALAPITAN SA PAGHINGI NG MGA NASABING DOKUMENTO***	Service Record / Sertipikasyon	5 minuto	10 minuto	wala
2	**HORTENCIA R. GALAPON** **JANETTE A. CASTILLO** ***PARA SA APPROVAL NG MGA SERTIPIKASYON***		2-5 minuto	10 minuto	wala
SERBISYONG KAILANGAN: PAGSUMITE/PAGTANGGAP NG APPLICATION LETTERS/KOMUNIKASYON					
1	**ERLINDA R. ESTEBAN** **QUENNIE A. COMA** **MARIDI T. CABULLOS** **ANGELO M. BAUTISTA** **KATRINA UY**	Application Letter, Bio-Data, Resume with photo, Xerox Copy of OTR if Graduated, Eligibility, Board Rating, Licenses and Certificate of Trainings	2-5 minuto	5 minuto	wala
2	**HORTENCIA R. GALAPON** **JANETTE A. CASTILLEJO** ***PARA SA PAGTATANONG AT MASUSING PAGSISIYASAT SA MGA PAPELES***	Application Letter	5-10 minuto	10 minuto	wala
SERBISYONG KAILANGAN: SERTIPIKASYON NG MGA BENEPISYO: SWELDO, LOYALTY PAY, INCREMENTS, SQL, HAZARD PAY					
1	**JANETTE A. CASTILLEJO** **ELEANOR I. DY** **MODESTA B. LAGAT** **MARYJANE B. CLARAVALL** **ERLINDA R. ESTEBAN** **ELVIRA M. UYAMI** **ROSA A. BUENSUCESO** **QUENNIE A. COMA** **MARIDI T. CABULLOS** **ANGELO M. BAUTISTA**	Payroll at Vouchers 15th & 30th ng bawat buwan	5-20 minuto	10 minuto	wala
2	**HORTENCIA R. GALAPON** **JANETTE A. CASTILLEJO** ***PARA SA APPROVAL NG MGA SERTIPIKASYON***		2-5 minuto	10 minuto	wala
SERBISYONG KAILANGAN: TERMINAL PAY					
1	**JANETTE A. CASTILLEJO** **ELEANOR I. DY** **MODESTA B. LAGAT** **MARYJANE B. CLARAVALL** **ERLINDA R. ESTEBAN** **ELVIRA M. UYAMI** **ROSA A. BUENSUCESO** **QUENNIE A. COMA** ***MGA EMPLEYADO NA NAKATALAGA SA PAGSASAAYOS NG MGA KAILANGANG PAPEL / SERTIPIKASYON***	1. Approved Intent Letter 2. Clearances (Internal, Provincial, Ombudsman, Legal, CSC) 3. Mga Kopya (SALN, 1st Appointment)	1/2 araw hanggang 1 araw	1 araw hanggang 2 araw	wala
2	**HORTENCIA R. GALAPON** **JANETTE A. CASTILLEJO** ***REREBISA SA MGA PAPEL AT LALAGDA SA MGA SERTIPIKASYON***	Leave Credits/ Leave Service Record	5-10 minuto	10 minuto	wala
PARA SA APPROVAL NG TERMINAL PAY (VOUCHER/LEAVE)					
3	**ATTY. NOEL MANUEL R. LOPEZ** PROVINCIAL ADMINISTRATOR	Terminal Pay/Claim Papers	1 araw	1 araw	wala

KUNG HINDI MAAYOS ANG SERBISYO	Tumawag sa tanggapan ng Provincial Governor sa **323-0173** o mag-text sa PGI Hotline **0927-5585-888**

Republic of the Philippines

PROVINCE OF ISABELA

FEEDBACK FORM

(Pananaw o Puna)

TO OUR VALUED CLIENTS;

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. (Ipaalam po ninyo sa amin kung paano namin kayo mapaglilingkuran.)

Name (Pangalan): _____

Address (Tirahan): _____

Phone Number (Telepono): _____

Department (Departamento): _____

☐ Compliment (Papuri) _____

☐ Suggestion (Mungkahi) _____

☐ Complaint (Reklamo) _____

What is your complaint? (Ano po ang inyong reklamo?)

_____

When did it happen? (Kailan po nangyari?)

_____

What would you like us to do? (Ano po ang gusto ninyong gawin namin?)

_____

Signature (Lagda) _____

Date (Petsa) _____

Would you like a written reply? (Nais nyo po ba ng sagot na nakasulat?)

[ ] Yes (Oo) [ ] No (Hindi)

Provincial Government of Isabela Key Officials

HON. FAUSTINO G. DY III
Governor

HON. ANTONIO T. ALBANO
Vice Governor

Hon. RIC JUSTICE E. ANGOBUNG
Member, Sangguniang Panlalawigan

Hon. FAUSTINO U. DY IV
Member, Sangguniang Panlalawigan

Hon. ROLANDO L. TUGADE
Member, Sangguniang Panlalawigan

Hon. ED CRISTOPHER S. GO
Member, Sangguniang Panlalawigan

Hon. KIRYLL S. BELLO
Member, Sangguniang Panlalawigan

Hon. KAREN G. ABUAN
Member, Sangguniang Panlalawigan

Hon. ALFREDO V. ALILI
Member, Sangguniang Panlalawigan

Hon. MANUEL A. ALEJANDRO
Member, Sangguniang Panlalawigan

Hon. ABEGAIL V. SABLE
Member, Sangguniang Panlalawigan

Hon. RANDOLPH JOSEPH P. ARREOLA, JR.
Member, Sangguniang Panlalawigan

Hon. FRANCIS FAUSTINO A. DY
LMB President
Member, Sangguniang Panlalawigan

Hon. EDWARD S. ISIDRO
PCL President
Member, Sangguniang Panlalawigan

Hon. VILINDA HAMOR-BERNARDO
Women's Sectoral Representative
Sangguniang Panlalawigan

