



RIZAL PROVINCIAL GOVERNMENT

**CITIZEN'S CHARTER
2020 (Revised Edition)**



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I. Mandate

Rizal Province is composed of 13 municipalities and one component city, comprising a total of 188 barangays. It is divided into four congressional districts. The First District is composed of the towns of Angono, Binangonan, Taytay and Cainta, while the Second District comprises the municipalities of Baras, Cardona, Jalajala, Morong, Pililla, Rodriguez, San Mateo, Tanay and Teresa. The remaining districts belong to the City of Antipolo, which is divided further into two congressional districts.

The seat of government is now located at the City of Antipolo, the new capital of the Province. Its state-of-the-art capitol building is situated at the Ynares Center Complex, along circumferential road, Barangay San Roque, Antipolo City.

Composition of the Rizal Provincial Government

The Provincial Government is composed of a Provincial Governor, Vice-Governor and 14 Board Members all are elected for a three (3) year term. RPG is also composed of appointed personnel, a regular permanent, co-terminous, contractual, casual and program based job order personnel.

Powers and Functions:

- Exercise general supervision and control over all program, projects, services, and activities of the provincial government;
- Enforce all laws and ordinances relative to the governance of the province and the exercise of the appropriate corporate powers provided for under Section 22 of the Local Government Code of 1991, implement all approved policies, programs, projects, services and activities of the province;
- Initiate and maximize the generation of resources and revenues, and apply the same to the implementation of development plans, program, objectives and priorities as provided for under

particularly those resources and revenues programmed for agro-industrial development and country-wide growth and progress;

- Ensure the delivery of basic services and the provision of adequate facilities as provided for under Section 17 of Local Government Code of 1991; and
- Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

II. Vision

A peaceful, ecologically balanced province with a progressive, creative, and sustained multi-sector economy; the regional center for learning, culture and arts; endowed with equally accessible advanced and services facilities for its God-loving highly capable, disaster preparedness and climate change resilient citizenry.

III. Mission

Rizal Province is committed to the promotion and modernization of socio-economic and environmental services by providing programs and activities for sustainable livelihood, institutionalization of disaster risk reduction and climate change adaptation , multi-sector linkages and access to financing, proactive health care delivery, industry relevant education and values formation, dependable infrastructure support and human resource development, ecological management and the preservation of cultural and historical sites achievable through effective, responsible transparent governance.



IV. Strategic objectives

- Y** - Youth and women empowerment
- E** - Environmental protection and Risk reduction management
- S** - Shelter and livelihood opportunities

- T** - Tourism development and promotion
- O** - Opportunities for business and employment

- G** - Good governance, transparency and accountability
- R** - Roads and other infrastructure development
- E** - Education, human resources, technology and sports development
- E** - Enhanced agricultural productivity
- N** - Nutrition and Improved health services

V. Service Pledge

We, the officials and employees of the Rizal Provincial Government commit to serve only what is best for you through effective, responsible and transparent governance.

Serving you promptly, efficiently, and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon break, subject to health and security measures adopted by the RPG to help contain the spread of Covid-19;

Ensuring strict compliance with service standards;

Responding to your complaint about our services the soonest or within the day through our Public Information, Assistance and Complaints Desk and taking corrective measures;

Valuing every citizen's comments, suggestions, and needs, including those with special needs such as the differently-abled, pregnant women, and senior citizens; and

Empowering the public through 24/7 access to information on our policies, programs, activities and services through our website (www.rizalprovince.gov.ph)

All these we pledge, and consistently demonstrate only what is best for **YOU**.

“TAAS NOO RIZALEÑO”



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1. Issuance of Service Records/Certificate of Employment and Compensation

Request for Service Records, Certificate of Employment and Compensation can be obtained from this office. The document is very important and served as a testament of their employment in the Rizal Provincial Government. Service record/CEC can be requested by an active and in-active employee/retiree or head of HR office from other agency as requirement for any legal transaction in private or government entities specially claims for GSIS retirement benefits.

Office/ Division	HUMAN RESOURCE MANAGEMENT OFFICER (HRMO) - RECORDS AND STATISTICS DIVISION (2 nd Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 5203/5204/5205/ e-mail: hrmorpg@gmail.com)	
Category	External/Internal	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Client (Retiree) G2G – Government to Government	
Processing Time	20 minutes per Service record / Certificate of employment	
Fees	Php 20.00	
Who may avail:	a. Active employee b. Inactive employee / Retiree c. Head of Agency, Personnel Officer or the Administrative Officer of the Agency where the employee is presently employed	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request slip form 2. Agency or Company ID 3. Authorization letter 4. Request Letter 5. Official Receipt (fees)		1. From HRMO 2. From active/in-active employee/retiree 3. Requestee 4. Head HR/Administrative Officer of the requesting agency. 5. Cashier - Provincial Treasurer

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit request slip or letter to HRMO Frontline staff/Officer of the day.	1. Accept/Receive and review request letter/ accomplished form slip. <ul style="list-style-type: none"> Advise Client to pay the corresponding amount at Treasurers Office. 	Php 20.00/ document	20 minutes upon receipt of complete required documents	HR Record Officer/ Staff
2. Pay the corresponding fee at the cashier at the Treasurers Office.	2. Collecting Officer process payment and issue Official Receipt (O.R.) <ul style="list-style-type: none"> While clients pay the corresponding fee, HR Record Officer/staff prepares the requested document. 			PTO Cashier
3. Present O.R. to the action Officer at HRMO.	3. Check/Record the O.R. and			HR Record Officer/ Staff
4. Claim the document requested.	4. Released the requested document to client.			HRMO Chief
OTAL		Php 20.00/ document	20 minutes upon receipt of complete required documents	HR Record Officer/ Staff
END OF TRANSACTION				

*Transacting clients during payment of appropriate fee/s and in claiming the requested documents shall observe proper health protocols adopted by RPG in view of the COVID-19 pandemic.

*Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



2. Issuance of Permit to use the Ynares Center ground and facilities

Permit to use the Ynares Center grounds and other facilities as venue for meetings, seminars, assemblies, practices and other activities is issued to any individual/s or organization/s, whether private or public entity. Ynares Center grounds and facilities is properly maintained and coordinated to ensure readiness for the client use.

Office/Division	OFFICE OF THE PROVINCIAL ADMINISTRATOR - PROPER (2 nd Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4203/4204/ e-mail: aoffice04@gmail.com)
Category:	External and Internal
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Processing Time:	25 minutes per request
Fees:	Rental Fee, if there is any, to be determined by the Office of the Provincial Treasurer pursuant to the Revenue Code of the Rizal Provincial Government
Who may avail:	a. Residents of Rizal Province b. Private Individuals and Organizations c. Government & Non-Government Offices, Agencies & Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter stating the description, venue, date and time of the activity, and the expected number of participants 2. Waiver	<ul style="list-style-type: none"> ➤ Client ➤ Office of the Provincial Administrator

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit letter of request.	1. Receive, check and record the letter request. <ul style="list-style-type: none"> ▪ Refer the request to the Department Head for interview/evaluation: <p>If not approved; Explain to client reason/s for non-approval</p> <p>If approved;</p> <p>a. Free of Charge - Endorse the letter to the Provincial Security Division</p> <p>b. With Pay – Advice client to proceed to the Provincial Treasurer’s Office for determination of rental fee</p>		25 minutes	Assistant Information Officer Provincial Administrator Administrative Aide I
2. Pay the corresponding fee at the cashier at the Treasurers Office.	2. Collecting Officer process payment and issue Official Receipt (O.R.) <ul style="list-style-type: none"> ▪ While clients pay the corresponding fee, Admin. Officer/staff prepares the requested document. 			PTO Cashier Administrative Aide I

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE (Position Unit/ Division)
3. Present O.R. to the Action Officer of OPA.	3. Check/Record the O.R. and			Administrative Aide I
4. Receive the documents requested.	4. Release the requested permit and waiver to the client.			
TOTAL		To be determined by PTO, if there is any	25 Minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE AND/OR WITH PAY				

*Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



3. Processing of Scholarship and Financial Assistance

The Scholarship Office is established to provide scholarship and financial assistance to poor but deserving students of the Province of Rizal to support their aims of attaining quality education under the maxim that *“those who have less in life shall have more in law.”*

Office/Division	OFFICE OF THE GOVERNOR – SCHOLARSHIP OFFICE Ground Floor, RPG Bldg., Antipolo City Tel. No. 8-620-2400 Local 4221
Category	External
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen/Students
Processing Time	8 hours
Fees	None
Who may avail:	Senior High School Graduates Student.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Scholarship Application Form 2. Senior High School Report Card (DepEd Form 138) 3. Certificate of Good Moral Character 4. Proof of Income of Parents/Guardian	<ul style="list-style-type: none"> ✓ Scholarship Office, Provincial Capitol, Antipolo City; ✓ Province of Rizal Website : www.rizalprovince.ph; ✓ All public Senior High Schools in Rizal Province. 2. from where he/she graduated. 3. From the Guidance Office where he/she graduated.

	<p>4. The applicant may submit any of the following document/s.</p> <ul style="list-style-type: none"> • BIR Certificate of Tax Witheld; • BIR Certificate of Tax Exemption; • Brgy. Certificate of Indigency.
<p>5. Photocopy of COMELEC I.D. or COMELEC Registration</p> <p>6. Photocopy of PSA Birth Certificate</p> <p>7. Brgy. Certificate of Indigency</p>	<p>5. Photocopy of COMELEC I.D. or COMELEC Registration from COMELEC Office.</p> <p>6. Philippine Statistics Authority (PSA).</p> <p>7. From the concerned Barangay/Residents.</p>

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Visit/inquire/call at Scholarship Office or call at Tel. No. 620-2467 and ask for assistance regarding scholarship program.	1. Entertain/explain in details and the list of requirements for availing the scholarship program.	None	25 mins.	Administrative Aide IV
2. Walk-in client asked for application form.	<p>2. Provide application form.</p> <p>IF NO REQUIREMENT YET:</p> <ul style="list-style-type: none"> ▪ Advised client or student to return and submit the required documents. 			<p>Officer-in-Charge Scholarship Office</p> <p>Administrative Aide VI</p>

	<p>COMPLETE REQUIREMENTS:</p> <ul style="list-style-type: none"> ▪ Advice the client or students to submit the documents at the PREDAC Office. 			
3. Screening of Applicants.	3. Check the validity of requirements submitted by the applicants.			Administrative Asst. II
4. Get the Test Permits.	4. Test permits issued to qualified applicants indicating their testing center, Room No. and Seat number.			Administrative Asst. IV (PREDAC OFFICE)
5. Be present at the designated venue or testing centers.	<p>5. Conduct of examination.</p> <ul style="list-style-type: none"> ▪ Applicant/students are advised to check the results of their exam posted at the Scholarship Office or thru www.rizalprovince.ph ▪ Students/applicants who passed the exam are advised to report to Scholarship Office together with the parent for contract signing 	None None	6 hours and 5 mins.	<p>Executive Director PREDAC Office</p> <p>Admin. Officer IV Scholarship Office</p> <p>Admin. Aide IV Scholarship Office</p> <p>Administrative Aide VI</p> <p>Administrative Asst. II</p> <p>Administrative Aide IV PREDAC OFFICE</p>
6. Student/Parent to sign the contract or scholarship agreement.	<p>6. Administer signing of contract or scholarship agreement.</p> <ul style="list-style-type: none"> ▪ The scholar will be instructed to enroll to college of his/her choice 		1 hour & 30 minutes	Ms. Olimpia J. Aquino Officer-in-Charge Scholarship Office

	and submit the proof of enrollment.			
7 submit proof of enrollement to scholarship action officer.	<p>7. Check the correctness and completeness of the submitted documents.</p> <ul style="list-style-type: none"> ▪ Processing of scholars financial assistance. ▪ The scholar is advised to apply for an ATM card in the bank prescribed by the Rizal Provincial Govt, and shall also be informed the release of their scholarship allowances thru ATM. 			Admin. Officer IV Scholarship Office
TOTAL		No fees collected	8 hours	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

*Transacting clients (students/Parents), apart from fulfilling the documentary requirements shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



4. Provision of Legal Assistance and Legal Advice

This office provides legal service and protection of rights to the citizens of the Rizal Province through the recommendation of the Provincial Governor in all courts, tribunals, and quasi-judicial bodies where case/s of clients are filed and/or pending.

Office/Division	OFFICE OF THE PROVINCIAL LEGAL OFFICER - 2 nd Floor, RPG Building, Antipolo City, Tel No. 620-2400 Local # 5309/5303/ - E-mail: legal.office.rizalprovincial@gmail.com	
Category:	External / Internal	
Classification:	Simple & Highly-Technical	
Type of Transaction:	G2C - Government to Client	
Processing Time	1 hour and 30 minutes	
Fees	None	
Who may avail:	Citizens of the Province of Rizal ,officials of other Local Government Units (LGUs), and employees of the Rizal Provincial Government	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request for legal assistance addressed to the Provincial Governor		Office of the Provincial Governor
2. Referral note signed by the Provincial Governor		
3. Copy of complaint, summons, subpoena, statements, reports, etc.		From the Client

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)	
1. Present legal documents to the frontline desk officer.	<p>a. LEGAL ADVISE</p> <p>1. Initial interview, verification of legal documents presented and legal assistance needed.</p> <p>WITHOUT DOCUMENT AT HAND:</p> <p>* Client is advised to obtain the document/s from the proper agency/ authority and comeback to Legal Office.</p> <p>WITH DOCUMENT:</p> <p>* Endorse client to the lawyer/paralegal of the day</p>	None	10 Minutes	Administrative Aide I	
2. Presentation of legal documents to the lawyer/ paralegal of the day.	2. Initial interview, verification of legal documents presented and legal assistance needed.				Legal Officer IV Attorney III Executive Assistant I
3. Receive of oral statement regarding the legal assistance needed.	3. Provide legal advice.			50 minutes	Local Legislative Staff Officer II Legal Assistant I Executive Assistant II Legal Assistant I

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
	<p>b. LEGAL ASSISTANCE</p> <p><i>*In cases where there is already a scheduled hearing in courts, tribunals, or quasi-judicial bodies, and preliminary investigation at the Office of the Provincial Prosecutor.</i></p> <p>With approved letter request :</p> <ul style="list-style-type: none"> ▪ Endorse client to lawyer/paralegal for an interview <p>Without letter request :</p> <p>Advise client to submit letter request address to the Governor and/or help prepare a draft a letter for the client to submit/follow-up and come back to legal office upon approval of request for the conduct of interview.</p>	None	1 hour	<p>Legal Officer IV</p> <p>Attorney III</p> <p>Executive Assistant I</p> <p>Local Legislative Staff Officer II</p> <p>Legal Assistant I</p> <p>Executive Assistant II</p> <p>Legal Assistant I</p>

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
4. Be present for the interview with the lawyer/paralegal. Note: Be present on the date of the actual hearings/pleadings	4. Conduct of interview with the client for the dates of hearing/filing of pleadings and for other legal documents required.			Legal Officer IV Attorney III Legal Assistant I
TOTAL		No fees collected	2 hours	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

*Transacting clients, apart from fulfilling the documentary requirements shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



5. Request for Certificate of Detention

Request for Certificate of Detention can be obtained from this office. This document serves as testament/records of their incarceration in the Rizal Provincial Jail. Certificate of Detention can be requested by Person Deprived of Liberty (PDL), PDL previously incarcerated in this facility. It could be used as requirement for for RTC Clearances, document for bill hospitalization, availment of medicine to different hospitals and other legal purpose it may serve.

Office/Division	RIZAL PROVINCIAL JAIL (RPJ) - RECORDS SECTION Compound Kaytikling Hilltop Cabrera Rd. Brgy. Dolores Taytay, Rizal, Tel. No. (02) 8571-0682/ e-mail: rizalprovincialjail@gmail.com
Category	External
Classification:	Simple
Type of Transaction:	G2C - Government to Client (PDL) G2G – Government to Government
Processing Time	15 minutes per Certificate of Detention
Fees	Php 50.00
Who may avail:	a. Person Deprived of Liberty (PDL) b. PDL previously incarcerated in this facility c. Relatives requesting for RTC clearance purposes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. PDL Previously Incarcerated 1. Valid ID	a. PDL Previously Incarcerated
B. Authorized representative 1. Valid ID 2. Authorization Letter	b. Relatives of PDL

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Coordinate to the Frontline Desk Officer of the day.	1. Assess the purpose and interview the client and <ul style="list-style-type: none"> Advise the client to wait in the waiting area while purpose is properly endorsed to the RPJ Records Section. 	Php 50.00	15 minutes upon receipt of complete required documents	Desk Officer of the Day
	* Interview and ask the purpose of transaction * Advise Client to pay the corresponding amount at Treasurer's Office located at the Department of Justice-Rizal.			Jail Record Officer/Staff
2. Pay the corresponding fee at the cashier at the Treasurer's Office.	2. Collecting Officer process payment and issue Official Receipt (O.R.) <ul style="list-style-type: none"> While clients pay the corresponding fee, Jail Record Officer/ staff prepares the requested document. 			PTO Cashier Jail Record Officer/Staff Records Section Chief Office of the Provincial Warden
3. Present the O.R. to the Jail Action Officer	3. Check/Record the O.R. and			Jail Record Officer/Staff
4. Received the document requested.	4. Released the document to client.			
TOTAL		Php 50.00/ document	15 minutes upon receipt of complete required documents	
END OF TRANSACTION				



6. Issuance of Official Receipt – Professional Tax

Implementation of Sangguniang Panlalawigan Ordinance No. 2008-001 Chapter II Provincial Taxes Article G **Professional Tax** Section 2G.01 Imposition of Tax.