Hon. JONATHAN JOSE C. CALDERON
Farmer's Sector Representative
Sangguniang Panlalawigan

Provincial Government of Isabela Key Officials

HON. IAN PAUL L. DY
Municipal Mayor
Alicia

HON. LOURDES S. PANGANIBAN
Municipal Mayor
Angadanan

HON. WILLIAM T. UY
Municipal Mayor
Aurora

HON. BENJAMIN E. SANGLAY
Municipal Mayor
Benito Soliven

HON. RUBEN A. TEGUI
Municipal Mayor
Burgos

HON. RODOLFO B. ALBANO, JR.
Municipal Mayor
Cabagan

HON. CHARLTON L. UY
Municipal Mayor
Cabatuan

HON. BERNARD FAUSTINO M. DY
City Mayor
Cauayan City

HON. LAURENCIO P. ZUNIEGA
Municipal Mayor
Cordon

HON. THOMAS A. PUA, JR.
Municipal Mayor
Delfin Albano

HON. REYNALDO D. DERIJE
Municipal Mayor
Dinapigue

HON. FLORITA C. BULAN
Municipal Mayor
Divilacan

HON. MELINDA G. KIAT
Municipal Mayor
Echague

HON. NESTOR M. UY
Municipal Mayor
Gamu

HON. JOSE MARIE L. DIAZ
City Mayor
City of Ilagan

HON. LETICIA T. SEBASTIAN
Municipal Mayor
Jones

HON. JAIME N. ATAYDE
Municipal Mayor
Luna

HON. MA. LYCELLE KATE M. DOMINGO - VICENTE
Municipal Mayor
Maconacon

HON. PEDRO A. FLORES, SR.
Municipal Mayor
Mallig

HON. EDGAR R. CAPUCHINO
Municipal Mayor
Naguilian

HON. ANGELO A. BERNARDO
Municipal Mayor
Palanan

HON. DARYL G. GASCON
Municipal Mayor
Quezon

Provincial Government of Isabela Key Officials

HON. JOSSIE MARIA BELLA L. JUAN
Municipal Mayor
Quirino

HON. WILFREDO L. TABAG
Municipal Mayor
Ramon

HON. ANTHONY P. RESPICIO
Municipal Mayor
Reina Mercedes

HON. BENEDICT C. CALDERON
Municipal Mayor
Roxas

HON. VIRGILIO A. PADILLA
Municipal Mayor
San Agustin

HON. MARILOU N. SANCHEZ
Municipal Mayor
San Guillermo

HON. RAY SOCRATES L. VELASCO
Municipal Mayor
San Isidro

HON. FAUSTINO MICHAEL CARLOS T. DY III
Municipal Mayor
San Manuel

HON. DEAN ANTHONY G. DOMALANTA
Municipal Mayor
San Mariano

HON. CRISPINA R. AGCAOILI
Municipal Mayor
San Mateo

HON. ANTONIO JOSE T. MIRO III
Municipal Mayor
San Pablo

HON. GILBERT M. MASIGAN
Municipal Mayor
Sta. Maria

HON. LEANDRO ANTONIO P. TALAUE
Municipal Mayor
Santo Tomas

HON. JOSEPH S. TAN
City Mayor
Santiago City

HON. ARNOLD S. BAUTISTA
Municipal Mayor
Tumauini

Provincial Government of Isabela
Directory

HEAD OF OFFICE/ DEPARTMENT	STATION / ADDRESS	CONTACT NUMBER
FAUSTINO G. DY III Governor	**OFFICE OF THE GOVERNOR** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 2038 / 323 - 2536 Telefax No. (078) 323 - 0369 Email: bojie_dy@yahoo.com pgi_isabela@rocketmail.com
ANTONIO T. ALBANO Vice Governor	**OFFICE OF THE VICE - GOVERNOR** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 2038 / 323 - 0219 Telefax No. (078) 323 - 0369 Email: tonypetalbano@yahoo.com
ATTY. NOEL MANUEL R. LOPEZ,CPA Provincial Administrator	**OFFICE OF THE PROVINCIAL ADMINISTRATOR** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0173 / 323 - 9986
MANUEL R. SANTOS SP Secretary	**OFFICE OF THE SANGGUNIANG PANLALAWIGAN** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0170
HORTENCIA GALAPON HRMO	**OFFICE OF THE HUMAN RESOURCE MANAGER** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0932
MA. THERESA ARANETA FLORES Provincial Treasurer	**OFFICE OF THE PROVINCIAL TREASURER** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 1060
PETE GERALD L. JAVIER, CPA Provincial Accountant	**OFFICE OF THE PROVINCIAL ACCOUNTANT** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 2224 / 323 - 0424
GERONIMO P. CABACCAN, JR. Provincial Environment and Natural Resources Officer	**PROVINCIAL ENVIRONMENT AND NATURAL RESOURCES OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0449

Provincial Government of Isabela
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HEAD OF OFFICE/ DEPARTMENT	STATION / ADDRESS	CONTACT NUMBER
GUILLERMO B. BARRETO Provincial Assesor	**OFFICE OF THE PROVINCIAL ASSESSOR** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 2861
DANILO B. TUMAMAO Provincial Agriculturist	**PROVINCIAL AGRICULTURE'S OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0373
FRANCIS JAMES E. MEER Provincial Legal Officer	**PROVINCIAL LEGAL OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0380
DR. ANGELO C. NAUI Provincial Veterinarian	**OFFICE OF THE PROVINCIAL VETERINARIAN** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	
ELSA M. PASTRANA Provincial Budget Officer	**PROVINCIAL BUDGET OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0418
LUCILA M. AMBATALI Provincial Social Welfare and Development Officer	**PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0356
RODRIGO T. SAWIT Provincial General Service Officer	**PROVINCIAL GENERAL SERVICE OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0384
LILIA D. CASTILLO Provincial Cooperative Officer	**PROVINCIAL COOPERATIVE OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0612