Office/Division	PROVINCIAL TREASURER'S OFFICE (PTO) – CASH RECEIPT DIVISION (Ground Floor, RPG Bldg., Antipolis City. Tel No. 620-2400 Local 5904,5905,5906,5911/ email: pto_rizal@yahoo.com)	
Category	External	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client (Taxpayer)	
Processing Time	5 minutes per Official Receipt/ PTR	
Fees	Php 300.00	
Who may avail:	Professionals with PRC License /ID	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PRC License / ID		Client/Taxpayer

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E (Position Unit/ Division)
1. Present the PRC License/ID to the collector / teller.	1. Accepts/ Check the validity of license. ▪ Issues Official Receipt for PTR	Php 300.00	5 minutes	Window 2 Admin. Aide IV
2. Claim the Official Receipt.	2. Release Official Receipt to Client.			Window 3 RCC II
TOTAL		Php 300.00	5 minutes upon presentation of PRC license /ID	
END OF TRANSACTION				

*Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



7. Issuance of Official Receipt – Transfer Tax

Implementation of Sangguniang Panlalawigan Ordinance No. 2008-001 Chapter II Provincial Taxes Article D. Tax on Transfer of Real Property Ownership Section 2D.01 Imposition of Tax .

Office	PROVINCIAL TREASURER'S OFFICE (PTO) – CASH RECEIPT DIVISION (Ground Floor, RPG Bldg., Antipolis City. Tel No. 620-2400 Local 5904,5905,5906,5911/ email: pto_rizal@yahoo.com)	
Category	External	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client (Taxpayer)	
Processing Time	10 minutes per Official Receipt/ Transfer Tax	
Fees	Based on computation of ½ of 1% of Selling Price or Current Market Value whichever is higher	
Who may avail:	General Public/Individuals ,partnerships or corporations who own Real Properties in the Province of Rizal	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Deed of Sale/Deed of Donation/Extrajudicial Settlement 2. TCT/Tax Declaration No. 3. Tax Clearance 		Client/Taxpayer

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Present the complete documents /requirements.	1. Verifies necessary documents/compute and issue official receipt *if documents not complete, client is advise to provide the necessary documents and return back)	Based on computation of ½ of 1% of Selling Price or Current Market Value whichever is higher	10 minutes	Window 2 Admin. Aide IV
2. Claim the Official Receipt.	2. Release the Official Receipt to Client.			Window 3 RCC II
TOTAL		Based on computation of ½ of 1% of Selling Price or Current Market Value whichever is higher -	10 minutes upon presentation of required documents	
END OF TRANSACTION				

Note: A penalty of 2% per month is imposed for failure to pay the tax within sixty (60) days from the date of execution of the deed or from the date of property owner's death.

*Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



8. Issuance of Official Receipt – Real Property Tax (Amilyar)

Implementation of Sangguniang Panlalawigan Ordinance No. 2008-001. Chapter II Provincial Taxes Article A. Real Property Tax Section 2A.01 Imposition of the BASIC Real Property Tax and Section 2A.02 Additional Levy on Real Property for the Special Education Fund (SEF).

Office/Division:	PROVINCIAL TREASURER'S OFFICE (PTO) – CASH RECEIPT DIVISION (Ground Floor, RPG Bldg., Antipolo City. Tel No. 620-2400 Local 5904,5905,5906,5911/ email: pto_rizal@yahoo.com)	
Category:	External	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client (Taxpayer)	
Processing Time:	10 minutes per Tax Declaration No.	
Fees:	Based on computation of 1% of Assessed Value for Basic Tax and 1% of Assessed Value for SEF TAX or 2% of the Assessed Value as appearing in the Tax Declaration No.	
Who may avail:	General Public/ Individuals, partnerships or Corporations who owns Real Properties in the Province of Rizal	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Latest Official Receipt/ Payment of Real Property or Statement of Account (Assessment or Tax Bill) • For New Declared Ownership Copy of Tax Declaration issued by the Assessor's Office 	<p>Official Receipt or Statement of Account from Client issued by Provincial Treasurer's Office/ Municipal Treasurer's Office</p> <p>Assessor's Office</p>

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Present the previous Official Receipt/ Proof of Payment of Real Property Tax or Copy of Tax Declaration as per Checklist.	1. Accepts and Verifies payment on record. <ul style="list-style-type: none"> • Prepare Tax Computation/Assessment or Tax Bill • Issue Official Receipt 	Based on computation of ½ of 1% of Selling Price or Current Market Value whichever is higher	10 minutes	Window 4 AO I Binangonan/Pililla
2. Claim the Official Receipt.	2. Release Official Receipt to Client.			Window 5 Admin. Aide II Morong/San Mateo
				Window 6 Admin Aide II Cainta/Cardona
				Window 7 Admin Aide VI Tanay/Teresa
				Window 8 Admin. Aide II Angono/Baras
				Window 9 Admin. Aide IV Jalajala/Rodriguez Taytay
TOTAL		Based on computation of ½ of 1% of Selling Price or Current Market Value whichever is higher	10 minutes upon presentation of required documents	
END OF TRANSACTION				

*Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



9. Issuance of Official Receipt for Copies of Documents requested from Assessor's Office

Implementation of Sangguniang Panlalawigan Ordinance No. 09,s. 2018 Resolution No. 2017-09 entitled "Resolution Recommending Approval and Adoption of New **Service Fee** for Copies of Documents requested from the Office of the Provincial Assessor under Section 3A.Article A. Chapter III (Service Fees) of the Revenue Code of the Province of Rizal" .

Office/Division	PROVINCIAL TREASURER'S OFFICE (PTO) – CASH RECEIPT DIVISION (Ground Floor, RPG Bldg., Antipolo City. Tel No. 620-2400 Local 5904,5905,5906,5911/ email: ptorizal@yahoo.com)	
Category:	External	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client (Taxpayer)	
Processing Time	10 minutes per Official Receipt of documents	
Fees	₱125.00 - Certified True Copy of Tax Declaration, Certification/Landholdings, No Improvement, Razed by Fires ₱100.00 – Reproduced Copy(Xerox) of Tax Map, Annotation of Mortgage on Tax Declaration and Assessment Records, Cancellation of Annotation of Mortgage on Tax Declaration ₱ 500.00 – Annotation of Adverse Claims/Los Pendens and other encumbrances ₱ 200.00 – Certification/processing Fee for initial issuance of ARP/TD and subsequent transfer of property with Zero(0%) assessment level	
Who may avail:	General Public/ Individuals, partnerships or Corporations who owns Real Properties in the Province of Rizal	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Request form from Assessor's Office(Bill Assessment for requested documents) 		Assessor's Office

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Present the request form Bill/Assessment	1. Accomodates/Issues Official Receipt	See amount of Fees for documents requested	5 minutes	Window 2 Admin. Aide IV
2. Claim the request form and Official Receipt	2. Release Official Receipt to Client.			Window 3 RCC II
TOTAL		See amount of Fees for documents requested	5 minutes upon presentation of required documents	
END OF TRANSACTION				

*Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



10. Issuance of Tax Clearance Certificate

Implementation of Sangguniang Panlalawigan Ordinance No. 2008-001. Chapter III. **Service Fees**. Article A. Secretary's Fees Section 3A.01 Imposition of Fees

Office/Division	PROVINCIAL TREASURER'S OFFICE (PTO) – CASH RECEIPT DIVISION (Ground Floor, RPG Bldg., Antipolis City. Tel No. 620-2400 Local 5904,5905,5906,5911/ email: ptorizal@yahoo.com)	
Category:	External	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client (Taxpayer)	
Processing Time	5 minutes per Official Receipt of Tax Clearance and 5 minutes for Preparation of Tax Clearance Certificate	
Fees	₱ 50.00	
Who may avail:	General Public/ Individuals, partnerships or Corporations who owns Real Properties in the Province of Rizal	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Latest Official Receipt/Payment of Real Property Tax • Purpose for securing Tax Clearance 		Provincial Treasurer's Office/ Municipal Treasurer's Office Client/Taxpayer

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Present the Latest Official Receipt/ Payment of Real Property Tax.	1. Issues Official Receipt for Tax Clearance.	₱ 50.00	5 minutes per Official Receipt	Window 2 Admin. Aide IV
2. Claim the Official Receipt.	2. Release the Official Receipt and advise client to present the OR to the window assigned per town.			Window 3 RCC II
3. Present the OR of Tax Clearance to the assigned Window of Municipalities.	3. Verifies Payment and prepare the Tax Clearance. (Encode the OR No. of Tax Clearance and Purpose for securing tax Clearance)	₱ 50.00	5 minutes per Official Receipt	Window 4 AO I Binangonan/Pililla
4. Receives the document/Tax Clearance requested.	4. Release the requested documents to client.			Window 5 Admin. Aide II Morong/San Mateo
				Window 6 Admin Aide II Cainta/Cardona
				Window 7 Admin Aide VI Tanay/Teresa
				Window 8 Admin. Aide II Angono/Baras
				Window 9 Admin. Aide IV Jalajala/Rodriguez Taytay
TOTAL		₱ 50.00	5 minutes per Official Receipt	
END OF TRANSACTION				



11. Issuance of Official Receipt for Certified True Copy / Photocopy, Certification of Payment, ID and Certificate of Employment

Implementation of Sangguniang Panlalawigan Ordinance No. 2008-001 Chapter III **Service Fees**. Article A. Secretary's Fees Section 3A.01 Imposition of Fees

Office/Division	PROVINCIAL TREASURER'S OFFICE (PTO) – CASH RECEIPT DIVISION (Ground Floor, RPG Bldg., Antipolo City. Tel No. 620-2400 Local 5904,5905,5906,5911/ email: ptorizal@yahoo.com)	
Category:	External/Internal	
Classification:	Simple	
Type of Transaction:	Government to Client (RPG Employee)	
Processing Time	5 minutes per Official Receipt of documents requested	
Fees	₱ 20.00 (Certified True Copy/Photocopy, Certification of Payment) ₱ 25.00 (ID)	
Who may avail:	General Public/ Individuals, partnerships or Corporations who owns Real Properties in the Province of Rizal	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Documents to be certified • Official Receipt • Fill-up Form (request form) • ID information (for ID replacement) 		Client Taxpayer Treasurer HRMO

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Present the documents to be certified or the Fill-up form/ ID information.	1. Accommodates / Issues Official Receipt.	₱ 20.00 for Certifications	5 minutes per Official Receipt	Window 2 Admin. Aide IV
2. Claim the Official Receipt.	2. Release the Official Receipt to client.	₱ 25.00 for ID		Window 3 RCC II
TOTAL		Php 25.00 (I.D.) Php 20.00 (Certification)	5 minutes upon presentation of fill-up form/ ID information	
END OF TRANSACTION				

- Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



12. Collection of Annual Fixed Tax for Delivery Truck/Van

Implementation of Article I. section 21.01 of Sangguniang Panlalawigan Ordinance No. 2008-001 of Annual Fixed Tax for every delivery trucks/Van of Manufacturers or producers, whole sellers or retailers in certain products.

Office/Division	PROVINCIAL TREASURER'S OFFICE (PTO) – CASH RECEIPT DIVISION (Ground Floor, RPG Bldg., Antipolo City. Tel No. 620-2400 Local 5904,5905,5906,5911/ email: pto_rizal@yahoo.com)	
Category	External	
Classification:	Simple	
Type of Transaction:	G2C- Government to Clients/Citizens	
Processing Time	5 minute per client	
Fees	P500.00 per unit P50.00 annually for Governor's permit	
Who may avail:	General Public with Delivery Truck/Van	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> OR/CR of Delivery Trucks/Van (<i>photo copy</i>) 		Revenue Operation Division , Provincial Treasurer's Office

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Fill up Application for Government Permit	1. Accommodate/ issues Official Receipt (OR) and Sticker for Annual Fixed Tax	₱500.00 per unit ₱50.00 annually for Governor's Permit	5 minutes upon receipt of complete required documents	Revenue Collection Clerk II
2. Claim the Official Receipt and Sticker	2. Released the OR and the Sticker to client			
TOTAL		P550.00	5 minutes	
END TRANSACTION				

- Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



13. Concurrence/Issuance of Veterinary Health Certificate

Veterinary Health Certificate is issued to ensure that livestock and poultry from backyard and commercial farms are free from any economically important diseases. This is being issued to farms or prerequisite for other animal transport documents such as shipping permits. Only healthy animals coming from disease free farms are given this certificate. Healthy animals for a healthy, nutritious and safe meat.

Office/Division	PROVINCIAL VETERINARY OFFICE – REGULATORY AND PUBLIC HEALTH DIVISION (Lower Ground, RPG Bldg., Antipolo City, TEL. No. 620-2400 Local 5701/5702/5704/ Email: bonirey1225@gmail.com)	
Category	External	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Processing Time	15 Minutes	
Fees	None	
Who may avail:	Farm Owner, Farm Veterinarian, Farm Manager	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Accomplished Veterinary Health Certificate duly signed by licensed farm veterinarian or veterinary consultant	Farm Veterinarian/Veterinary Consultant

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Present the Veterinary Health Certificate to the PVO frontliner.	1. Receive, record, verify the Veterinary Health Certificate.	None	15 minutes	PVO Frontliner/ Admin Staff
	* Endorse document to the PVO veterinarian for concurrence/signature.			PVO Veterinarian
2. Claim the Health Certificate.	2. Release the concurred Veterinary Health Certificate.			PVO Frontliner/ Admin Staff
TOTAL		No fees collected	15 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



14. Provision of Animal Health Care Services through Vaccination

Provision of animal health care services through vaccination plays an important role in the prevention of animal diseases such as Rabies, Hog Cholera, New castle Disease and Hemorrhagic Septicemia. Vaccination prevents the spread of infectious diseases. Dog vaccination is the most cost effective way of preventing transmission of rabies from animals to human. Health and welfare of livestock & poultry ensure that meat/other meat products are sound and fit for human consumption.

Office/Division	PROVINCIAL VETERINARY OFFICE – ANIMAL HEALTH DIVISION (Lower Ground, RPG Bldg., Antipolis City, TEL. No. 620-2400 Local 5701/5702/5704/ Email: bonirey1225@gmail.com)	
Category	External	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client G2G – Government to Government	
Processing Time	15 Minutes	
Fees	None	
Who may avail:	Individual Client, Farmers, Home Owner’s Associations(HOA), Barangays, Municipal Agriculture Office & Municipal Veterinarian	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request letter		Individual client, Farmers, HOA, Municipal Agriculture/Veterinary Office

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Bring/submit request letter to the PVO	1. Record and process the request letter.	None	15 minutes	PVO Frontliner/ Admin Staff
	* Conduct interview with the client on the details of vaccination and set the schedule as agreed upon by the client and PVO veterinarian.			PVO Veterinarian
2. Get the vaccination schedule.	2. Release the vaccination schedule.			PVO Veterinarian
TOTAL		No fees collected	15 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



15. Provision of continuous Education and Agricultural-Based Livelihood Program / Services

The Provincial Agriculture Office provides training with actual handling of all the different developmental stages of the crop and their related management practices, and to update farmers/ fisherfolks / cooperatives and homemakers on new technologies on rice, corn, vegetable production, organic agriculture, post harvest handling, marketing strategies, livelihood lecture /demonstration, fish production and food processing.

Office/Division	PROVINCIAL AGRICULTURE OFFICE (Crops Extension and Agricultural Engineering Division / Fisheries Division / Countryside Institutional Development Division) (Lower Ground, RPG Building , Tel No. 620.24.00 Local 5701 / 5702, 620-2477 (Fax) E-Mail rizalagri2@gmail.com)	
Category:	External	
Classification:	Simple / Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Farmers, Fisherfolk, Cooperatives, Homemakers and Local Government Units (LGUs)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	FARMERS FIELD SCHOOL (FFS): 1. Written request 2. Masterlist of farmers with baseline survey 3. Farmers' Profile 4. Written confirmation from the farmer leader/cooperator for the area to be used as techno-demo field/laboratory field	Farmers' Association
	FISH PRODUCTION AND PROCESSING: • Written request • Masterlist of fishfarmers • Certification as Registered Fisherfolk • Written confirmation from the FARMC Chairman and Municipal Agriculturist	Fisheries Aquatic Resources Management Council (FARMC)
	LIVELIHOOD SEMINAR/DEMONSTRATION: • Written request • Masterlist of clients / profile	Rural-Based Organization President

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
<p>1. Submit letter request (through personal/E-mail/Fax), together with the requirements for the conduct of :</p> <p>A. Farmers Field School (FFS) on Rice, Corn, Vegetable Production to the Provincial Agriculture Office Frontliner / Officer of the Day</p>	<p>1. Accept / Receive and review the letter request with the attached necessary requirements</p>			<p>PAO Action Officer / Staff</p>
<p>B. Conduct of lectures / seminars on Fish Production and Processing to the Provincial Agriculture Office Frontliner / Officer of the Day</p> <p>C. Conduct of lectures / seminars on Livelihood Projects to the Provincial Agriculture Office Frontliner / Officer of the Day</p>	<p>FOR FFS: 1. Coordinate request with the funding agency (DA Region IV-A) and partner agency (LGU) as counterpart</p> <p>FOR LECTURES / SEMINARS: 1. Coordinate with the Municipal counterpart / BFAR the necessary documents, supplies and materials needed during demo/lecture/training.</p>	<p>None</p>	<p>1 hour upon receipt of complete required documents</p>	<p>Crops Extension & Engineering Division / Fisheries Division / CID Division Action Officer</p>
	<ul style="list-style-type: none"> ▪ Set schedule to conduct field validation, benchmarking / profiling. 			<p>FFS Facilitators / Trainers</p>

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
	<ul style="list-style-type: none"> Discuss and Advise requesting party that a communication will be sent to inform them the schedule and date of the launching / start of activity. 			FFS Facilitators / Trainers
2. Proceed to the ground working activity (a week after validation) Note: Be present on the date of the actual Launching Program, observing the social distancing and wearing of face mask, in compliance with the safety protocol	2. Proceed to the ground working activity (a week after validation)	none	1 Hour upon receipt of complete required documents Note: FFS is a 16-week training on Rice, Corn & Vegetable Production that shall commence on launching date	FFS Facilitators / Trainers
	TOTAL	No fees collected		
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



16. Provision of Loan Assistance to Cooperatives

The Provincial Agriculture Office provides interventions on enterprise development and provisions of small loans and services, caters Credit and Microfinance Programs for non-eligible cooperatives and farmers' associations and assists them to become eligible organizations.

Office/Division	PROVINCIAL AGRICULTURE OFFICE (Countryside Institutional Development Division) (Lower Ground, RPG Building , Tel No. 620.24.00 Local 5701 / 5702, 620-2477 (Fax) E-Mail rizalagri2@gmail.com)	
Category:	External	
Classification:	Simple / Highly Technical	
Type of Transaction:	G2C – Government to Citizen/Cooperative	
Who may avail:	Cooperative Members/Cooperative	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Written request signed by officers of requesting party 2. Attendance (not less than 25 delegates) 3. Certification of attendance on PMES 4. Financial Statement 5. CDA Registration 6. Feasibility Study of Project 7. Accreditation Form (SB & SP) 8. BIR Registration 9. Indorsement letter from head of office 	Cooperative

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)	
1. Submit letter request for Loan Assistance together with requirements (through personal/E-mail/Fax), to the Provincial Agriculture Office Frontliner / Officer of the Day	1. Accept / Receive and review the letter request with the necessary requirements.	None	1 Hour and 25 minutes upon receipt of complete required documents	PAO Action Officer / Staff	
	* Validate request / interview with requesting party .			CID Action Officer / Staff	
<p>FOR NEW MEMBER/NEW COOPERATIVE ONLY:</p> <p>2. Attend the Pre-Membership Education Seminar (PMES)</p> <p>Note: Observe social distancing and wearing of face mask, in compliance with the safety protocol</p>	FOR NEW MEMBER/NEW COOPERATIVE ONLY:		4-hour activity as per scheduled day and time of PMES	Facilitators	
	2 . Schedule date and venue for Pre-Membership Education Seminar (PMES)			* Review / Check the completeness of the documents presented.	Cooperative Development Officer
	* Endorse application for approval of the Honorable Governor and for the schedule of the awarding of loan.				Cooperative Development Officer
	* Discuss and Advise requesting party that a communication will be sent to inform them the schedule and date of the awarding of loan.				Cooperative Development Officer

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
3. Attend the awarding of loan assistance Note: Observe social distancing and wearing of face mask, in compliance with the safety protocol	3. Release of the approved loan		As per scheduled day and time of release.	Cooperative Development Officer
TOTAL		No fees collected	5 hours and 25 minutes upon receipt of complete required documents.	
END OF TRANSACTION				
SRVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



17. Provision of Tour Guiding Services

The Rizal Provincial Tourism Office receives tourists, prepares tour packages/itineraries, and manages the provision of guided tours of the most exciting destinations, historical sites, and other tourist attractions in the province based on the preference of local and foreign tourists and other organizations. This service intends to familiarize visitors with the history, functions, and customs of a particular tourist attraction by vehicle or foot while ensuring that the visitors will have a positive experience and remain safe at all times.

Office/Division	RIZAL PROVINCIAL TOURISM OFFICE - PROVINCIAL ADMINISTRATOR (3 rd flr. Rizal Provincial Capitol Building Circumferential Road cor. P. Oliveros St., Ynares Center Complex, Antipolo City, 1870.) Trunkline Number: 8620-2400 Loc. 4241-42/Email : rizaltourism@yahoo.com	
Category	External	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B- Government to Businesses G2G- Government to Government	
Processing Time:	2 Days, 3 Hours and 15 Minutes	
Fees:	None	
Who may avail:	Private / Public Individuals or Groups	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter address to the governor		To be submitted by the client/requesting party

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit a letter request address to the governor personal or through email.	<p>1. Receive the letter request from the client and forwards the request to the Office of the Governor for approval</p> <p>* Advice the requesting party to come back or follow-up after two days.</p> <p>* Approval of request/s</p> <p>* Receive the request with instruction from LCE.</p> <p>* Coordinate with the requesting party as to details of the request.</p> <p>* Preparation of the itinerary/ tour package and endorsement letter to concern LGUs/ tourism stakeholders.</p>	None	2 Days, 3 hrs. and 15 minutes.	Administrative Aide II
2. Received itinerary and avail the actual tour	2. Release the itinerary and conducts actual tour guiding services to tourists.			LCE or Authorized personnel, OIC Tourism Office
				Tourism Operations Officer I
				Admin Aide II
TOTAL	No fees collected	2 Days, 3 hrs. and 15 minutes.		
END OF TRANSACTION				
TRANSACTION FREE OF CHARGE				



18. Issuance of Job Referral

Job referral is a document issued to client or individual who seek for a job within Rizal or in the nearby towns or cities.

Office/Division	PUBLIC EMPLOYMENT SERVICE OFFICE 3rd Flr, Rizal Provincial Government Building, Brgy San Roque, Antipolo, Rizal. Tel 8620-2400 local 2203 Email: peso_rizalprovince@yahoo.com.ph	
Category	External	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Processing Time	1 Hour per referral	
Fees	None	
Who may avail:	Job seekers / residents of Rizal	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Bio-data / Resume		Jobseeker

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit updated bio-data / resume to PESO frontliner.	1. Assist, interview and evaluate, qualifications for job matching.	None	1 hour	Admin Aide III
2. Fill-out the National Skills Registry System (NSRS) Form and pass it to PESO	2. Accept the Form and conduct of oriented on how to apply for job / job interview.			PSO Manager
3. Claim the requested document.	3. Release the job referral to client.			Admin Aide III
TOTAL		No fees collected	1 hour	
END OF SERVICE				
SERVICES FREE OF CHARGE				



19. request to conduct local recruitment activity

Recruitment Activity conducted by an employer to fill-up their manpower needs.

Office/Division	PUBLIC EMPLOYMENT SERVICE OFFICE 3rd Flr, Rizal Provincial Government Building, Brgy San Roque, Antipolo, Rizal Tel. No. 8620-2400 local 2203 Email: peso_rizalprovince@yahoo.com.ph	
Category	External	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Processing Time	35 mins	
Fees	None	
Who may avail:	Business Establishments	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Company Profile 2. SEC / DTI Certificate 3. Establishment Registration Form (ER Form 1.5) 4. Valid Business Permit / Mayor's Permit 5. BIR 2303 6. Job Vacancies 7. Certificate of No Pending Case 8. DO 17-A Certification (If Employment Agency) 9. PEZA Certificate (If call center) 	<ol style="list-style-type: none"> 1. Business Establishment 2. SEC / DTI 3. PESO Rizal Provincial Gov't 4. Business Permit and Licensing Office (BPLO) 5. BIR 6. Business Establishment 7. DOLE Rizal Provincial Office 8. DOLE 9. PEZA

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit letter of intent addressed to the governor through e-mail, fax or hand carry.	1. Evaluate documents submitted. * Processing and approval of the request	None	35 minutes	Admin Aide III
2. Client to receive phone or e-mail on the confirmation of schedule.	2. Inform client thru phone or e-mail on the confirmation of schedule			PESO Manager
TOTAL		No fees collected	35 mins	
END OF SERVICE				
SERVICE FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



20. Issuance/Reproduction of Copy of Information, Maps, Records and other Data of the Province including 13 LGUs and One (1) Component City for Research and other Purposes.

This office assists client/researchers in securing copy of the information, maps, records, and other data. As custodian of the various reference materials such as the Provincial Development and Physical Framework Plan (PDPFP), Comprehensive Land Use Plan (CLUP), and Zoning Ordinance (ZO), Comprehensive Developmental Plan (CDP), and other plan documents of the component city/municipalities in the Province, the Office provides access to the reference materials needed by the clients and other line agencies.

Office/Division	PROVINCIAL PLANNING & DEVELOPMENT OFFICE (2 nd Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 5604/5609 e-mail: rizal.ppdo@gmail.com)	
Category	Internal / External	
Classification:	Simple	
Type of Transaction:	G2C - Government-to-Client G2G – Government-to-Government	
Processing Time	40 minutes processing time photocopying of documents, (blue printing/white printing of maps depend on service provider)	
Fees	P20.00 /page Cost for Blue Printing/White Printing depends upon on the service provider located outside the Capitol premises.	
Who may avail:	a. Client / Researcher b. Government / Line agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request		Client
2. Valid I. D.		

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Present/submit the letter request specifying the purpose, including required documents	1. Record/check the letter request and indorsed to the head of PPDO for approval		40 minutes	Admin. Aide I Admin. Aide VI
	If information records/ data/maps are available. • While preparing the data, clients are advise to pay the corresponding fee at the Cashier – Provincial Treasury Office			HEAD OF OFFICE
2. Pay to the cashier at PTO	2. Process and issue Official Receipt	P20.00 /page		Cashier – PTO
3. Present the Official Receipt to PPDO	3. Accept the O.R. and Process the request (provide the map for Blue & White printing). * Clients is to be assisted by PPDO action staff for photo copying/printing of the said documents/data			Draftsman II
4. White/ Blue Printing Photocopying of data outside the office	4. Assist client for White/Blue Printing photo copying of information/ data	With fee depending on printing center		Printing Center (Outside office) Admin. Aide I
5. Return the original copy of the documents to the PPDO custodian.	5. Accept the documents borrowed and return the ID to the client.		Admin. Aide I Admin. Aide VI Draftsman II	
TOTAL		P20.00	40 minutes	
END OF TRANSACTION				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



21. Processing/Issuance of Transport and Hauling Permit

A Transport and Hauling Permit is being issued by Office of the Provincial Governor at the recommendation of the Provincial Mining Regulatory Board (PMRB) of Rizal, to any person, firm or corporation to transport, haul or dispose of discarded/excess materials arising from the excavation or ground preparation or leveling of land or site upon which will be constructed any building or structure or any ancillary or auxiliary facility thereto or to enhance and increase agricultural productivity.

Department/Office	RIZAL ENVIRONMENT AND NATURAL RESOURCES OFFICE-PROVINCIAL MINING REGULATORY BOARD Tel. No. : 8620-2400 local 5304 Email Add.: renro_yes@yahoo.com pmrb_rizal@yahoo.com
Category	External
Classification:	Highly Technical
Type of Transaction:	G2C Government to client
Processing Time	2 days and 3 hours
Fees	Application Filing Fee – Php 1,000.00 Verification Fee - Php 5,000.00 Transport and Hauling Fee - Php 10.00 per cu. meter of discarded/excess materials
Who may avail:	Individual, Firm or Corporation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> a. Application duly filled-up and notarized; b. Building Permit; c. Site Development Plan; d. Development/leveling permit and locational clearance; e. Work program with Schedule of Activities (GANTT Chart), Inventory of the volume of discarded materials to be transported/hailed out, prepared and signed by a licensed Civil Engineer; f. The use or occupancy for which the proposed work is intended; g. Description and ownership of the lot on which the proposed work is to be done or evidenced by OCTTCT and/or copy of contract of lease over the lot, if applicant is not the registered owner; h. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC); i. Copy of Tax Declaration and Proof of payment of Real Property Tax 	<p>RENRO City/Municipality Applicant City/Municipality</p> <p>Applicant</p> <p>City/Municipality</p> <p>Register of Deeds</p> <p>EMB IV-CALABARZON City/Municipality/Province</p>
<ul style="list-style-type: none"> j. Certificate of No Objection from the Barangay k. If applicant is a corporation- <ul style="list-style-type: none"> (i) SEC Certificate of Registration (ii) Articles of Incorporation and By-Laws (iii) Board Resolution and/or Secretary's Certificate <p>Such other additional documents which the PMRB may require.</p>	<p>LGU-Barangay</p> <p>SEC SEC SEC</p>

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
<p>1. Submit letter of intent for application of Transport and Hauling Permit to the Office of the Governor through the RENRO-PMRB Secretariat.</p> <p>2. Submits application with requirements to the RENRO-PMRB Tech'l. Secretariat.</p> <p>3. Pay the corresponding amount at the cashier of the Prov'l. Treasurer's Office</p> <p>4. Return to RENRO submit OR</p>	<p>1. Advise the applicant through a letter to submit mandatory requirements.</p> <p>2. Receives application, with complete mandatory requirements based on the checklist.</p> <p>* Prepare Order of payment for Application/Filing Fee and Verification Fee</p> <p>* Advise client to pay the corresponding amount to the Prov'l. Treasurer's Office</p> <p>3. Accept payment and issue Official Receipt</p> <p>4. Receives, photocopy the O.R. and forward to the Chief, RENRO/Head of PMRB Secretariat.</p> <p>* Advise the client that the documents are for further evaluation and review as to completeness and contents and he/she will be informed of the result.</p>	<p>Php 1,000.00</p> <p>Php 5,000.00</p>	<p>30 minutes upon receipt of the letter.</p> <p>1 hour upon receipt of complete required documents</p>	<p>Admin. Aide I</p> <p>Senior Environmental Mgt. Specialist</p> <p>Cashier-PTO</p> <p>Admin. Aide I</p> <p>Senior Environmental Mgt. Specialist</p>

	<ul style="list-style-type: none"> * Evaluates and review the contents of the documents and prepare evaluation report. * Conduct verification and inventory of the stockpiled excess/discarded materials on site. * Prepare and submits evaluation report and verification/inventory report to the PMRB * Prepare Notice of meeting/agenda. Invite the applicant and/or technical personnel to the meeting. 			<p>Senior Environmental Mgt. Specialist</p> <p>Community Affairs Officer III</p> <p>Supervising Environmental Mgt. Specialist</p>
<p>4. Applicant and/or its technical personnel to present/discuss its Work Program to the PMRB.</p>	<p>4. Staff presents its Evaluation and Verification Report. Applicant also presents the Work Program and other documents to the board. PMRB further review, discuss and deliberate the application.</p> <ul style="list-style-type: none"> * Prepare the Resolution recommending to the Hon. Governor the granting/approval of the application for transport and hauling permit. * Endorses to the Office of the Governor the approved PMRB Resolution for the granting of Transport and Hauling Permit. * Prepare the Transport and Hauling Permit and inform the client. 		<p>2 days and 45 minutes</p>	<p>Members of the PMRB, RENRO Staff, Applicant</p> <p>Senior Environmental Mgt. Specialist</p> <p>Supervising Environmental Mgt. Specialist</p>

5. Pay the Advance Transport and Hauling Fee to the cashier of the Prov'l. Treasurer's Office and present the O.R. at the RENRO/PMRB Secretariat	5. Prepare Order of Payment for advance transport and hauling fee. Advise the client to pay the corresponding amount to the Provincial Treasurer's Office * Secure photocopy of the OR and dry seal Transport and Hauling Permit and prepare the document.	Php 10.00 per cu.m. of discarded/ excess materials	45 minutes	Senior Environmental Mgt. Specialist
6. Received the Transport and Hauling Permit.	6. Released the permit/ document to the client			Senior Environmental Mgt. Specialist Supervising Environmental Mgt. Specialist
TOTAL		Application Filing Fee – Php 1,000.00; Verification Fee - Php 5,000.00; Transport and Hauling Fee - Php 10.00 per cu. meter of discarded/ excess materials	2 days and 3 hours	
END OF TRANSACTION				

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22. Treatment and Rehabilitation Services

RADAO provides services which include assessment, treatment for out-patient and rehabilitation of Persons Who Use Drugs (PWUDs).