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HEAD OF OFFICE/ DEPARTMENT	STATION / ADDRESS	CONTACT NUMBER
ENGR. MEDARDO M. AGGARI Provincial Engineer	**OFFICE OF THE PROVINCIAL ENGINEER** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0182
EMELITO M. MARQUEZ OIC Provincial Warden	**OFFICE OF THE PROVINCIAL JAIL** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0395
NESTOR O. SALVADOR Provincial Planning and Development Coordinator	**PROVINCIAL PLANNING AND DEVELOPMENT OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0387
EDMOND GUZMAN Provincial Disaster Risk Reduction and Management Officer	**PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT COUNCIL** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0416 Mobile No.: 09158193187 09215852341
LUCYLINE M. AMBATALI	**MANAGEMENT INFORMATION OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0694
ATTY. EDUARDO R. CABANTAC Chairman	**SPECIAL PROJECT COMMITTEE ON COASTAL DEVELOPMENT** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0171
DR. ROSARITA B. MARIANO Provincial Health Officer II	**ISABELA PROVINCIAL HEALTH OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 624 - 1283 (078) 624 - 1323

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HEAD OF OFFICE/ DEPARTMENT	STATION / ADDRESS	CONTACT NUMBER
RET. COL. LONDRITO INOVEJAS Chief Security Officer	**OFFICE OF THE PROVINCIAL SECURITY GUARD** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 1025
MANUEL S. ACIERTO Healthcare Manager	**PROVINCIAL HEALTHCARE OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0386
JESSIE JAMES P. GERONIMO Provincial Information Officer	**PROVINCIAL INFORMATION OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	Telephone No. (078) 323 - 0248
WILFREDO MENDOZA Compound Manager	**COMPOUND MAINTENANCE OFFICE** Province of Isabela Provincial Capitol, City of Ilagan, Isabela	

Privilege Access to PWDs, Senior Citizens & Pregnant Women

RAMP AND SIGNAGES

Privilege Access to PWDs, Senior Citizens & Pregnant Women

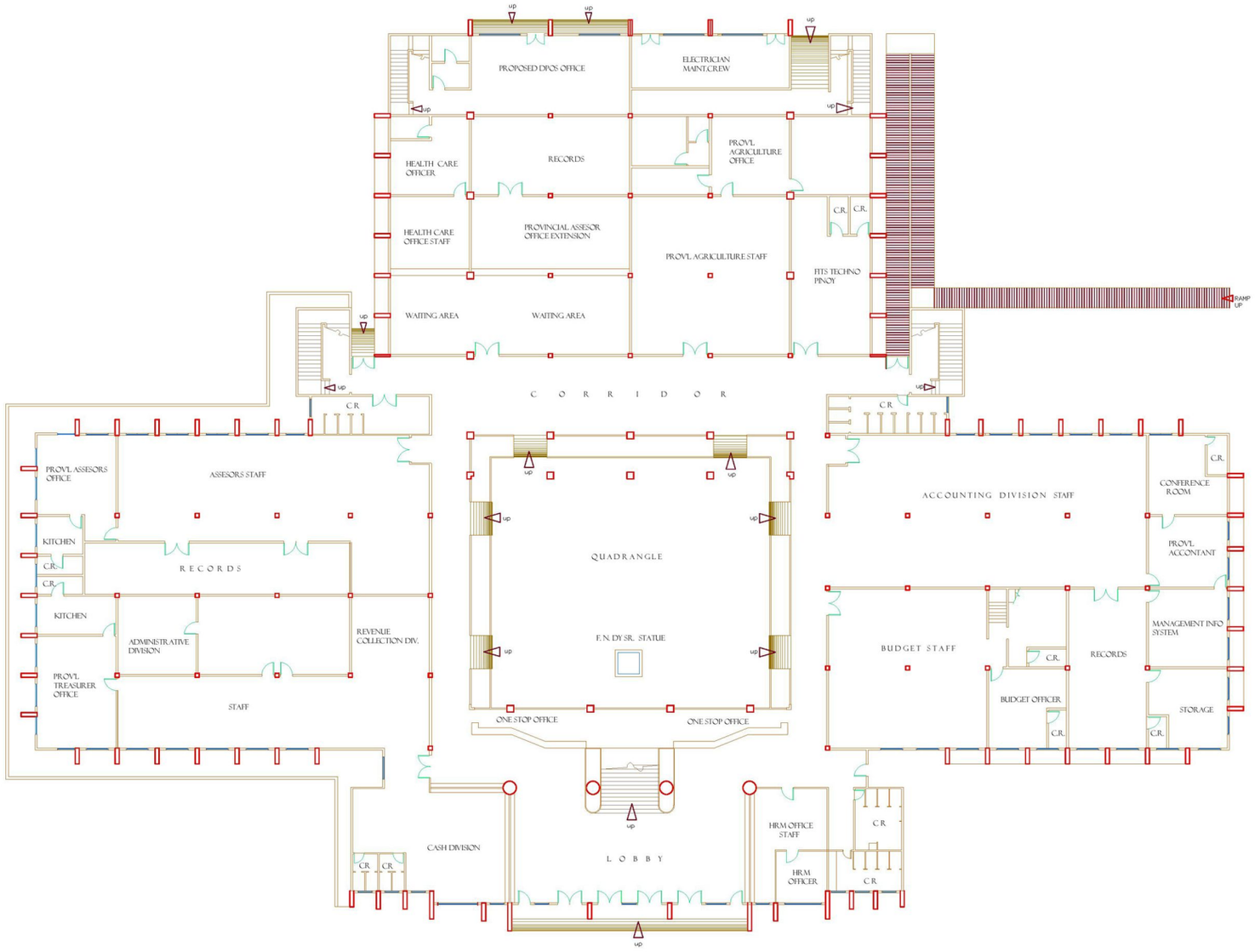
PWD COMFORT ROOM NEAR HRM OFFICE

Privilege Access to PWDs, Senior Citizens & Pregnant Women

RAMP AND ELEVATOR AT GOV. FAUSTINO N. DY, SR. HOSPITAL

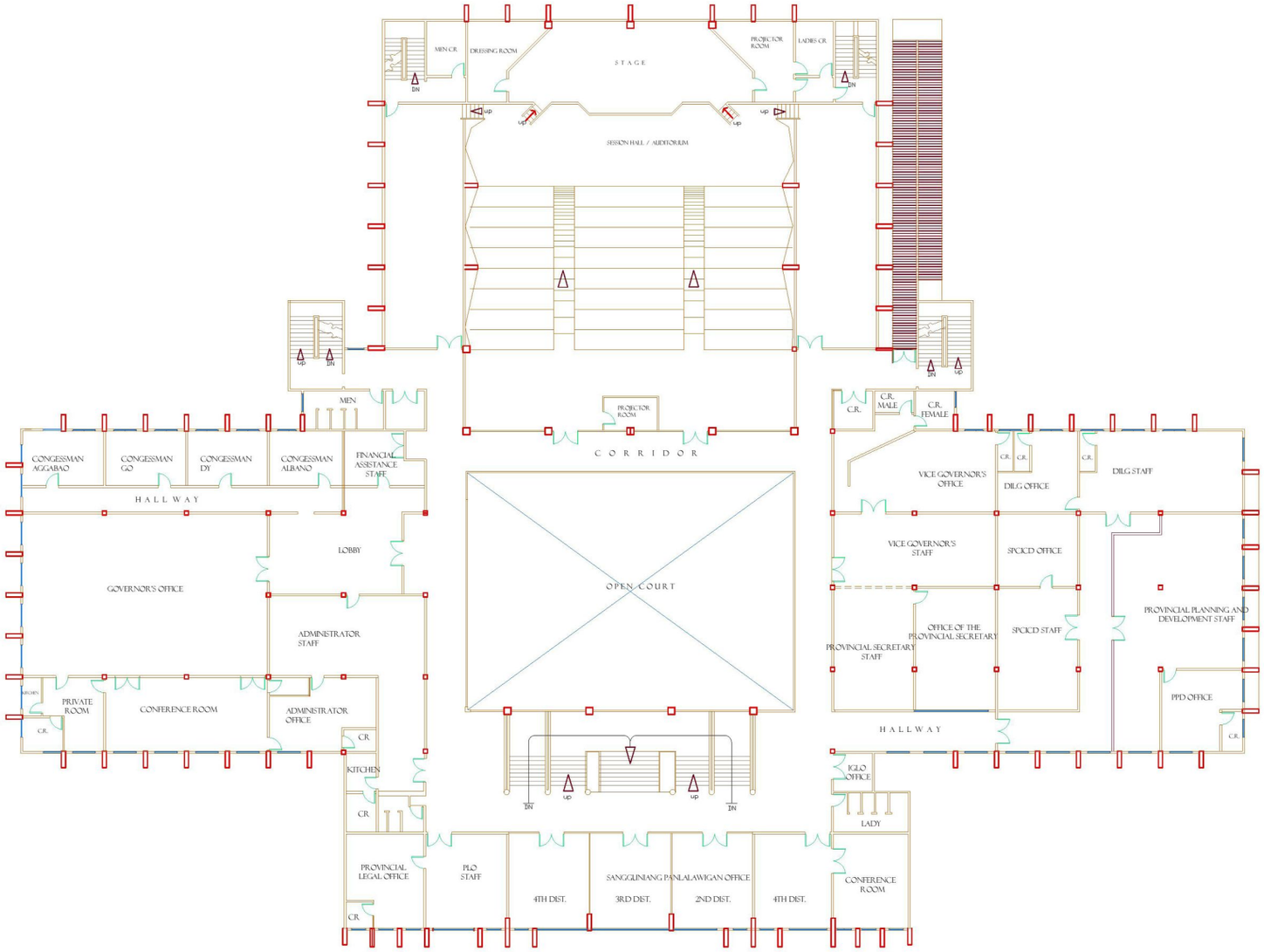
The ramp for PWDs located at the entrance of the Gov. Faustino N. Dy, Sr. Hospital.

Other facilities for PWDs are also available inside the Provincial Hospital.



GROUND FLOOR PLAN

SCALE : 1 : 200 M.