Office/Division	RIZAL ANTI-DRUG ABUSE OFFICE (RADAO) – Treatment and Rehabilitation Section (Lower Ground, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 5714/5711/ e-mail: rizalantidrugabuseoffice@gmail.com)	
Category	External	
Classification:	Complex	
Type of Transaction:	G2C - Government to Client G2G – Government to Government	
Processing Time	4 hours for New Patient / 2 hours for Regular Patient	
Fees	None	
Who may avail:	<p>A. Persons Who Use Drugs (PWUDs) or drug dependent individuals.</p> <p>B. Families who are affected or have problems regarding addiction.</p> <p>C. Persons Deprived of Liberty (PDLs) that were issued Court Order by concerned Regional Trial Courts (RTCs).</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter addressed to the Governor		1. Walk-in Clients
2. Endorsement Letter		2. Concerned Office of any Local Government Unit
3. Court Order		3. Regional Trial Court
4. For Minor Patients, Social Case Study and request letter.		4. Concerned Social Welfare Office or MSWD Head

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit Approved Request Letter from the Governor, including supporting documents.	1. Accept/Receive and review Request letter of New patient.	None	4 Hours for New Patient 2 Hours for Regular Patient	RADAO Staff
2. Co-dependent of New and Regular Patients will be subjected for interview.	2. Conduct of interview with the co-dependents. (immediate family/relatives of the New and Regular patient). * Gather information regarding the traits and behavior of the patient and its effects to the members of the family/community.			RADAO Staff
3. Patient will be subjected for interview.	3. Interview the patient and administer Psychological Tests for new patient.			RADAO Staff
4. Patient and Co-dependent will be waiting for the result.	4. Process and interpretation of Psychological Tests.			RADAO Officer
	<ul style="list-style-type: none"> • Endorse result to the Chief of RADAO for counseling. • Counsel patient and co-dependent for Regular patient 			Chief of RADAO RADAO Officer
5. Receive the schedule for the next counseling Session.	5. Release the schedule.			

TOTAL	No fees collected	4 Hours for New Patient 2 Hours for Regular Patient	
END OF TRANSACTION			
SERVICES FREE OF CHARGE			

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- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



23. Issuance of Certified Copies of Legislative Documents and Certificate of Accreditation/Posting

Issuance of certified copies of Resolutions and Ordinances including Certificate of Accreditation / Posting have been availed of as evidence/proof that it was duly adopted/approved and enacted by the Sangguniang Panlalawigan of Rizal. The Resolutions, Ordinances and Certificate of Accreditation/Posting may be used to private entities/corporations, national agencies/offices and offices under the Rizal Provincial Government and for all legal intent/purposes.

Office/Division	OFFICE OF THE SANGGUNIANG PANLALAWIGAN SECRETARIAT (SPS)- RECORDS AND ARCHIVES SECTION (3 rd Floor, RPG Bldg., Antipolo City, Tel. No. 620-24-00 Local 3501/3504/3505/3509/ Email: spsec_rizal@yahoo.com)	
Category:	External / Internal	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client G2G – Government to Government	
Processing Time	20 minutes per resolution/ordinance and certificate of accreditation/posting	
Fees	Php 20.00 per page	
Who may avail:	a.) Private Individuals/Entities, Corporations, CSO's/NGO's/PO's b.) Students/Researchers c.) National Government Agencies/Offices, GOCC's, SUC's, LGU's and Department/Offices within the Rizal Provincial Government	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Request letter 2. Official Receipt (O.R.) <p>WITH AUTHORIZED REPRESENTATIVE</p> <ol style="list-style-type: none"> 1. Authorization letter 2. Valid I. D. 		<ol style="list-style-type: none"> 1. Client 2. Provincial Treasurer's Office-Cashier <ol style="list-style-type: none"> 1. From the requesting party 2. Authorized Representative

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit letter request to SP-Secretariat's Frontline Officer of the day.	1. Accept/Receive and review the accomplished form. <ul style="list-style-type: none"> ▪ Inform Client to pay the corresponding amount at Treasurer's Office. 	Php 20.00 per document	20 minutes upon receipt of complete required documents	Admin. Asst. V Local Legislative Staff Employee II
2. Pay the corresponding fee at the Cashier – Treasurer's Office.	2. Collecting Officer process payment and issue Official Receipt (O.R.) <ul style="list-style-type: none"> ▪ While clients pays the corresponding fee, SPS Records Officer/staff prepares the requested document. 			PTO Cashier Records Officer Admin. Aide VI Officer-In-Charge Board Secretary IV
3. Present Official Receipt (OR) to the action Officer at SP-Secretariat.	3. Check/Record the Official Receipt (OR) and			Local Legislative Staff Employee II
4. Received the document requested.	4. Released the certified true copy of the record/document to client.			Local Legislative Staff Employee II
TOTAL		Php 20.00 per document	20 minutes upon receipt of complete required documents	
END OF TRANSACTION				

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24. Assistance to Individuals in Crisis Situation

This program seeks to provide immediate assistance to individuals/families/groups/and communities who seek social welfare intervention such as financial assistance, medical assistance, and burial assistance.

Office/Division	<u>PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE</u> Lower Ground, Rizal Capitol, Antipolo City 620-2400 local 6014/6001 / email: pswd.rizal@gmail.com	
Category	External	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Processing Time	40 minutes	
Fees	None	
Who may avail:	Less fortunate individuals, families, groups and/or communities within Rizal	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Burial Assistance: <ul style="list-style-type: none"> • Personal letter addressed to Honorable Governor • Brgy. Indigency • Registered Death Certificate • Funeral Contract • Photocopy of Valid ID 		<ul style="list-style-type: none"> • Client • Brgy. where the client resides • LCR of City/Municipality where client resides • Funeral service provider • Client

<p>For Medical/Hospitalization Assistance:</p> <ul style="list-style-type: none"> • Personal letter addressed to Honorable Governor • Brgy. Indigency • Medical Certificate/Clinical Abstract • Medical Prescription/ Treatment Protocol/ Laboratory Requests/Medical Procedures/ Billing statement (Hospital bill) • Photocopy of Valid ID 	<ul style="list-style-type: none"> • Client • Brgy. where the client resides • From the attending physician • From the attending physician/ hospital where the patient was confined • Client
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PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit documents with marginal note form the Office of the Governor.	1. Receive clients' documents.	None	1 hour	Admin Aide I
	<ul style="list-style-type: none"> ▪ Conduct validation of documents through coordination with barangay, hospitals, funeral service provider, and other agencies/ institutions concerned. <p>(If request is not approved) client will be informed of his/her lacking/expired documents depending on the assistance needed.</p>			Admin. Aide I
2. Sign index card for recording purposes.	2. Assessment, interview, and preparation of Social Case Study Report (AICS Form).			Case Workers Social Workers

3. Client to undergo Photo Opps and finger print.	3. Processing and documentation on AICS Database.			Admin. Aide I
4. Be present at the Office of the Governor together with PSWD staff with documents	5. Accompany clients to the office of the Governor and endorsed the documents.			Admin. Aide I
TOTAL		No fees collected None	1 hour	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

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- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



25. Emergency Shelter Assistance

This program responds to immediate need of Rizaleños who are victims of calamities such as fires, typhoons and other disasters that require temporary shelter assistance.

Office/Division	<u>PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE</u> Lower Ground, Rizal Capitol, Antipolo City 620-2400 local 6014/6001 / email: pswd.rizal@gmail.com	
Category	External	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Processing Time	Case-to-case basis (maximum of 20 days)	
Fees	None	
Who may avail:	Victims of natural and/or man-made calamities	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Personal letter addressed to Honorable Governor • Certification signed by Brgy. Captain stating the name and address of the victim of the calamity. • Certificate from the Bureau of Fire Protection (if victim of fire) • Certificate or report from C/MSWDO • Photocopy of Valid ID 	<ul style="list-style-type: none"> • Client • Brgy. where the client resides • Bureau of Fire Protection • C/MSWDO where the client resides • Client

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit documents with marginal note from the Office of the Governor	1. Receive clients' documents and indorse to focal person	None	5 minutes	Administrative Aide I
2. Client to sign ESA Form	2. Conduct validation of documents through coordination with barangay, BDRRMO, BFP, C/MSWDO, C/MDRRMO); and Homevisitation, assessment, interview, and preparation of Emergency Shelter Assistance (ESA) Form If request is not approved: client will be informed of his/her lacking/expired documents depending on the assistance needed.) * Preparation of feedback report to be endorsed and for approval of Honorable Governor. * Processing of voucher or payroll upon the approval of the Governor.		4 days	Case Workers Chief, PSWD
			2 days	Case Workers Chief, PSWD Budget Office
3. Receive cash assistance.	3. Release/distribute cash assistance.			Case Workers Chief, PSWD
TOTAL		No fess collected	6 days and 3 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				



26. Request for Assistance for Land Acquisition thru Community Mortgage Program (CMP) or Direct Buying Scheme

Request for assistance for Land Acquisition thru CMP or Direct Buying Scheme can be reached thru the working hand-in-hand of the community association (C.A.), the Landowner, the national government agency: the Socialized Housing Finance Corporation (SHFC) and the Local Government Units LGUs: city/municipality and barangay) for CMP & the C.A., the Landowner & the Local Government Units (city/municipality and barangay) for Direct Buying Scheme. The Rizal Provincial Government, being another local government unit, serves as Mobilizer if via CMP or Facilitator if via Direct Buying Scheme.

Office/Division	HOUSING AND RESETTLEMENT DIVISION (H.A.R.D.) (Lower ground Floor, RPG Bldg., Antipoo City, Tel No. 8620-2400 local 5104/e-mail: rizalprovincial_housing@yahoo.com)	
Category:	External	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client G2G – Government to Government	
Processing Time	22 Weeks, 1 day & 20 minutes	
Fees	None	
Who may avail:	Legitimate or registered community association(s)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Request letter with contact number	1. To be written/encoded, signed by the president or representative of the community association & submitted
	2. Registration of the community association to HLURB or S.E.C.	2. To be secured by the community association/ from HLURB or S.E.C.
	3. Pertinent documents of the lot to be purchased	3. To be secured from Registry of Deeds/ Assessor's Office, et. al.

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
<p>1. Submit signed request letter with contact number to the Governor's Office, together with C.A. registration and the information of the land to be purchased.</p>	<p>1. Receive from Gov's. Ofc. & assess/ evaluate the signed request letter and subject to further verifications/site inspection before endorsing to the Governor for approval and further instruction.</p>	<p>None</p>	<p>20 minutes after receipt of letter from the Gov's. Office.</p>	<p>Administrative Staff &/or Project Officer(s)</p>
<p>2. A. Plan and set schedule of necessary meetings & activities to be conducted by stakeholders including the ceremonial signing of Memorandum of Agreement (MOA)</p> <p>2. B. Conduct of actual Program Orientation, Census Survey and Relocation of property boundaries, if needed. A separate request letter is needed for the activities specially during week-ends or holidays.</p>	<p>2. a. Orientation of the beneficiaries and the landowner(s)</p> <p>2.b. Checking of the C.A's. listing</p> <p>2. c. Conduct of validation interview</p> <p>2. d. Ensure that the subdivision plan design conforms with HLURB Standard (may implement re-blocking)</p> <p>2.e. To act as resource person in the meetings</p> <p>2.f. To monitor activities related to the program</p> <p>2.g. To seek the assistance of the Provincial Legal</p>	<p>None</p>	<p>16 Weeks/ 4 months after having all the necessary preparations/ documentation</p>	<p>Project Officer(s), Community Organizer(s) & Census Survey Member(s)/Verifier (s)</p>

	<p>Office to review the document and draft MOA</p> <p>2.h. To carefully discuss with the C.A. the content of MOA. Endorsement of the document to Legal Office for final review and recommendation</p>			
3. Wait for the schedule of signing of MOA	3. Setting of the signing of MOA		1 day	Project Officer(s)
4. Signing of MOA	4. Facilitation of signing of MOA			Officer-in-Charge & Project Officer(s)
<p>5. If Project is under CMP:</p> <p>a. Facilitate transfer of the title under the name of C.A.</p> <p>b. Inform the general membership & the Landowner for the direct Buying Scheme as an alternative to CMP.</p>	<p>5. If Project is under CMP:</p> <p>a. Submission of documents to SHFC for their evaluation and approval or recommendation.</p> <p>If disapproved:</p> <p>* Divert to Direct Buying Scheme, subject to Landowner's consent.</p> <p>If Project is approved as Direct Buying Scheme:</p> <p>* Project Officer to closely monitor the C.A's. payment to the Landowner.</p> <p>* Advise the Lot owner to religiously pay the monthly amortization.</p>	None	4 Weeks with the SHFC Immediately after disapproval	Officer-in-Charge &/or Project Officer(s)

6. Receive the CMP or Direct Buying Allocation Certificate.	6. Distribution of Lot Allocation Certificate to the members.		1 Week	Officer-in-Charge & Project Officer(s)
TOTAL		No fees collected	22 Weeks, 1 day & 20 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



27. Processing of Application for National Housing Authority (NHA) Relocation Project

Request for assistance for application for the NHA Relocation Project are for those who are living within a National or Local Government Project Site(s) such as Road-Widening, Slope Protection, Waterways Clearing and/or Danger Zones.

Office/Division	HOUSING AND RESETTLEMENT DIVISION (H.A.R.D.) (Lower ground Floor, RPG Bldg., Antipolo City, Tel No. 8620-2400 local 5104/e-mail: rizalprovincial_housing@yahoo.com)	
Category:	External	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client G2G – Government to Government	
Processing Time	6 weeks & 20 minutes (depending on the availability of the NHA relocation Area)	
Fees	None	
Who may avail:	Families living within a National or Local Government Project Site(s) such as Road-Widening, Slope Protection, Waterways Clearing or Danger Zones.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter with contact number		1.Signed letter by and individual or the president of the community association

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit signed request letter with contact number to the Governor's Office.	1. a. * Receive from Gov's. Ofc. & assess the signed request letter 1.b. * Verify the document to be submitted/endorsed to the Gov. for approval & instruction	None	20 minutes after receipt of letter from the Gov's. Ofc.	Community Organizer(s) &/or Project Officer(s)
2. Inquiry of schedule & constant communication with the H.A.R.D. personnel (thru SMS or phone call)	2. Informing schedule of actual validation/ revalidation of applicant		Within 1 week after receiving of the request letter from/by the office of the Gov.	Community Organizer(s) & Project Officer(s)
3. Preparedness of household members with emphasis if there are Senior Citizen, PWD(s) & others, relative to resettlement.	3. Coordination with NHA for the availability of relocation site	None	2 weeks of coordination with NHA	Officer-in-Charge &/or Project Officer(s)
4. Attendance & participation to the meetings/orientation conducted by NHA & LGU. To know their responsibility as NHA beneficiary	4. Coordination with applicant(s) and personnel of NHA and concerned LGU regarding relocation proper		1 week before the relocation proper	Officer-in-Charge & Focal Project Officer on demolition
*Completion of required document	* Explain to the applicants their voluntary total demolition of the structure before being			

	relocated.			
5. Prepare and get ready the necessary document, family picture before the relocation proper of the beneficiary/ies.	5. Reminds beneficiary/ies to get ready of the documents.		1 week before the relocation proper	Officer-in-Charge & Focal Project Officer on demolition
6. Relocation proper of the beneficiary/ies.	6. Conduct of actual demolition of the structure and relocation of beneficiary/ies on area to be occupied.		1 week until the relocation of the beneficiary/ies is/are relocated	Officer-in-Charge & Focal Project Officer on demolition
TOTAL		No fees collected	6 weeks & 20 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



28. Processing of Application for Renewal of Quarry Permit

Quarry Permit (QP) Renewal refers to the permit granted to a Qualified Person, firm or corporation, for the extraction and utilization of quarry resources on public or private land. Within sixty (60) calendar days before the expiration of the Permit, the Quarry Permit Holder may submit to the Office of the Governor through the Provincial Mining Regulatory Board (PMRB) an application and/or intent to renew the Permit for the extraction, removal, and disposition of quarry resources covering an area of not more than five (5) hectares, for a term of five (5) years from the date of issuance thereof, renewable for like period but not to exceed a total term of twenty (25) years.

Office/Division	RIZAL ENVIRONMENT AND NATURAL RESOURCES OFFICE-PROVINCIAL MINING REGULATORY BOARD Tel. No. : 8620-2400 local 5304 Email Add: renro_yes@yahoo.com ; pmrb_rizal@yahoo.com
Category	External
Classification:	Highly Technical
Type of Transaction:	G2C Government to client
Processing Time	2 days, 3 hours and 40 minutes
Fees	Application Filing Fee – Php 1,000.00 Verification Fee – Php 5,000.00 Advance Extraction Fee – 10% of the Fair Market Value of Minerals Quarry Fee – Php 100.00/ha./year Registration Fee – Php 1,000.00
Who may avail:	Individual, Firm or Corporation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Application form duly filled-up and notarized; 2. Justification of renewal; 3. Application form duly filled-up and notarized; 4. Comprehensive and validated technical report on the outcome of operations including their environmental effects duly prepared, signed and sealed by a licensed Mining Engineer or Geologist; 5. Audited report of expenditures incurred during the operations period; 6. Integrated Environmental Protection and Enhancement Program (EPEP) & Final Mine Rehabilitation and Decommissioning Program duly prepared, signed and sealed by a licensed Mining Engineer or Geologist; 7. Work Program duly prepared, signed and sealed by a licensed Mining Engineer or Geologist; 8. Certificate of Environmental Management and Community Relations Records (CEMCRR), and 9. Other supporting papers/documents: <ul style="list-style-type: none"> • Program of Support to the YES TO GREEN Program of the Honorable Governor. • Five (5) Year Social Development and Management Program • Production Report (5 years) • Clearances/Certification from the Office of the Provincial Treasurer as to payment of monitoring and stabilization fee • Proof of Payment of Excise Tax • Proof of payment of Real Property Tax • Certificate of Deposit: <ul style="list-style-type: none"> ➢ Environmental Trust Fund ➢ Rehabilitation Trust Fund ➢ Monitoring Trust Fund a. Such other additional documents which the PMRB may require. 	<p>RENRO Applicant Applicant Applicant/Mining Engineer/Geologist</p> <p>Applicant/Certified Public Accountant</p> <p>Applicant/Mining Engineer/Geologist</p> <p>Applicant/Mining Engineer/Geologist</p> <p>MGB Region IV-CALABARZON</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Provincial Treasurer's Office</p> <p>Applicant/BIR City/Municipality/Province</p> <p>Applicant/Accredited Bank Applicant/Accredited Bank Applicant/Accredited Bank</p>

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit letter of intents for application of Quarry Permit Renewal to the Office of the Governor through the PMRB-RENRO.	1. Accept and check letter of intents and indorsed to the Office of the Governor. ▪ Proponent was advised through a letter to submit mandatory requirements.	none	20 minutes upon receipt	RENRO Staff Senior Environmental Management Officer
2. Submits application with requirements to the RENRO/PMRB Tech'l. Secretariat.	2. Receives application, with complete mandatory requirements based on the checklist. Prepare Order of payment for Filing Fee. Advise the client to pay the corresponding amount to the Prov'l. Treasurer's Office.		1 hour upon receipt of the letter from the Office of the Governor	RENRO Staff Senior Environmental Management Officer
3. Pay the corresponding fee at the cashier-Treasurer's Office.	3. Accept payment and issue Official Receipt.	Php 1,000.00	10 minutes	Cashier-PTO
4. Submit O.R. to RENRO action Officer.	4. Secure photocopied O.R. and receive the documents and forwarded to the Chief, RENRO/Head of PMRB Secretariat. * Advise the client that the documents are for further evaluation and review as to completeness and contents and he/she will be informed of the result. * Evaluation and further review of the contents of		15 minutes 3 hours	RENRO Staff Senior Environmental Management Officer

	the documents and prepare evaluation report to the PMRB.			
	<ul style="list-style-type: none"> * Prepare Order of payment for Field Verification Fee * Advise client to pay the corresponding amount at the Prov'l. Treasurer's Office 		15 minutes	Senior Environmental Management Officer
5. Pay the corresponding amount at the Provincial Treasurer's Office.	5. Accept payments and issue Official Receipt	Php 5,000.00	10 minutes	Cashier - PTO
	<ul style="list-style-type: none"> * Conduct field verification of the area. Prepare and submit a report and recommendations to the PMRB. * Schedule a meeting of the PMRB and prepare Notice of Meeting/Agenda. Include in the agenda the application for renewal of QP and invite the applicant. 		6 hours	Supervising/Senior Environmental Management Officer
			30 minutes	Senior Environmental Management Officer
6. Present to the PMRB its Work Program including other documents required.	6. During the meeting the PMRB Secretariat presents to the board its evaluation and verification report. Likewise, applicant and/or its technical personnel its Work Program.	none	2 hours	Members of the PMRB, RENRO Staff, Applicant
	<ul style="list-style-type: none"> * PMRB conducts further evaluation, review of the documents submitted, and deliberation on the merits of the application. 		2 hours	Senior Environmental Management Officer
			2 hours	Supervising/Senior Environmental Management

	<ul style="list-style-type: none"> * Prepare the Resolution of the PMRB recommending to the Hon. Governor the granting/approval of the application for renewal of QP. * Endorses to the Office of the Governor the PMRB Resolution for the issuance of QP renewal. * Prepare the Quarry Permit and filled-up other information on the QP. * Inform the applicant. * Prepare Order of payment for advance Extraction Fee (EF) and Quarry Fee (QF) * Advise the client to pay the corresponding amount to the Prov'l. Treasurer's Office. 		<p>15 minutes</p> <p>30 minutes</p>	<p>Officer</p> <p>Supervising Environmental Management Officer</p> <p>Senior Environmental Management Officer</p>
7. Pay the corresponding amount to the cashier of the Prov'l. Treasurer's Office.	7. Accept payment and issue Official Receipt	<p>EF=Php 10% of the Fair Market Value of minerals for 1year.</p> <p>QF=Php 100.00/ha. for 5 years.</p> <p>Registration Fee- Php 1,000.00</p>	10 minutes	Cashier- PTO

8. Present the O.R. at the RENRO/PMRB Secretariat.	8. Secure photocopy of the OR and dry seal the Quarry Permit Renewal.		10 minutes	Admin. Aide I PMRB Techn. Secretariat.
9. Received the Quarry Permit.	9. Released the permit/document to the client		15 minutes	Chief, RENRO Admin. Aide I
TOTAL		Application Filing Fee – Php 1,000.00 Verification Fee – Php 5,000.00 Advance Extraction Fee – 10% of the Fair Market Value of Minerals Quarry Fee – Php 100.00/ha./year Registration Fee – Php 1,000.00	2 days, 3 hours and 40 minutes	
END OF TRANSACTION				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



29. Medical Consultation (OPD)

The Rizal Provincial Hospital System – Binangonan-Annex Out-Patient Department (OPD) is where diagnosis, treatment and providing appropriate medical services to individual who need medical assistance are being done.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM Binangonan Annex MEDICAL DEPARTMENT – OPD) Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. nos.: 688-9474, 8706-9520 /Loc. 1133 email: rphsbinangonan@gmail.com	
Category	Internal / External	
Classification:	Simple	
Type of Transaction:	G2C – Government to Public	
Processing Time	20 minutes	
Fees	None	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
OPD Record		Information Admitting Section

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
Proceeds to Information/ Admitting Section and request for medical consultation	Asks the patient : NEW or if with previous record - accomplish (complete) Patient's Record Form. OLD patient - retrieves the file.	None	20 minutes	OPD/ Information Desk Staff
Proceeds to the OPD area	Advise patient to proceed to OPD area and forwards patients form (OLD patient) to the Nurse station.			
Proceeds to the OPD Nurse station	Check s vital signs and chief complaint . Advises to proceed to the designated Medical Consultation Area. Forwards OPD record forms to the Medical Officer/Medical Specialist			OPD Nurse
Proceeds to the assigned cubicle , Department, for physical examination, evaluation and management	Provides consultation, prescription, and give follow up, check-up schedule.			Medical Specialist
TOTAL		No fees collected	20 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				



30. Peritoneal Dialysis (OPD)

The Rizal Provincial Hospital System – Binangonan-Annex Out-Patient Department (OPD) Peritoneal Dialysis is where diagnosis, treatment and providing appropriate medical services to individual who need medical assistance are being done.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex MEDICAL DEPARTMENT – OPD Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. nos.: 688-9474, 8706-9520 /Loc. 1133 email: rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Public G2G – Government to Government	
Processing Time	20 minutes	
Fees	For Regular Philhealth Member Php 600.00/claim (CO-PAY)	
Who may avail:	General Public with Nephrologist referral and Dialysis Patients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Updated Member Data Record (MDR) Certificate of Philhealth contribution 		Philhealth Branch Employer

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Proceeds to Information/ Admitting Section and request for medical consultation	1. Asks the patient : NEW or if with previous record-ccomplish (complete) Patient's Record Form.	None	20 minutes	PD Nurse / Information Clerk
	OLD patient - retrieves the file. Advises to proceed to OPD area Forwards patient form (OLD patient)to the dialysis Nurse station.			Information Clerk PD Nurse
2. Proceeds to the Peritoneal Dialysis Clinic	2. Checks vital signs and chief complaint. * Advises to proceed to the designatedMedical consultation Area. * Forwards OPD record forms to the Medical Specialist - Nephrologist			PD Nurse
3. Proceeds to assigned Medical Specialist for physical examination, evaluation and management	3. Provides consultation, prescription, and give follow up, check-up schedule			Nephrologist
TOTAL		For Regular Philhealth Member	20 minutes	

	Php 600.00/ claim (CO- PAY)		
END OF TRANSACTION			
SERVICES FREE OF CHARGE			

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

SCHEDULE OF FEES:

PERITONEAL DIALYSIS LABORATORY	
PACKAGE 1:	130.00
CBC With Platelet Count	
Sodium	190.00
Potassium	190.00
Chloride	190.00
Ionized Calcium	380.00
BUN	60.00
Crea	60.00
HbsAg	100.00
Hcv Ag-Ab Assay	450.00
Anti-Hbs Assay	200.00
HIV (Rapid)	300.00
Albumin	80.00
Inorganic Phosphorus	150.00
TOTAL	2,480.00
Less 20 % Senior Citizen Discount	496.00
PRICE NET OF DISCOUNT	1,994.00
PERITONEAL DIALYSIS LABORATORY PACKAGE 2:	130.00
CBC With Platelet Count	
Sodium	190.00
Potassium	190.00
Chloride	190.00
Ionized Calcium	380.00
BUN	60.00
Crea	60.00
Albumin	80.00

Inorganic Phosphorus	150.00
TOTAL	1,430.00
LESS 20 % SENIOR CITIZEN DISCOUNT	286.00
PRICE NET OF DISCOUNT	1,144.00
PERITONEAL DIALYSIS LABORATORY <u>PACKAGE 3:</u> Lipid Profile	400.00
Uric Acid (Bua)	60.00
SGPT	80.00
Hbatc	300.00
IPTH	2,400.00
Urine Protein Creatinine Ratio	600.00
C3 Quantitative	1,000.00
ANA with titer	1,300.00
Total	6,140.00
Less 20 % Senior Citizen Discount	1,228.00

PRICE,NET OF DISCOUNT	4,912.00
PERITONEAL DIALYSIS LABORATORY <u>PACKAGE 3-1:</u> Lipid Profile	
Uric Acid (BUA)	
SGPT	
HbAtc	
IPTH	2,400.00
Urine Protein Creatinine Ratio	600.00
C3 (Semi-Quantitative)	420.00
ANA (screening)	
TOTAL	4,860.00
Less: 20 % Senior Citizen Discount	972.00
PRICE NET OF DISCOUNT	3,883.00
PERITONEAL DIALYSIS MEDICAL SUPPLIES:	RATES
EXTENSION CATHETER	1,768.00
STAY SAFE ORGANIZER	1,137.50
Star safe Disinfection Cap	25.35
Panamed Dressing Kit	200.00
PD Fluids 1.5 %	300.00
PD Fluids 2.3 %	300.00
PD Fluids 4.25 %	300.00



31. Hospital Admission Services

Patients are admitted for further evaluation and management, constant monitoring, giving diagnostic and laboratory procedure within the capacity of RPHS – Binangonan Annex.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. nos.: 688-9474, 8706-9520 /Loc. 1133 email: rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Client (Retiree) G2G – Government to Government	
Processing Time	1 hour and 25 minutes	
Fees	Fees depend on the requested procedure	
Who may avail:	PATIENTS FOR ADMISSION	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Admitting Order		Hospital
Philhealth documents/ID		Client

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Proceeds to Information/ Admitting section and present admitting order	2. Patients for admission coming from the ER/OPD are given Admission Slip	None	15 minutes	Admitting Clerk
	* Record general information and provides consent, waiver needed for admission. Checks availability of hospital bed			Nurse
2. Reads and signs consent for admission	2. Prepares Admission Chart for Doctor's Order Explains hospital admission rules and regulations	Depending on the requested procedure	1 hr and 10 minutes	Nurse
	Prescribes medicines and medical supplies needed Implements Doctors order: (a) Intravenous Fluid (IVF) insertion (b) Administration of medicines (c) Request / send patient to Laboratory for ancillary procedures (d) Other nursing procedures			Doctor/Nurse
3. Proceeds to assigned ward	3. Endorses to appropriate hospital ward * Transports the patient			Nurse Instutional Worker

4. Proceeds to Medical Social Service and ask for assistance	4. Interviews and assesses capacity to pay * Gives list of requirements for admission. * Explain PhilHealth requirements * Prepares all the requirements			Information Clerk
TOTAL		Fees Depends on the procedure requested	1 hour and 25 minutes	
END OF TRANSACTION				

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- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



32. Discharging of Patients Services

Patient deemed for discharge after appropriate and optimal medical service has been rendered.

Department/Office	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex BILLING SECTION – BUSINESS CENTER OFFICE Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. nos.: 688-9474, 8706-9520 /Loc. 1 email: rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Client/Public	
Processing Time	One (1) hour	
Fees	Case to case basis (Depending on the amount of the hospital bill)	
Who may avail:	PATIENTS FOR DISCHARGE	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.PhilHealth Card		Patient / Relative
2. Senior Citizen's Card		Patient

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
<p>1. Requests for hospital bill</p> <p>Presents required documents</p>	<p>1. Checks if patient is ready for discharge</p> <p>Asks the patient's relative for required documents for application of benefits and/or discounts;</p>	<p>none</p>	<p>20 minutes</p>	<p>Nurse / Doctor</p> <p>Nurse / Billing Clerk /</p>
	<p>Issues hospital bill for billing statement preparation including lab , radiologic department procedures and pharmacy for drugs and medicine expenses</p> <p>Advises patient's relative / companion to complete the required documents for PhilHealth / Point of Service (POS) use</p>	<p>Depending on the amount of the hospital bill</p>	<p>40 minutes</p>	<p>Nurse / Med Tech, Lab Tech, Pharmacist, Billing Clerk</p> <p>Billing Clerk Philhealth Clerk</p>
<p>2. Pays the bill</p>	<p>Receives payment and Issues Official Receipt (OR) and Clearance Slip</p>			<p>Cashier</p>
	<p>Administer health Teaching Prescription and advise client of the follow-up visit</p> <p>* Signs Philhealth document</p> <p>* Issues clearance slip</p> <p>* Prepares patient for discharge, remove any contraption.</p>			<p>Doctor</p> <p>Nurse</p>

3. Presents hospital clearance	3. Receives hospital clearance and record. * Transports patient to exit			PSD Institutional Worker
TOTAL		Fees depends upon in the amount of hospital bill	1 hour	
END OF TRANSACTION				

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- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



33. Physical Therapy and Rehabilitation Services

Physical Therapy and Rehabilitation Service provides consultation and Physical Therapy treatment of different medical, neurologic, orthopedic and pediatric conditions such as Stroke, Cerebral Palsy, Low back Pain, Frozen Shoulder, Arthroplasty, Osteoarthritis, Carpal Tunnel Syndrome, and other condition.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex MEDICAL DEPARTMENT – PHYSICAL THERAPY AND REHABILITATION UNIT Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. nos.: 688-9474, / Loc. 1 email: rphsbinangonan@gmail.com
Category	Internal / External
Classification:	Simple
Type of Transaction:	G2C - Government to Public
Treatment Time	1 ½ hours depending on the condition treated
Fees	Depending on the Rehab Program given by the Rehab Doctor, Charity- P250-P600
Who may avail:	All patients who need Physical Therapy Treatment referred by Medical Doctors from public/private hospital and health centers that are consulted by Rehabilitation Doctor.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral from any Medical Doctor	Referring Doctor
2. Physical Therapy Treatment Program from Rehabilitation Doctor	Physiatrist(Rehabilitation Doctor) Information Center Clerk
3. Hospital record from the Information Center of the hospital.	Diagnostic Center
4. Results of the Ancillary Procedure done (X-ray, ECG, CT Scan, MRI, Laboratory Results)	Patient
5. PWD/Senior ID	