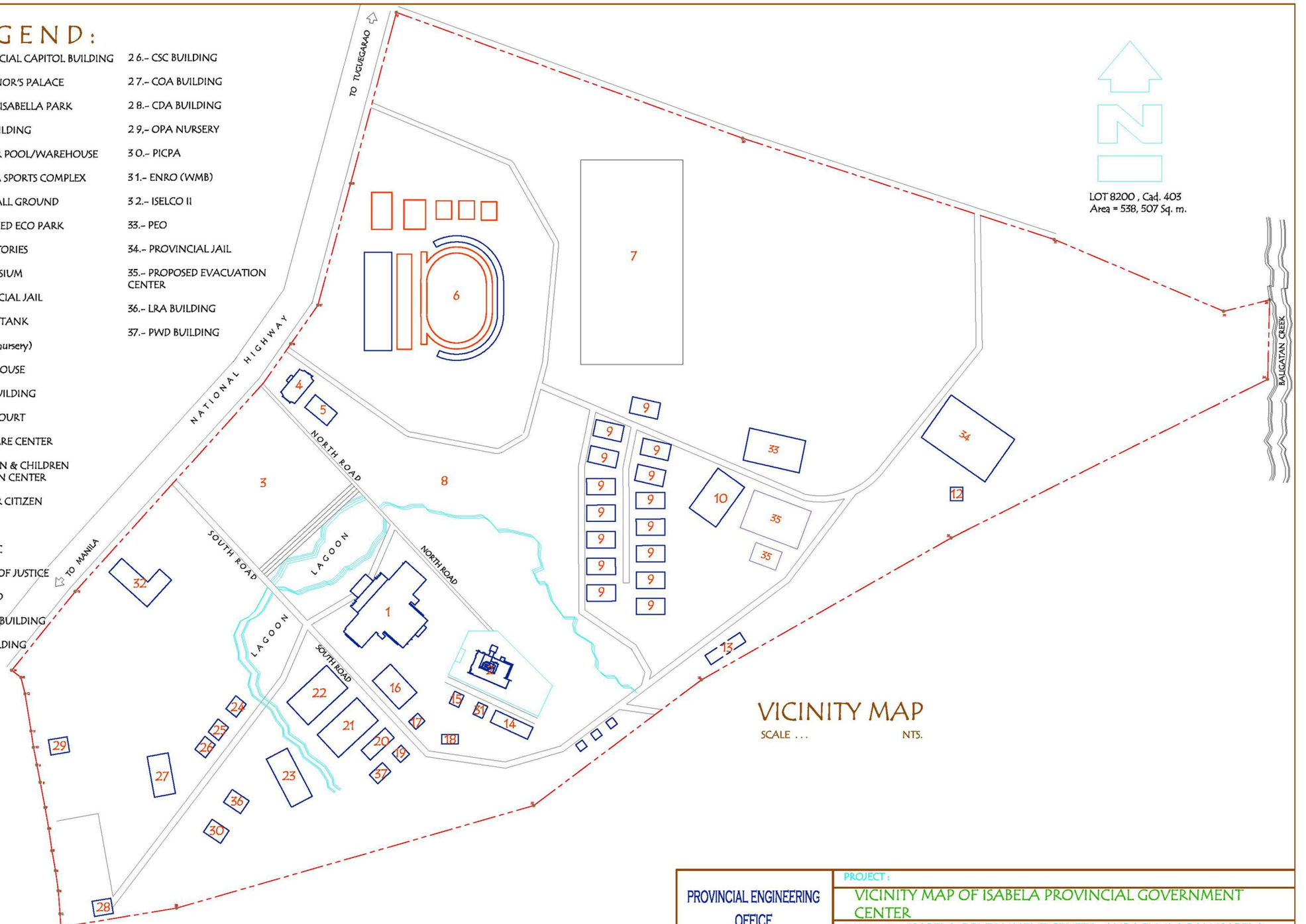


SECOND FLOOR PLAN

SCALE 1 : 200 M.

LEGEND:

1 . -PROVINCIAL CAPITOL BUILDING
2. -GOVERNOR'S PALACE
3. - QUEEN ISABELLA PARK
4. - GSO BUILDING
5 . - MOTOR POOL/WAREHOUSE
6. - ISABELA SPORTS COMPLEX
7. - FOOTBALL GROUND
8. - PROPOSED ECO PARK
9.- DORMITORIES
10. GYMNASIUM
11. PROVINCIAL JAIL
12. WATER TANK
13. ENRO (nursery)
14, WAREHOUSE
15.ENRO BUILDING
16.-FOODCOURT
17.- DAYCARE CENTER
18.-WOMAN & CHILDREN PROTECTION CENTER
19.- SENIOR CITIZEN
20.-PSWD
21. PDRRMC
22.- HALL OF JUSTICE
23.- DEP-ED
24.- COOP BUILDING
25. IBP BUILDING
26.- CSC BUILDING
27.- COA BUILDING
28.- CDA BUILDING
29,- OPA NURSERY
30.- PICPA
31.- ENRO (WMB)
32.- ISELCO II
33.- PEO
34.- PROVINCIAL JAIL
35.- PROPOSED EVACUATION CENTER
36.- LRA BUILDING
37.- PWD BUILDING



VICINITY MAP

SCALE . . . NTS.

PROVINCIAL ENGINEERING OFFICE	PROJECT : VICINITY MAP OF ISABELA PROVINCIAL GOVERNMENT CENTER
	LOCATION : ISABELA GOVERNMENT CENTER, ALIBAGU, ILAGAN,ISABELA

Republic of the Philippines
PROVINCE OF ISABELA
ILAGAN
-oOo-

Office of the Governor

EXECUTIVE ORDER NO. 2010- 31

ESTABLISHING THE CITIZEN'S CHARTER FOR THE PROVINCE OF ISABELA, AND CREATING A TECHNICAL WORKING GROUP AND A STEERING COMMITTEE FOR THE PURPOSE

WHEREAS, Republic Act No. 9485, otherwise known as the Anti-Red Tape Act (ARTA) of 2007, declared it the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as establish effective practices aimed at the prevention of graft and corruption in government;

WHEREAS, RA 9485 mandates local government units to set up service standards to be known as the Citizens' Charter which will be in the form of information billboards that will be posted at main entrances of offices or at the most conspicuous places, or in the form of published materials written either in English, Filipino, or in the local dialect;

WHEREAS, good governance through adherence to the principles of accountability, transparency and efficient and responsive public service delivery, is a policy of the incumbent administration;

WHEREAS, the establishment of a Citizen's Charter will promote transparency and accountability as it discourages graft and corrupt practices, increase public access to basic services,

Provincial Capitol
Alibagu, Ilagan, Isabela 3300

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Fax No. (078) 622-0955

provide a feedback mechanism that will determine public satisfaction while helping address complaints, contribute to the assessment and evaluation of government workers' performance, and encourage people to contribute and participate in efficient local governance;

WHEREAS, the people of Isabela aspire for good governance and deserve to benefit from improved basic service delivery, results-oriented public servants, an open line of communication with local leaders and government, and the opportunity to play a role in the upliftment of the community and social welfare through an initiative as the Citizens' Charter;

WHEREAS, the Governor of Isabela is committed to build a leadership that is responsive and supportive to the needs and aspirations of the people of Isabela;