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
FOR OPD PATIENTS				
1. Proceeds to Physical Therapy Department and presents OPD record.	1. Accepts hospital record and referral letter.	Dependin g on the PT Program given	2 hours 25 minutes	Physical Therapist
2. Wait until name is called.	2. Performs consultation.			Rehabilitation Doctor
3. Presents the PT Program prescribed.	3. Schedules of prescribed session.			Physical Therapist
4. Pays the procedure.	4. Receives payment/ Issues Official Receipt.			Cashier
TOTAL		Dependin g on the PT Program given	2 hours and 25 minutes	
END OF TRANSACTION				
FOR IN- PATIENTS				
	Receives referral from the referring/attending doctor	P250	1 hour & 40 minutes	Physical Therapist Ward Nurse
	Informs Rehab Doctor for In-patient consultation			Physical Therapist
	Performs consultation			Rehabilitation Doctor
	Receives PT program /session			Physical Therapy
	Prescribes treatment			Physical Therapy
TOTAL		P250.00	1 hour & 40 minutes	
END OF TRANSACTION				

SCHEDULE OF FEES:

Charity(Php250.00)	Pay (Php400.00)
Inclusive of of 2 modality only	Inclusive of 2 modality only
Add on’s Modality Php70 .00	Add on’s Modality Php90.00
PT Treatment w/o Modalities (Php 150.00)	PT Treatment w/o Modalities (Php 400.00)

Modalities:

HMP, TENS,ES,FES,FUP US

IRR,

Parrafin Wax, Traction,

Cryo

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



34. Dental Check-Up and Tooth Extraction Services

Provides routine check-up and ensure proper and adequate oral hygiene. The hospital dentist provides dental care, consultative advise, and dental treatment procedures.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex ANCILLARY DEPARTMENT - DENTAL CLINIC Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. Nos: 8688-9474, / 8706-9520 e-mail address: rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Public	
Processing Time	35 minutes	
Fees	Php 100.00per tooth for dental anesthesia and needle Senior Citizen – FREE of Charge	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Dental Record		Information/ Admission
For tooth extraction- Waiver		Dentist

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Proceeds to Information/ Admitting section get Dental Patient number and fills out dental form.	1. Interviews and checks vital signs.	100.00	35 minutes	OPD Nurse
2. Proceeds to the dental room	2. Interviews and performs dental check-up			Dentist

	<p>* Advise patient to pay the corresponding fee at the cashier</p> <p>* except for Senior Citizens and Person with Disability</p>			
3. Pays the corresponding fee	3. Receives payment /Issues Official Receipt			Cashier
4. Proceeds to Pharmacy Section for available medication	4. Checks prescription and provide available medication			Pharmacist
5. Returns to Dental Room	5. Performs dental procedure			Dentist
TOTAL		Php100.00	35 minutes	
END OF TRANSACTION				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



35. Provision of X-Ray Services

RPHS – Binangonan-Annex Radiology Section is responsible in the administration and provision of X-ray diagnostic and therapeutic services. It uses medical imaging to diagnose and treat diseases within the body.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex ANCILLARY DEPARTMENT – RADIOLOGY SECTION Manila East Road, Barangay Darangan, Binangonan , Rizal tel. nos.: 688-9474, 8706-9520 email: rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Public	
Processing Time	In-Patient : 10 minutes Out-Patient: 25 minutes	
Fees	Depending on the requested procedure	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Form (Out-Patient)		OPD Doctor

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
<p>X-RAY SERVICES (IN-PATIENTS)</p> <p>1. Submits x-ray procedure as required by attending physician.</p>	<p>1. Prepares X-ray request form.</p> <p>Endorses patients x-ray request to Radiology Department.</p> <p>Receives and verifies the request.</p> <p>Informs the patient of the procedure scheduled within the day</p> <p>Instructs procedural preparations</p> <p>Performs the requested procedure as scheduled.</p> <p>Informs patient to return on the release of the result.</p>	<p>Dependin g on what procedure s requested</p>	<p>10 minutes</p>	<p>Doctor / Nurse</p> <p>Radiologic Technologist</p> <p>Radiologic Technologist</p>
<p>2. Return to ward</p>	<p>Forwards the result to concerned nurse station.</p> <p>Informs the Doctor about the availability of the result</p> <p>Manages the intervention based on the result of the diagnostic procedure.</p> <p>Patient is advised to return to ward.</p>			<p>Radiologic Technologist</p> <p>Nurse</p> <p>Doctor</p>

TOTAL		Dependin g on what procedure s requested	10 minutes	
END OF TRANSACTION				
X-RAY SERVICES (OUT-PATIENTS)				
1. Presents x-ray procedure request.	1. Receives and verifies the request. Indicates X-ray fee issues charge slip. Advises to proceed the interview of Social Services Section for interview and classification.	Dependin g on what procedure s requested		Radiologic Technologist
2. Presents Charge Slip to Cashier Section for payment	2. Issues Official Receipt Informs patient of x- ray schedule Instructs patients preparation Performs procedure as scheduled Issues claim stub for the result procedure. Advise client to return after 2 days for the release of x-ray result		25 minutes	Cashier Radiologist Technologist Radiologist Technologist Radiologist Technologist Radiologist Technologist
3. Return to x-ray section, present claim stub and claim x-ray result.	3. Accept stub let client sign in the logbook and release the result.			X-Ray Clerk / Rad. Tech.
TOTAL		Depending on what procedures requested	25 minutes	
END OF TRANSACTION				

Note: For in-patients, results are released within the day and for out-patients, 2 days after the procedure.

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

SCHEDULE OF FEES:

X-RAY PROCEDURES	
Chest	150.00
Chest APL	300.00
Abdomen Upright/ Supine	500.00
Mandible	400.00
Nasal Bone Soft Tissue	300.00
T-Cage	200.00
PNS	500.00
Mastoid	400.00
Ankle	300.00
Baby Gram	400.00
Skull	400.00
Knee	300.00
Foot	300.00
Leg	300.00
Femur	300.00
Pelvis	300.00
Thoracic Spine	500.00
Lumbosacral Spine	400.00
Thoracolumbar Spine	650.00
Cervical Spine	400.00
Clavicle	250.00
Shoulder	250.00
Elbow	300.00
Humerus	300.00
Wrist	300.00
Hand	300.00
Portable X-Ray	100.00
Apicolordotic	100.00
Additional /Extra Film	150.00



36. CT Scan Services

Radiologist uses Computed Tomography (CT) Scan to diagnose diseases visualized within the body. It is a special examination using Xrays and special computers to produce cross-sectional images of the body, giving detailed information for diagnosis.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex ANCILLARY DEPARTMENT – RADIOLOGY SECTION Manila East Road, Barangay Darangan, Binangonan , Rizal <u>tel. nos.:</u> 688-9474, 8706-9520 Local 1312 <u>email:</u> rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Public	
Processing Time	3 hours and 15 minutes	
Fees	Depending on the procedure requested	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. CT Scan Request 2. Government – issued ID – 3. Creatinine Examination Result 4. Accomplished Consent Form		Attending Physician BIR, Post Office, Pag-Ibig, DFA, PSA SSS, GSIS Laboratory Radiology Department

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Presents request at Xray / CT Scan Reception Area	1. Receives request and schedules Instructs of the pre-procedure preparations	See Schedule of Fees	3 hours and 15 minutes	Radiologic Technologist
2. Returns to Reception area and fills-up Request Form	2. Asks client to fill-up a form Checks and encodes data if properly accomplished Secures consent Checks laboratory result if procedure is contrast enhanced.			Radiologic Technologist
3. Waits until name is called	3. Calls client and issues Transaction / Charge Slip *Schedule is usually by appointment			Radiologic Technologist
4. Presents Transaction Slip to pay at Cashier.	4. Receives payment and issues Official Receipt (OR)			Cashier
5. Returns to Reception area and presents OR	5. Records payment and instructs client to wait until name is called			Radiologic Technologist
6. Proceeds to CT Scan Room	6. Calls client and performs procedure Informs client the date of release of the result			Radiologist Radiologic Technologist
7. Returns and claim he result	7. Release the x-ray result			Radiologic Technologist
TOTAL		Dependin g on what procedure s requested	3 hours and 15 minutes	
END OF TRANSACTION				

Note: For in-patients, results are released within the day and for out-patients, 2 days after the procedure.

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

SCHEDULE OF FEES:

CT SCAN PROCEDURE	
Plain Cranial (Soft Tissue)	3,200.00
Plain Cranial 3d Construction	4,000.00
Plain Paranasal Sinuses	2,000.00
Plain Orbits	3,200.00
Plain Facial	3,500.00
Plain Neck	3,500.00
Plain Chest	4,800.00
Plain Upper Abdomen	4,800.00
Plain Lower Abdomen	7,500.00
Aglogram Brain	9,000.00
Triphasic	7,800.00
For all contrast enhanced CT Scan	PLUS 1,500.00-3,000.00



37. Ultrasound Services

Radiologist uses ultrasound to detect changes in the appearance of organs, tissues and vessels and to detect abnormal masses such as tumors. It is an imaging method that uses sound waves to produce images of structures within the body. The image produced provides valuable information for diagnosing and treating patient conditions.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex ANCILLARY DEPARTMENT – RADIOLOGY SECTION Manila East Road, Barangay Darangan, Binangonan , Rizal tel. nos.: 688-9474, 8706-9520 Local 1312 email: rphsbinangonan@gmail.com	
Category	Internal / External	
Classification:	Simple	
Type of Transaction:	G2C - Government to Public	
Processing Time	50 minutes	
Fees	Depends on what procedures requested	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Form		1. Attending Physician
Official Receipt (O.R)		2. Cashier

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
(IN-PATIENTS) 1. Proceeds to Radiologic Section for ultrasound procedure	1. Receives & verifies the request		5 minutes	Radiologic Technologist

	<p>Informs patient of the procedure scheduled within the day</p> <p>Performs requested procedure as scheduled.</p> <p>* Informs result releasing schedule.</p> <p>* Forward results to the concerned nurse station.</p>			Radiologic Technologist
				Radiologic Technologist
(OUT-PATIENTS)				
1. Proceeds to Radiology Section	1. Receives and verifies requested procedure/ Issues charge slip.			Radiologic Technologist
2. Presents the Charge Slip	2. Receives payment and Issues Official Receipt.	Depends on what procedures requested	45 minutes	Cashier
3. Returns to Radiology Section and presents Official Receipt	<p>3. Informs patient of the procedure schedule including procedural preparations.</p> <p>* Performs procedure as scheduled.</p> <p>* Issues claim stub and advise client to return on the date schedule of x-ray release.</p>			Radiologic Technologist
4. Returns to x-ray section present stub to claim the x-ray result.	<p>4. Checks client's record.</p> <p>* Let client sign in the logbook and release the result.</p>			Radiologic Technologist
TOTAL		Depends on what procedures requested	50 Minutes	
END OF TRANSACTION				

SCHEDULE OF FEES:

ULTRASOUND	
Breast	500.00
Liver (Single Organ)	350.00
Gall Bladder (Single Organ)	350.00
Pancreas	350.00
Spleen	350.00
Biliary Tree	450.00
Abdominal Aorta	350.00
Kidney	350.00
Urinary Bladder	350.00
Prostate/Scrotum (Each)	450.00
Inguino/Scrotal	550.00
Thyroid/Neck	500.00
Pelvic (Pregnant/Non-Pregnant)	450.00
Biophysical Scoring	350.00
Hepato-Biliary Tree (Liver,Gb,Bt)	550.00
KUB-Prostate	900.00
Pelvic With BPS	550.00
Whole Abdomen	1,200.00
Upper Abdomen (Hb,Pancreas,Spleen)	900.00
Lower Abdomen (Kub,Prostate,Inguinal)	1,000.00
Transvaginal	600.00
Transrectal	600.00
Chest	600.00
Cranial	550.00
Soft Tissue	300.00

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



38. Laboratory Services – (Submission of Specimen and Laboratory Examination)

RPHS Binangonan Annex Laboratory Section is a laboratory where clinical pathology tests are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment and prevention of disease.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex ANCILLARY DEPARTMENT – LABORATORY SECTION Manila East Road, Barangay Darangan, Binangonan, Rizal <u>tel. nos.:</u> 688-9474, 8706-9520 Local 1315 <u>e-mail:</u> rphsbinangonan@gmail.com	
Category	Internal / External	
Classification:	Simple	
Type of Transaction:	G2C - Government to Public	
Processing Time	35 minutes	
Fees	Depends on what laboratory test requested	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form 2. Government issued ID		1. Attending Physician 2. BIR, Post Office, Pag-Ibig, DFA, PSA SSS, GSIS

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Assessment Presents laboratory request at Laboratory Reception Counter	1. Checks the laboratory request for the availability of test and makes an invoice of laboratory tests requested Gives forms for filling up of patient data Informs patient to proceed to the Social Services Department (if needs hospital assistance) and/or to pay at the Cashier	Depends on what laboratory test requested	35 minutes	Laboratory Clerk, Phlebotomist, Medical Technologist
2. Payment Presents the invoice to the Social Services Division and/or Cashier Pays laboratory fees	Assesses eligibility of patient for financial assistance Receives payment for laboratory fees			Medical social service officer Cashier
3. Specimen Collection Submits specimen (if available)	Logs, checks and receives specimen.			Laboratory clerk, Phlebotomist or Medical Technologist
Waits until name is called at the Waiting Area if for extraction	if available; and Informs the patient to wait for his/her name to be called if for blood extraction Performs blood extraction Informs the patient when results will be available (time and date)			Laboratory clerk, Phlebotomist or Medical Technologist Phlebotomist or Medical Technologist
TOTAL		Depends on what laboratory test requested	35 minutes	

Releasing of Result

1. Presents Official Receipt to Laboratory Reception Counter; or presents ID (if Senior or Person with Disability)
2. Receives the result

END OF TRANSACTION

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

SCHEDULE OF FEES:

LABORATORY TESTS:			
Electrolytes Panel, Inclusive of: Sodium Potassium Chloride	400.00	Lipid Profile, Inclusive of: Cholesterol Triglyceride HDL LDL VLDL	400.00
Electrolytes Panel, Inclusive of: Ionized Calcium Sodium Potassium Chloride Ionized Calcium	500.00	Liver Profile, Liver Function Tests, Inclusive of: SGPT/ALT SGOT/AST Alkaline Phosphatase Total Bilirubin Total Protein + Albumin	450.00
FT3	500.00		
FT4	500.00	SGPT/ALT	550.00
TSH	500.00	SGOT/AST	
T3	450.00	Alkaline Phosphatase	
T4	450.00	Total Bilirubin	
Arterial Blood Gas	1,100.00	Total Protein + Albumin	
Dengue NS1	800.00	Globulin	
Hbsag Assay	180.00		
Blood Typing Gel Method	350.00		
Plasma Separation Fee (Closed Method)	500.00		
Oral Glucose Tolerance Test	120.00 per sample		
Triglyceride	100.00		



39. Voluntary Blood Donation Services

RPHS Binangonan Annex Blood Bank accepts blood donors for those who are willing to donate blood for the sick. It is a safe, simple and rewarding experience that usually only takes 15-20 minutes.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex BLOOD BANK, Diagnostic Building, first floor Direct line: 477-5099 Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. Nos: 688-9474, 8706-9520 Local 1132 e-mail: rphsbinangonan@gmail.com	
Category	Internal / External	
Classification:	Simple	
Type of Transaction:	G2C - Government to Public G2G – Government to Government	
Processing Time	1 hour and 15 minutes	
Fees	None	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Any Valid ID. Age 16-65 years old (with parent's consent for ages 16 and 17)) More than 50 kgs. Temperature: below 37°C Pulse Rate: 50-100 per minute BP: 90/60 systolic and 140/90 mmHg. No alcohol intake for the past 36 hours. No cough, colds , fever and diarrhea for the past 7 days. No previous Blood Transfusion for the past 12 months. No history of surgery, ear piercing, or tattoos for the past 12 months	Donors	

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Proceeds to Blood Bank, presents personal ID, Register and fills out information	1. Validates donor ID Checks donor database	None	1 hour and 15 minutes	Blood Bank Receptionist/ Medical Technologist-on duty
2. Rests for 15 minutes Waits until name is called	2. Checks vital signs , weight and height			Blood Bank Nurse / Medical Technologist
3. Fills out Blood Donor History Questionnaire * Waits until name is called for the interview	3. Distributes Blood Donor History Questionnaire to qualified donors			Blood Bank Receptionist/ Medical Technologist-on duty
4. Proceeds to Hemoglobin screening area. Rests and drinks lots of water.	4. Verifies the name of the donor. Checks Hemoglobin and performs initial blood typing			Blood Bank Medical technologist-on-duty
5. Proceeds to Bleeding Area.	5. Verifies the name of the donor. Performs phlebotomy procedure			Blood Bank RMT-on- duty
6. Lies on bed for 10 minutes Remains seated for 5-10 minutes Follows Drs and Nurses instruction.	6. Checks the overall condition of donor Explains Self exclusion Form Gives post donation advice.			Blood Bank RMT-on- duty
TOTAL		No fees collected	1 hour and 15 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				