NOW, **THEREFORE,** by virtue of the powers vested upon me by law, I, FAUSTINO G. DY III, Governor of Isabela, hereby order the establishment of a Citizen's Charter for the Province of Isabela and the creation of the Technical Working Group and a Steering Committee for the purpose, as follows:

Section 1. Establishment of a Citizens' Charter for the Province of Isabela. There is hereby established an official document or manuscript similar to a record, catalogue, or pledge of standard of service, that shall communicate to the public a list of services provided for the constituency of the Provincial Government, as well as procedures on the availment of such services. The Charter shall likewise guide constituents on the standard of performance or action that is to be expected from the Provincilal Government in the delivery of each particular service, and shall serve as a register of the following important information:

- Vision and Mission of the Provincial Government of Isabela;
- List of frontline services offered, and the recipients of such services;
- The step-by-step procedure to be followed in obtaining a particular service;
- The officer or employee responsible for each step;
- The maximum time to conclude the process;
- Document/s to be presented by the client, with a clear indication of the relevance of said document/s;

- The amount of fees to be paid, if any;
- The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for appropriate action;
- Allowable period for extension due to unusual circumstances, i.e. unforeseen events beyond the control of the government office or agency concerned, and;
- Feedback mechanisms, contact numbers of persons to approach for recommendations, inquiries, suggestions, as well as complaints.

Section 2. Creation of the Technical Working Group (TWG). There shall be created a Technical Working Group (TWG) in the preparation of the Citizens' Charter. The TWG shall be composed of the following:

- The Provincial Administrator who shall act as the TWG Chair
- The Provincial Development Council Senior LGU Official/s who
  Shall serve as Vice Chair/s
- Heads of Departments providing frontline services
- Senior Staffmembers of each Department providing frontline services.

Section 3. Functions of the Technical Working Group. The TWG members are mandated to perform the following functions:

- The TWG Chair shall convene the TWG to organize the workload on hand, lead in the conceptualization of the Charter, set standards for the desired output or Citizens' Charter, determine required inputs, set deadlines, act on the results of the review of drafts and final output by the Vice Chair/s, propose amendments, and approve and assume responsibility for the final published document.
- The Vice Chair/s shall conduct reviews of preliminary inputs, draft and final consolidated outputs of Department Heads, refer the results thereof to the TWG Chair, and assist the Chair in his other tasks;
- The Department Heads, with the assistance of their Senior Staffmembers, shall create a list of frontline services, the procedure through which these services may be availed of, requirements, schedule of fees and

Sangguniang Panlalawigan through an appropriate ordinance.

Section 6. Funding. Funds for the implementation of the ARTA-Citizen's Charter shall be sourced from the Office of the Governor.

Section 7. Effectivity. This Executive Order shall take effect immediately.

Done at the Provincial Capitol, Ilagan, Isabela, this 23rd day of November 2010.

FAUSTINO G. DY III
Governor

RULES AND REGULATIONS
IMPLEMENTING EO NO. 31 OR THE CITIZEN'S CHARTER INITIATIVE

RULE I
POLICY AND APPLICATION

ARTICLE 1. Title. These Rules shall be known and cited as the Rules and Regulations Implementing Executive Order 31 or the Citizen's Charter Initiative, hereafter referred to as the CC.

ART. 2. Purpose. These Rules are promulgated to prescribe procedures and guidelines for the implementation of Executive Order 31 in order to facilitate the compliance therewith and achieve the objective thereof.

ART. 3. Declaration of Policy. a) It is hereby declared the policy of the State to promote transparency, integrity, accountability, proper management of public affairs and public property as well as establish effective practices aimed at the prevention of graft and corruption in government.

b) Republic Act 9485, otherwise known as the Anti-Red Tape Act (ARTA) requires local government units or LGUs to set up service standards to be known as the Citizens' Charter.

c) Every LGU shall exercise its authority and all the powers vested in it by Republic Act 7160 otherwise known as the Local Government Code of 1991 in the implementation of RA. 9485 and other such laws upholding the general welfare. Within their respective territorial jurisdictions,. LGUs shall promote efficient and effective governance, improve public morals, enhance economic prosperity and social justice,

maintain peace and order, and preserve the comfort and convenience of their inhabitants.

ART.4. Scope of Application. These Rules shall apply to the Isabela Provincial Government Office as composed of the following offices:

a) The Office of the Governor, including the Office of the Provincial Administrator
b) The Office of the Vice Governor
c) The Office of the Provincial Attorney
d) The Provincial Social Welfare and Development Office
e) The Isabel Provincial Health Office, including the Gov. Faustino N. Dy Memorial Hospital; the District Hospitals in Cabagan, Cauayan, Echague, and Roxas; the San Mariano Medicare Hospital; and the Palanan Station Hospital
f) The Isabela Environment and Natural Resources Office
g) The Provincial Veterinarian's Office
h) The Provincial Assessor's Office
i) The Provincial Treasurer's Office
j) The Provincial Cooperative Development Officer
k) The Provincial Agriculturist's Office
l) Other Provincial Government Offices with functions directly affecting the delivery of services by the above offices

ART. 5. Rules of Interpretation. In the interpretation of the provisions of EO 31, the following rules shall apply:

a) The general welfare provisions and any question regarding the provisions of Executive Order 31 or the CC shall be liberally interpreted in favor of RA 9485 or the ARTA
b) Rights and obligations existing on the date of the effectivity of EO 31 shall be governed by terms and conditions existing before the effectivity of the EO.
c) In addressing complaints, granting relief, and offering remedies, government or official policy and established customs and traditions may be resorted to.

RULE II

ESTABLISHING A CITIZEN'S CHARTER

ART. 6. Establishment of a Citizen's Charter for the Isabela Provincial Government Office. There is hereby established an official document or manuscript similar to a record, catalogue, register or list of services provided for the constituency of the Provincial Government Office (PGO). This shall be accompanied by a pledge or oath of commitment to a high standard of performance or service delivery by public servant-employees of the PGO. The Charter shall serve as a guide in the availment and delivery of frontline services.

Section 1. Identifying Frontline Services. The delivery of frontline office services shall be dependent on the nature of office operations as described in the Local Government Code and based on the public necessity for such services.

a) A Technical Working Group (TWG) shall convene to draw up a list of public services availed at PGO offices and prepare the draft and final Citizens' Charter. The members shall likewise draft and finalize a Performance Pledge and Service Philosophy as part of the mounted Citizens' Charter.

b) The list of public services shall include, but not be limited to, the following:
   1. Financial Assistance: for medical/ health emergencies, education/scholarships/school-related needs, basic and other critical needs
   2. OFW/Migrants Assistance : Requests for support in repatriation, alleviation of working conditions, recruitment problems, benefits claim, family support, links
   3. For Health Support : Requests for referrals and endorsements to hospitals, PCSO, and charity/support organizations
   4. Recommendations/Endorsements for employment applications, requests, and other communications to government offices and organizations with which the PGO has established links

5. Licenses, permits, and other certified copies of documents and records in government custody for real property, business, school, travel, employment, marriage, and personal purposes
6. Records for career development and promotion
7. Administrative support services during calamities man-made or natural

c) The Final Citizens' Charter output shall present each service in tabular form containing service and delivery information as shown in the following sample:

SERBISYONG KAILANGAN		FINANCIAL ASSISTANCE MULA SA PSWD		
STEP	UPISINA O TAONG LALAPITAN	MGA KAILANGANG DALHIN	ITATAGAL NG PROSESO	POSIBLE PANG ITAGAL KUNG MAY PROBLEMA
1	One-Stop Office sa lobby ng Kapitolyo para magpakita ng dokumento at ma-interview	KUNG MEDICAL : 1.Barangay Certificate of Indigency 2.MSWD Assessment/ Referral 3. Medical Certificate 4. Reseta 5. Hospital Bill 6.Laboratory Results 7.Blood Transfusion Request KUNG LIBING: 1.Barangay Certificate of Indigency 2.MSWD Assessment/Referral 3.Death Certificate (Bahas) Registered TRANSPORTATION: Barangay Certificate of Indigency MSWD Assessment/Referral Police Blotter Referral from attending Physician BIKTIMA NG SUNOG: Barangay Certificate of Indigency MSWD Assessment/Referral Police Blotter KUNG STRANDED: Certificate from local Officials	5 minutes	5 minutes

2	Financial Assistance Office, 2nd Floor para sa 2nd interview at pagsuri sa dokumento	Mga parehong dokumento	10 minutes	10 minutes

3	Kung Acknowledgment Receipt man o Voucher Office of the Provincial Administrator para sa pirma ng PA	Papel na ibibigay ng FA Office sa 2nd Flr. para ipapirma kay PA	30 minutes	10 minutes
4	Kung Acknowledgement Receipt: Cash Division para kunin ang pera o cheke Kung Voucher: Budget Office	Pirmado nang papeles	10 minutes	10 minutes
5	Kung Voucher Accounting Office	Parehong dokumento	10 minutes	10 minutes
6	Kung Voucher Treasurer's Office	Parehong Dokumento	10 minutes	10 minutes
7	Kung Voucher Cash Division	PArehong dokumento	10 minutes	10 minutes
TAONG LALAPITAN KUNG HINDI MAAYOS ANG SERBISYO			Complaints and Relief Desk sa_____	

d) The Citizens' Charter shall be written in Filipino and will be mounted in the most conspicuous spot in the Provincial Capitol Building.

Section 2. Frontline Service-Providers. The following offices within the Provincial Government Office are identified as the frontline service providers and named members in the Technical Working Group:

a) Office of the Governor
b) Office of the Vice Governor
c) Office of the Provincial Administrator
d) Office of the Provincial Attorney
e) Provincial Social Welfare and Development Office
f) Office of the Provincial Health Officer
g) Office of the Provincial Environment and Natural Resources
h) Office of the Provincial Treasurer
i) Office of the Provincial Assessor
j) Provincial Cooperative Development Office

Section 3. Status of Non-Frontline Service Providers. PGO Offices that do not offer or are not mandated to directly deliver public services shall operate as usual but shall comply with requirements necessitated by the delivery of services by frontline service providers.

RULE III

CREATING THE TECHNICAL WORKING GROUP

ARTICLE 7. ***Creation of the Technical Working Group.*** There shall be created a Technical Working Group (TWG) in the preparation of the Citizen's Charter.

Section 1. Composition of the Technical Working Group. The TWG shall be composed of the following:

- The Provincial Administrator who shall act as the TWG Chair
- The Provincial Planning and Development Officer who shall serve as Vice Chair

- Heads of Departments providing frontline services
- Senior Staffmembers of each Department providing frontline services
- The Supervising Community Affairs Officer IV

Section 2. Functions of the Technical Working Group. The TWG is mandated to perform the following functions, pursuant to Executive Order 31:

- The TWG Chair shall convene the TWG to organize the workload on hand, lead in the conceptualization of the Charter, set standards for the desired output or Citizens' Charter, determine required inputs, set deadlines, act on the results of the review of drafts and final output by the Vice Chair/s, propose amendments, and approve and assume responsibility for the final published document.

- The Vice Chair shall conduct reviews of preliminary inputs, draft and finalize consolidated outputs of Department Heads, refer the results thereof to the TWG Chair, and assist the Chair in his other tasks.