40. Request for Registration of Birth Certificate

Medical Records Section provides assistance in the birth registration by which a child's birth will be processed and recorded in the Civil Registry.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex ADMINISTRATIVE DEPARTMENT – Records Section Manila East Road, Barangay Darangan, Binangonan , Rizal <u>tel. nos.:</u> 688-9474, 8706-9520 Local 1214 <u>e-mail:</u> rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Public	
Processing Time	25 minutes	
Fees	None	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
IF MARRIED: <ul style="list-style-type: none"> • Photocopy of Registered Marriage Contract 		Parents
IF NOT MARRIED: <ul style="list-style-type: none"> • Duly accomplished quadruplicate copies of Certificate of Live Birth with signature of attendant at birth, the informant and hospital staff who prepared the certificate of live birth • Acknowledgement of Paternity • Signature of the Father • Community Tax Certificate 		Medical Records Officer Guardian/Parents of the patient

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
<p>1. Proceeds to Medical Records Section with the CRIB tag and Information Sheet from NICU</p> <p>* If the mother is minor, submits community tax certificate from the parents or guardian.</p>	<p>1. Validates printed data forwarded by the Delivery Room Nurse</p> <p>* Conduct interviews with both parents based on information provided on the accomplished birth data form</p> <p>*Printed birth certificate is presented to client for data verification. First copy</p>	None	25 minutes	Medical Records Clerk/Officer
<p>2. Revalidates and sign the official birth certificate</p>	<p>2. Prints another 3 copies of Birth Certificate.</p>			
<p>3. Signs 4 copies of Birth Certificate Receives Claim Slip.</p>	<p>3. Checks the submitted form and issue claim slip.</p>			
<p>4. Returns to the due date stated on the claim slip.</p>	<p>4. Facilitates preparation and completion of birth certificate.</p> <p>* Presents to attending physician for signature</p>			
	<p>Endorses birth certificate to the Municipal Civil Registry Office for registration</p> <p>* If married, the hospital will be the one to register the birth certificate</p> <p>* If not married, birth certificate will be registered by the</p>			

	parents * For hospital-registered birth certificate, client is advised to claim the document after two (2) weeks or earlier or will be notified thru text			
TOTAL		No fees collected	25 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



41. Issuance of Death Certificate

Medical Records Section provides assistance to the bereaved family members to get a death certificate which contains patient death information.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex ADMINISTRATIVE DEPARTMENT – Records Section Manila East Road, Barangay Darangan, Binangonan , Rizal tel. nos.: 688-9474, 8706-9520 Local 1214 email: rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Public	
Processing Time	20 – 25 minutes	
Fees	None	
Who may avail:	Guardian/relative of a patient who needs a Death a Certificate	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Hospital Clearance		Cashier

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Proceeds to Medical Records. Presents clearance certificate and fill up draft form (Patient Information Slip)	1. Interviews immediate family member of the deceased.	None	25 minutes	Medical Records Officer
2. Validates the type of Death Certificate and signs the Informant portion	2. Checks if properly accomplished			
3. Presents the Discharge Clearance Slip for Death Certificate	3. Prints 3 copies and signed by the attending physician and Nurse			
4. Claim the documents requested	4. Release the Death Certificate to client			
TOTAL		No fees collected	25 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



42. Enrollment to Philhealth / Point of Service (POS)

In-Patient who has no PhilHealth or with inactive PhilHealth membership will be enrolled to Point of Service to become a hospital-sponsored PhilHealth member for one year.

(For patients re-admitted, for same diagnoses, under 3 months since the last confinement, hospital bill will be paid under regular rate)

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex PHILHEALTH SECTION / MEDICAL SOCIAL SERVICE Manila East Road, Barangay Darangan, Binangonan , Rizal <u>tel. nos.:</u> 688-9474, 8706-9520 Local 1129 <u>email:</u> rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Public	
Processing Time	40 minutes	
Fees	None	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid ID		Patient/Guardian
Hospital Sponsored Member Certificate PMRF		Hospital of Confinement
Indigency Certificate		Philhealth/Social Service
Birth certificate		Barangay Captain
Marriage Contract		Patient/Guardian

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Proceeds to Philhealth Section/Social Service Section and fills out information/verifying slip and submit to POS encoder/verifier	1. Checks accomplished form and status of the patients PhilHealth membership. Advises client to proceed to Medical Social Service Office for interview	None	40 minutes	PhilHealth Officer Social Worker
2. Submits for interview	2. Interviews the client and accomplish the patient document / forms *Have the patient signs affixes his/her thumbmark			Social Worker
3. Returns to Medical Social Service Office to submit duly signed forms for enrollment	3. Checks and arranges the documents/forms and forwards the same to POS encoder for PhilHealth enrollment Enrolls to ORE and instructs the patient's relative to come back for discharge of patients.			Social Worker
4. Receives PIN number	4. Release the PIN number to client.			POS Encoder
TOTAL		No fees collected	40 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



43. Availment of Social Services

Out-patient who needs to undergo laboratory, radiologic, ultrasound procedures, less capable to pay for the service is given discounted fees for diagnostic procedures based on the social classification

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex MEDICAL SOCIAL SERVICE OFFICE/MALASAKIT CENTER Manila East Road, Barangay Darangan, Binangonan , Rizal <u>tel. nos.:</u> 688-9474, 8706-9520 <u>email:</u> rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Public	
Processing Time	1 hour and 10 minutes	
Fees	Depend on the instruction from the Malasakit Center if with fee or without	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid ID		Patient/Guardian
Information Sheet with Diagnosis		Hospital of Confinement
Hospital Bill		Hospital of Confinement
Sponsored member Certificate		Hospital of Confinement
PMRF		Philhealth/Social Service
Indigency Certificate		Barangay Captain
Birth certificate		Patient/Guardian
Marriage Contract		Patient/Guardian

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
<p>OUT-PATIENT DISCOUNT TO LABORATORY AND X-RAY PROCEDURES</p> <p>1. Seeks Medical Social Service/ Malasakit Center to avail hospital assistance</p>	<p>1. Interviews patient to gather data about patient's living conditions.</p> <p>Orient patient/ relative on scope and limitations of hospital assistance</p> <p>For cost reduction of ancillary procedures, classification and discounts, it will be written and signed in the charge slip</p> <p>Gives instruction if there is a need to source out fund from other government agencies (PCSO, MIP, MAIP, Malasakit Center)</p>	<p>Depend on the instruction from the Malasakit Center if with fee or without</p>	<p>45 minutes</p>	<p>Social Worker</p>
<p>2. Receives charge slip and brings it to the Cashier</p>	<p>2. Assessment of patient's/ relative and issue charge slip.</p> <p>If fully covered, advise patient/client to proceeds directly to the concerned unit/section for facilitation of the request</p>			
<p>3. Proceeds to laboratory/x-ray room after payment</p>	<p>3. Receives payment/Issues of Official Receipt</p>			<p>Cashier</p>

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
IN-PATIENT-DISCOUNT TO HOSPITAL BILL/ AVAILMENT OF MALASAKIT ASSISTANCE 1. Directs to Medical Social Service/ Malasakit Center to avail the hospital assistance	1. Interviews relative of the patient Gathers data about patient's living conditions.			Social Worker
	Orient relative on scope and limitations of hospital assistance and classifies the patient with the service capabilities rendered by the hospital	Depend on the instruction from the Malasakit Center if fee or without	25 minutes	Social Worker
	Gives discounted amount corresponding to patient social classification and/or charge to the following government agencies: * MIP – Municipal Indigency Program * MAIP – Medical Assistance to Indigent Patient * Malasakit Center – RPG partner in giving medical assistance to financially incapacitated patients and families.			Social Worker
2. After securing the discounts and financial assistance , proceeds to Billing Section	2. Updates statement of account and applies corresponding charges			Billing Officer

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
3. Proceeds to Medical Social Service Office/ MalasakitCenter for the finalization of Hospital bill after discounts/ assistance has been made	3. Statement of Account with discounts and charges to hospital medical programs must be properly signed by the concerned social officer.	Depend on the instruction from the Malasakit Center if fee or without		Social Worker
4. Pays hospital bill Receives clearance slip	4. Receives payment/ Issues Official Receipt/ Statement of Account			Cashier
TOTAL			1 hour and 10 minutes	
END OF TRANSACTION				
SERVICE FEE DEPENDS ON THE INSTRUCTION FROM THE MALASAKIT CENTER				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



44. Philhealth Section Services

RPHS Philhealth Section serves as the means for the healthy to help pay for the care of the sick and for those who can afford medical care to subsidize those who cannot.

Office/Division	RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex MEDICAL SOCIAL SERVICE OFFICE/MALASAKIT CENTER Manila East Road, Barangay Darangan, Binangonan , Rizal tel. nos.: 688-9474, 8706-9520 Local 1323 email: rphsbinangonan@gmail.com	
Category	Internal / External	
Clasification:	Simple	
Type of Transaction:	G2C - Government to Public	
Processing Time	35 minutes	
Fees	None	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
IN PATIENT & OUT- PATIENT <ul style="list-style-type: none"> • PhilHealth Form CSF • Photocopy of Member Data Record (MDR) • Photocopy of PhilHealth Contribution • Photocopy of Valid ID • Photocopy of Patients' Death Certificate • Photocopy of Senior Citizen's ID • Member Data Record (MDR). Child- Photocopy of Birth Certificate		Patient/ Relative/Guardian

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Proceeds to PhilHealth Section and ask for assistance	1. Verifies eligibility of PhilHealth Member/ Dependent Upon Admission			PHIC Clerk
	<p>If ACTIVE or “YES” Issues Philhealth checklist requirements for compliance</p> <p>If INACTIVE or “NO,” Secure CSF if currently employed, updated MDR and other requirements</p> <p>* Refers to Medical Social Service Office/ MalasakitCenter for possible enrollment to Point of Service</p> <p>* Instructs to submit and complete the requirements prior to discharge</p>	None	35 minutes	PHIC Clerk
2. Present/submit necessary requirements/ documents for availment of PhilHealth benefits	2. Checks the submitted documents			
3. Presents both Discharge and Clearance Slips.	<p>3. Receives Discharge Slip</p> <p>* Signs Clearance Slip and Checks final diagnosis versus PHILEALTH Annexes</p> <p>* Grants final PHILHEALTH benefits</p> <p>* Process Billing</p>			PHIC Clerk

	transaction * Endorse Discharge and Clearance Slip			
4. Claim the discharge and clearance slip	4. Release the discharge and clearance slip to client			
TOTAL		No fees collected	35 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



45. Request for Sports Supplies, Equipment and Financial Assistance

Provide provisions for Athletes, Sports Enthusiasts and Sports Organizations representing the province in the various Provincial, Regional, National and International Tournaments.

Department/Office	PROVINCIAL SPORTS AND YOUTH DEVELOPMENT OFFICE Lower Ground Flr., Rizal Provincial Capitol Bldg., Ynares Center Complex, Antipolo City Tel No 8620-2400 loc. 4934 Email : rizal.pydo@gmail.com	
Category	External	
Classification:	Simple	
Type of Transaction:	C2G – Government to Client G2G – Government to Government	
Processing Time	1 day and 30 minutes	
Fees	none	
Who may avail:	<ol style="list-style-type: none"> 1. Athletes & Sports Enthusiasts who are certified residents of the Province of Rizal 2. Accredited Sports Organizations of the Province of Rizal 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter		Client

	IF THE REQUEST IS DISAPPROVED Explain to the client through letter, phone call/text message the reasons for the disapproval of the request.			
2. Claim/pick up the supplies or sports assistance requested	Release the supplies or sports assistance to client			Sports Staff
TOTAL		No fees collected	1 day and 30 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



46. Provision of Free Library Services

The Rizal Provincial Library provides free service to all library users such as researchers, students and other enthusiasts. Recorded historical and cultural heritage of the province and other information can be accessed through the different services namely: **a) Books and other reading material hard and soft copy b) Computer Usage.**

Other materials and programs such as; **a) Storytelling/ Makabagong Lola Basyang b) DICT/ Tech4Ed c) On Line Teaching for Kids d) Digital Literacy for the Blind/ Bookshare e) eGov Services**

Department/Office	Library Division's Office – Sangguniang Panlalawigan Secretariat L. Wood Street, Brgy. Dolores, Taytay, Rizal tel. no. 8658-7276 email add: provinciallibrary_rizal@yahoo.com	
Category	External/ Internal	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client G2G – Government to Government	
Processing Time	15 minutes per Library transaction	
Fees	No Fee	
Who may avail:	All citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
a) Valid ID's		a) Students/Researcher
b) Library Card		b) Rizal Provincial Library

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Present any identification card (Driver's License, voter's ID or School ID) in the information Desk	1. Accommodate client request and verifies name, year, section topic, and advise client to section area for books and for computer	None	15 minutes	Admin. Aide IV
2. Proceed to Section Area <ul style="list-style-type: none"> • For Books • For Computer 	<ul style="list-style-type: none"> ▪ Refer the reader in Card Catalog if the Books is intact ▪ Assists the readers in using the computer and brief the clients with the rules and regulations 			Local Legislative Staff Librarian III Admin. Aide IV
3. Return the book/leave the computer room together with the given number and request to log out	3. Return the ID's to the readers/researchers			Admin. Aide I Admin. Aide II
TOTAL		No fees collected	15 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

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- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



47. Issuance of Certificate of Payments to GSIS, Pag-IBIG and Philhealth

Certificate of payments is issued to clients upon request to certify his/her premiums/contributions and loans remitted by the Rizal Provincial Government to Pag-ibig and Philhealth.

Department/Office	PROVINCIAL ACCOUNTING OFFICE (PAC) – ADMIN AND REMITTANCE DIVISION (2 nd Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4102/4103/4104/ e-mail: rpg.accountingdept@yahoo.com)	
Category	Internal / External	
Clasification:	Simple Transaction: Philhealth/Pagibig Complex Transaction: GSIS	
Type of Transaction:	G2C - Government to Client G2G – Government to Government	
Processing Time	Philhealth/Pagibig – 30 minutes GSIS – 10 working days	
Fees	Php 20.00	
Who may avail:	a. Active employee b. In-active employee / Retiree c. Head of Agency, Personnel Officer or the Administrative Officer of the Agency where the employee is presently employed	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request slip form		1. From PAC
2. Letter request and Valid ID		2. From active/in-active Employee or retiree
3. Official Receipt (fees)		3. From PTO

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit request slip or letter to PAC Frontline staff/ Officer of the day.	1. Accept/Receive and review request letter/ accomplished form slip. <ul style="list-style-type: none"> Advise Client to pay the Corresponding amount at Treasurers Office. 	Php 20.00/ document	Philhealth/Pagibig 30 minutes	Admin Division Officer/Staff
2. Pay the corresponding fee at the cashier at the Treasurers Office.	2. Collecting Officer process payment and issue Official Receipt (O.R.) <ul style="list-style-type: none"> While clients pay the corresponding fee, PAC Admin Div. Officer/staff prepares the requested document. 		GSIS – 10 working days	PTO Cashier Admin Div. Staff
3. Present O.R. to the action Officer at PAC	3. Check/Record the O.R. and		Admin Div. Officer/Staff	
4. Received the document requested	4. Released the requested record/ document to client			
TOTAL		Php 20.00/ document	Philhealth/Pagibig 30 mins. GSIS – 10 Days	
END OF TRANSACTION				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



48. Processing of Disbursement Vouchers for Payment to Suppliers, Contractor, Cash Advances and Financial Assistance

Checking and certifying on the completeness and authenticity of supporting documents by the Audit Division after the same was certified as to allotted obligation by the Bookkeeping Division.

Department/Office	PROVINCIAL ACCOUNTING OFFICE (PAC) – Admin, Bookkeeping & Audit DIVISION (2 nd Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4102/4103/4104/ e-mail: rpg.accountingdept@yahoo.com)	
Category	Internal/External	
Classification:	Simple/Complex transaction	
Type of Transaction:	G2G-Government to Government G2C-Government to Clients	
Processing Time	3 Hours and 10 mins.	
Fees	NONE	
Who may avail:	Suppliers, Contractors, RPG Employees, Philhealth, HDMF, GSIS, DSWD, Brgy. Treasurer's, Municipal & City Treasurer/Liaison Officers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Disbursement Voucher		To be submitted by the different departments and offices and LGUs.