- The Department Heads, with the assistance of their Senior Staffmembers, shall each create a table of information consisting of the following:
    - list of frontline services delivered by each department/office
    - the procedure through which each service may be availed of
    - documentary and other requirements
    - schedule of fees and other charges, if any
    - timelines and duration of service delivery
    - officers in-charge at every step
    - allowable period of extension in service delivery due to unforeseen events
    - an officer to act on and resolve complaints and grievances due to failure in service delivery
    - and feedback mechanisms, names, and contact number of persons to approach for recommendations, inquiries, suggestions, as well as complaints

The set performance standard for each service shall serve as guide to constituents seeking the services. These preliminary inputs shall be submitted by each Department head to the Vice Chair for comments and amendments, if any. to the Vice Chair who shall approve the draft;

- The Department Heads shall consolidate their various inputs after review and approval of the Vice Chair and the resulting document shall be treated as the Draft Citizens' Charter.
- Senior staffmembers of Department Heads shall conduct consultative meetings and gather pertinent information from constituents and beneficiaries of government services, such as but not limited to the business or industry members.

RULE IV

PERFORMANCE EFFICIENCY AND ACCOUNTABILITY

ART. 8. Creation of the Steering Committee on the Citizens' Charter Initiative. Pursuant to Executive Order 31 there shall be created a Steering Committee that shall have overall supervision of the Citizens' Charter implementation starting on the day of the effectivity of the Executive Order establishing the Citizens' Charter Initiative and throughout the implementation period of the Charter project.

Section 1. Composition of the Steering Committee. The Citizens' Charter Steering Committee shall have the following composition:

- The Governor as Steering Committee Chairperson
- The Vice Governor
- Chairperson of the Committee on Business and Industry, Sangguniang Panlalawigan
- Members of the existing Management Committee or Executive Committee
- Heads of departments providing frontline services
- Representative of the Local Chamber of Commerce and Industry
- The Chair of the Technical Working Group/Provincial Administrator as Ex-Officio Member of the Steering Committee
- The Provincial Legal Officer

Section 2. General Functions of the Steering Committee. Supervisory, monitoring, advisory, and oversight functions shall be discharged by the Steering Committee towards the effective and efficient implementation of the Citizen's Charter Initiative. It shall meet as determined by the Chair to review the implementation, deliberate on complaints and grievances lodged against any employee/s or office/s, and decide on new or other directions of the project.

Section 3. Special Functions of the Chair.

a) The Chair shall establish a Monitoring System through a Memorandum Circular . The System shall be in the form of a Comment Sheets handed to constituents or service recipients. The Comment Sheets shall be deposited in boxes conspicuously displayed beside the Citizens' Charter and these shall be reviewed by the Committee during assessment meetings.

b) The Chair as the Provincial Governor shall propose to the Sangguniang Panlalawigan the institutionalization of the Citizens' Charter through an appropriate ordinance. The Chair shall have veto power over all acts and decisions of the TWG and any unit created within the Steering Committee.

Section 4. Special Functions of the Ex-Officio Member of the Steering Committee. The TWG Chair, as ex-officio member of the Steering Committee, shall:

a) serve as the repository of the Steering Committee's evaluation records;
b) convene the TWG at any time during the period of implementation when, in the exercise of the Steering Committee's oversight and review functions, amendments to the Citizens' Charter for the purpose of being more responsive to public interest are introduced.

RULE V

SETTLEMENT OF COMPLAINTS AND DICIPLINARY ACTIONS

ART. 9. Establishing the Relief and Complaints Desk. The Steering Committee shall establish the Complaints and Relief Desk (CRD) as an adjunct unit of the Steering Committee.

a) The Desk shall be under the direction of the Provincial Legal Officer whose acts will be recorded and submitted to the Committee and its members for confirmation and or amendment, or a veto by the Chair of the Steering Committee;
b) The Provincial Legal Officer shall serve as the Complaints and Relief Officer CRO) or
May appoint a junior officer to assume the assignment;
c) The CRO shall coordinate with Heads of frontline service providers or offices in the assessment and resolution of complaints and grievances;

d) Final and approved Resolution of processed complaints and grievances shall bear the approving signature of the Chair of the Steering Committee.
e) The CRO shall keep a record of all copies of complaints and grievances, replies and position papers from subject departments, and other pertinent documents related to its cases and submit the same during Assessment Meetings to the Steering Committee.
f) All CRD files shall become part of the Steering Committee's Databank.

RULE VI

MISCELLANEOUS AND FINAL PROVISIONS

ART. 10. Separability Clause. If, for any reason or reasons, any part or provision of these Implementing Rules and Regulations shall be rendered invalid, other parts or provisions thereof shall remain in full force and effect.

ART. 11. Repealing Clause. Except as otherwise provided in Executive Order 31 Establishing the Citizens' Charter, Executive Order 31 is hereby repealed.

ART. 12. Effectivity. These rules shall take effect immediately.

FAUSTINO G. DY III
Governor

CITIZEN'S CHARTER SIGNAGES

The "NO NOON BREAK" policy is prescribed under Republic Act No. 9485 or the Anti-Red Tape Act of 2007. Section 8 (e) of the law states that "agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break". Government offices are advised to adopt an appropriate working schedule to ensure uninterrupted public service delivery.

CITIZEN'S CHARTER SIGNAGES

NO TO

The Anti-Red Tape Act of 2007 (R.A. 9485) imposes stiff penalty of fixers: imprisonment not exceeding six years or a fine of not more than Two Hundred Thousand Pesos (P200,000.00), or both fine and imprisonment at the discretion of the court.

Report the name of fixer, name and location of government office, date and time of transaction to the following:

CIVIL SERVICE COMMISSION	0917-TEXTCSC (8398272) (02) 932-0111
OFFICE OF THE OMBUDSMAN	0926-6994703 (02) 927-4102; (02) 927-2404

CITIZEN'S CHARTER SIGNAGES

PAKIUSAP:

Mauuna po ang mga MATATANDA, BABAE, BUNTIS at mga may SAKIT o KAPANSANAN.

PAKIUSAP:

Dito po ang linya para sa mga MATATANDA, BABAE, BUNTIS at mga may SAKIT o KAPANSANAN.