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Proceed to Receiving Clerk to submit Disbursement Voucher (DV) together with supporting documents	1. Assign DV number and record the Obr Number, Payee, Particulars of transaction, amount and DV Number in the logbook	None	3 hours and 15 minutes	Admin Aide I
	2.Post to the Registry of Appropriation, Allotment and Obligation (RAAO)			Bookkeeping Division
	3.Input transactions to the Government Application software			Supervising Administrative Officer
	4.Confirm and initial Box A "Allotment obligated for the purpose as indicated above" of DV			
	5.Check compliance with applicable laws, rules and completeness of supporting papers. DV's with incomplete supporting papers are returned to concerned offices			Audit Division
	6.Confirm the correctness/ completeness of Document thru the "CHECKLIST OF SUPPORTING DOCUMENTS ATTACHED" and initial Box A of DV			Supervising Administrative Officer Audit Division
	7.Prepare Certificate of Withholding Tax			Remittance Division

	8. Confirm the correctness of the Certificate of Tax withheld			SAO Admin/ Remittance Div.
	9. Sign Certificate of Tax Withheld and Box A of DV			OIC - PAC
	10. Record on Log book and Forward to Treasurer's Office			Admin Division
2. Received the document processed.	11. Release the document			
TOTAL		No fees collected	3 hours and 15 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



49. Provision of Ambulance Services

This Office is responsible to respond to requesting in the provision of Ambulance needed during natural and man made calamities and during pandemic in the recovery of affected persons and mitigate its impact. To sustain delivery of health services in the community or areas of responsibility.

Department/Office	Rizal PROVINCIAL DISASTER RISK REDUCTION & MANAGEMENT OFFICE, Ynares Center Compound, Brgy. San Roque, Antipolo City, Rizal, Landline: 8571-4375, 8620-2484, e-mail rizal.pdrmc@gmail.com	
Category	Internal / External	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client (Retiree) G2G – Government to Government	
Processing Time	Maximum of 2 to 3 days after approval of request	
Fees	No fees to be collected. All services is “Free of Charge”	
Who may avail:	<ul style="list-style-type: none"> a. Active employee b. Walk-in clients of the RPG c. Other government agencies and d. Associations and groups within the province 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request addressed to the Governor thru PDDRRMO Chief		1. To be prepared by the requesting party.
2. Provision of Ambulance among requesting parties for transfer of patients, transport of specimen at the Lung Center of the Philippines and other ambulatory services.		2. PDRRMO Ambulance for dispatch with prior approval of the PDRRMO.

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit letter of request to the Frontline staff/ Officer of the day.	1. Accept/Receive and review request letter/ accomplished form slip. <ul style="list-style-type: none"> • Indorsed letter to the Chief PDRRMO for appropriate action. ▪ Advised Client to make a follow-up on date indicated on the letter received copy thru phone or e-mail. ▪ If approved go back to PDRRMO and get the schedule. ▪ If not approved, explain to the client the disapproval of the request thru text, phone or e-mail. 	None	1 hour	PDRRMO Staff/Officer PDRRMO Chief
2. Go back to PDRRMO for the approve schedule of ambulance	2. Released the calendar of activities/schedule to the requesting party.			PDRRMO Staff/Officer
TOTAL		No fees collected	1 hour	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



50. Provision of Medical Assistance

Free Medicines, free consultation and referrals can be obtained from this office for the indigent sectors in Rizal Province.

Department/Office	PROVINCIAL HEALTH OFFICE (PHO) PHARMACY SECTION AND CLINIC Ground floor, RPG Bldg, Antipolo City Tel. No. 620-2400 Local 5003/5005/5009/ E-mail: pho.rizal@yahoo.com , pho.rizal@gmail.com	
Category	Internal / External	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Processing Time	25 minutes	
Fees	None	
Who may avail:	Walk-in clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> a. Letter of request addressed to Governor b. Prescribed medicine c. Barangay Indigency d. Medical Certificate 		<ul style="list-style-type: none"> 1. Client 2. Doctor 3. Barangay Captain 4. Hospital

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Present letter with attachments	1. Accept/receive and check the requirements and provide:	None	25 minutes	Pharmacy Aide
	a. Medicine			
	b. Consultation – examine, give advice and Prescription			Doctor
	c. Referrals – conduct interview – analyze the request for laboratory, x-ray and other diagnostic procedures			Nurse
2. Accept/claim the request	2. Release/provide the request to client			
TOTAL		No fees collected	25 minutes	
END OF TRANSACTION				

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- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



51. Issuance of Tax Declaration

Request for issuance of tax declaration may be obtained from this Office. This tax declaration can be requested by the real property owner/s or his representatives, whenever there is a transfer or change of ownership of real property.

Department/Office	PROVINCIAL ASSESSOR'S OFFICE - Assessment Operation Evaluation Unit Ground Floor RPG Bldg, Ynares Center, Antipolo City Tel. No. 620-2400 Local 4401/4402/4403/4404/4409	
Category	Internal/External	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client (Taxpayers) G2G – Government to Government	
Processing Time	60 minutes per Tax Declaration	
Fees	Php150.00	
Who may avail:	Real Property Owner/ Subdivision Developer/Authorized Representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Transfer of ownership of Tax Declaration:		From Assessor's Office
1. E-copy of Transfer Certificate of Title		Registrar of Deeds
2. E-Copy of Deed of Sale		Register of Deeds/Seller
3. E-copy of Certificate Authorizing Registration (BIR-CAR)		Registrar of Deeds/BIR
4. Certified copy of transfer tax receipt		Treasurer's Office/Original copy of receipt
5. Certified copy of realty tax payment / tax clearance certificate		Treasurer's Office/Original copy of receipt
6. Notarized Sworn Statement declaring the true value of the property		Client/Taxpayer

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
<p>1. Submit the required documents for transfer of ownership of Tax Declaration</p>	<p>1. Check the completeness of the required documents submitted</p> <p>* Check if Sworn Statement is notarized, if not require client to notarized the document at the Legal Office and return back.</p> <p>* Check the correctness of information in the FAAS/TD as against the submitted documents</p> <p>* Prepare the appraisal and assessment</p> <p>* Advise the client to pay to the Treasurer's Office the late filing fee for the Sworn Statement or pay the processing fee for a Residential building with "0" assessment level.</p> <p>While client pay the corresponding fee at the cashier, the Provincial Assessor staff will do the following:</p> <p>* Validate the FAAS and TD before submission for approval of the Provincial Assessor</p>	<p>Php 100.00</p> <p>Php 200.00</p>	<p>47 minutes</p>	<p>Local Assessment Operation Officer II</p> <p>Local Assessment Operation Officer III</p> <p>Local Assessment Operation Officer IV</p>

	<p>* Assign the Transaction Number</p> <p>* Stamped the assigned Tax Declaration Number, Registration date and other pertinent markings.</p>		13 minutes	<p>Assessment Records Management Division</p> <p>Ernie D. Gerzon Administrative Aide</p>
2. Pay the corresponding fee at the Cashier - PTO	2. Accept payment and issue Official Receipt			Cashier – Provincial Treasurer
3. Present Official Receipt, received the documents and sign in the log book	3. Release the new Tax Declaration to the property owner or to his authorized representative	Php 300.00		<p>Marilou dela Cruz Assessment Clerk II</p> <p>Peter Rommel P. Paterno, LAOO II</p> <p>Edna G. Banastao Assessment Clerk II</p>
TOTAL		Php 300.00	1 hour per TD after receipt of complete documents	
END OF TRANSACTION				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



52. Issuance of Certified True Copy of Tax Declaration, Certification of Non-Improvement, Certification of Property Holdings and other kinds of Certifications

Request for certified true copy of tax declarations, certification of non-improvement, certification of property holdings and other kinds of certifications may be obtained from this office. These certified and certifications can be requested by the real property owner/s or representative for any legal transaction on private or government purposes.

Department/Office	OFFICE OF THE PROVINCIAL ASSESSOR – Assessment Records and Management Division 1 st floor Rizal Provincial Government Building, Antipolo City. Tel. No. 620-2400 local 4401/4402/4403/4404/4409	
Category	Internal / External	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client G2G – Government to Government	
Processing Time	30 minutes Certified True Copy of Tax Declaration/Certifications 1 hour per Certification of Property Holdings	
Fees	₱125.00	
Who may avail:	Real Property Owner/s or Representative/s	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Request slip form/request letter	1. From PAO/real property owner/s or representative	
2. Special power of attorney/ authorization letter (representative)	2. Real property owner/s	
3. Notarized affidavit of non-improvement (Certification of Non-Improvement)	3. Notary public officer	
4. Any valid IDs (machine copy)	4. From any government/private agency	
5. Official receipt (fees) (updated real property tax payment)	5. Cashier – Provincial Treasurer	

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit request slip form/request letter to Provincial Assessor's Office frontliner staff	1. Receive and review accomplished form/request letter <ul style="list-style-type: none"> Advise real property owner/representative to pay the corresponding fee at Treasurer's Office. 	₱125.00 per TD/certification	30 minutes – TD/certification; 1 hour – Certification of Property Holdings upon receipt of completed documents	Planning Officer II, Admin Clerk IV, Assessment Clerk II /ARMD
2. Proceed to Treasurer's Office for payment of corresponding fee	2. Collecting Officer process payment and issue Official Receipt (O.R.) <ul style="list-style-type: none"> While clients pay the corresponding fee, ARMD staff verifies & prepares the requested TD/certification. 			Revenue Collection Officer/PTO
3. Proceed to PAO and present official receipt to ARMD staff	3. Check/Record the official receipt/reviews/signs copy of TD/Certification			LAOO IV, LAOO III /ARMD
4. Received the requested TD/Certification and signed in the logbook	4. Issued the requested TD/Certification to client			Planning Officer II, Admin Clerk IV, Assessment Clerk II /ARMD
TOTAL		₱125.00 per TD/certification	30 minutes – TD/certification; 1 hour – Certification of Property Holdings upon receipt of completed documents	
END OF TRANSACTION				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



53. Annotation of Warrant of Levy, Cancellation, Mortgage, etc. on Tax Declaration

Request for annotation and cancellation of warrant of levy, mortgages, adverse claim, etc. on Tax Declaration.

Department/Office	OFFICE OF THE PROVINCIAL ASSESSOR – Property Valuation and Standards Division (1 st floor Rizal Provincial Government Building, Antipolo City. Tel. No. 620-2400 local 4401/4402/4403/4404/4409	
Category	Internal / External	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client G2G – Government to Government	
Processing Time	1 hour upon approval	
Fees	₱100.00 (Mortgage) ₱500.00 (Adverse Claim)	
Who may avail:	Real Property Owner/s or Representative/s	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
6. Request slip form/request letter together with supporting documents	1. From PAO/real property owner/s or representative	
7. Special power of attorney/authorization letter (representative)	2. Real property owner/s	
8. Any valid IDs (machine copy)	3. From any government/private agency	
9. Official receipt (fees) Official receipt (updated real property tax payment)	4. Cashier – Provincial Treasurer	

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit written request and the required documents	1. Accept/Received the request and indorse to LAOO II officer		1 hour upon approval	Receiving Officer
	2. Review and evaluate the submitted documents			LAOO II
	3. Approval of the request.			OIC Provincial Assessor
	4. Advise the property owner to pay the necessary fee			
2. Pay the corresponding fee at the Cashier – PTO.	2. Accept the amount and issue Official Receipt	₱100.00 for mortgage ₱500.00 for adverse claim		Cashier - PTO
3. Present OR to Assessors Office to confirm payment for the request of annotation	5. Annotation of the request on tax declaration		Local Assessment Operation Officer II	
TOTAL		₱100.00 for mortgage ₱500.00 for adverse claim	1 hour upon approval	
END OF TRANSACTION				

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54. Planning, Programming and Designing of Proposed Projects

The Provincial Engineering Office prepares the plans, programs and design of proposed infrastructure projects of the Rizal Provincial Government; and provides technical assistance in its implementation.

Department/Office	PROVINCIAL ENGINEERING OFFICE First Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4703/4707/4705/ e-mail: rpg.peo@gmail.com
Category:	External
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government
Processing Time	13 days and 45 minutes per request/proposed program
Fees	No fees
Who may avail:	Residents of the Province of Rizal Other government agency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Site of proposed project:	
1. If Government owned property:	Property owner
a. Proof/Evidence of ownership of the government	
b. Certification that they (owner government agency) were coordinated and interpose no objection for the proposed project	
2. If Privately owned property:	Property owner
a. Proof/Evidence of ownership	Government agency (donee)
b. Resolution of concerned government agency to accept the turn-over/conveyance/donation	Government agency (donee)
c. Authority of concerned government official to accept the turn-over/conveyance/donation	Donor/Donee
d. Official/formal document of turn-over/conveyance/Deed of Donation	Juridical entity as
e. Board Resolution of juridical entity as	

<p>property owner authorizing the turn-over/ conveyance/ Deed of Donation; and the person to represent the juridical entity</p> <p>f. Certification that they (new owner-government agency) were coordinated and interpose no objection for the proposed project</p> <p>3. Other documents/clearances when necessary:</p> <p>a. DENR/LLDA/NHA clearance</p> <p>b. DPWH clearance/Right-of-Way</p> <p>c. Demolition permit from concerned government agency</p> <p>d. Subdivision/Survey Plan of the subject property</p> <p>e. Accreditation Documents (Association)</p>	<p>property owner</p> <p>Government agency (new owner)</p> <p>DENR/LLDA/NHA</p> <p>DPWH</p> <p>Property owner/Building Official</p> <p>Property owner</p> <p>Association concerned</p>
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PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Submit letter-request received/ approved/ or as directed by the Office of the Governor to the Provincial Engineering Office frontliner	1. Receive and record letter-request approved/endorsed from the Office of the Governor and forwarded to Provincial Engineer for appropriate action	No fees	15 mins.	Admin. Aide I Provincial Engineer
	<p>* Letter-request referred to Division Head for initial review and assignment to Section Head and contact requesting party thru phone call/sms, if there is a contact number provided in the letter-request; or written communication.</p> <p>* Advice given to the requesting party of the documentary requirements or initial findings on documents submitted with the letter-</p>		30 mins.	Head, Planning & Programming Division Section Head and Technical Staff

	request; and office number given should the requesting party have further concerns and for follow-up of their request.			
	* Requesting party and concerned public officers are coordinated and site inspected		3 days	Section Head and Technical Staff
	* Field Inspection Report; Program of Work and Cost Estimate for proposed project with complete and in order documents as submitted are prepared. * The report, program and estimate are reviewed and submitted for approval of Assistant Provincial Engineer		7 days	Section Head and Technical Staff Head, Planning & Programming Division
	* The Field Inspection Report, Program of Work and Cost Estimate as submitted by the Section Head, Technical Staff and Division Head of the Planning and Programming Division are reviewed and recommended for approval of the Provincial Engineer.	No fees	1 day	Assistant Provincial Engineer (concurrent capacity)
	* Report, program and estimate as approved by the Section Head, Technical Staff, Division Head and Assistant Provincial Engineer are encoded for final, review and approval		1 day	Encoders Provincial Engineer

	* Indorsement letters are prepared and signed by the Provincial Engineer regarding proposed project addressed to the Office of the Governor for information and appropriate action.		1 day	Encoders Provincial Engineer
TOTAL		No fees collected	13 days and 45 minutes	
END OF TRANSACTION				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

INTERNAL SERVICES



55. Processing of Purchase Request (PR) and Purchase Order (PO)

- a) Earmarking the amount of PR to the control card and affixing initial before the Governor's approval
- b) Recording the amount of PO and name of supplier to the control card; and signing the availability of fund.

Department/Office	PROVINCIAL BUDGET OFFICE (PBO) – OPERATIONS DIVISION (1 st Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4504/4509 e-mail: provlbudgetoffice.rizal@gmail.com)	
Category	Internal	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Processing Time	25 minutes	
Fees	None	
Who may avail:	Different Offices of the Rizal Provincial Government	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	PURCHASE REQUEST (PR) <ol style="list-style-type: none"> 1. Three (3) copies of PR with date, number and signature of the Head of the Department/Office concerned and: 2. Pre-Evaluation – for spare parts needed for the repair of vehicle 3. Job Inspection Report- for materials needed for the repair of office equipment/furniture and fixture 4. Approved Program by the Governor (if necessary) 	<ol style="list-style-type: none"> 1. Procurement Office 2. Provincial General Services Office 3. Provincial General Services Office/ Management Information System 4. Office concerned

<p>PURCHASE Order (PO)</p> <p>1. Four (4) copies of PO with date, number signature of the supplier, signature of the Governor and the following documents:</p> <ul style="list-style-type: none"> ▪ Approved Purchase Request ▪ Notice of Award 	<p>1. Procurement Office</p>
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PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
<p>1) Submit the Purchase Request (PR)/ Purchase Order (PO) and the supporting documents to the Receiving Clerk.</p>	<p>1) Check/Record to Incoming logbook the submitted PR/PO and supporting documents and forward to the assigned Personnel.</p> <p>* Advice client to follow-up the PR/PO at the Procurement Office.</p>		<p>5 minutes</p>	<p>Admin. Aide I</p>
	<p>* Check if there is an available appropriation / allotment.</p> <p>* Earmark the amount of PR / Record the amount of PO and name of supplier in the corresponding control card.</p> <p>* Affix initial and endorse to the Provincial Budget Officer.</p>	<p>None</p>	<p>15 minutes</p>	<p>Supervising Admin. Officer</p> <p>Admin. Officer V</p> <p>Admin. Officer IV</p> <p>Admin. Officer II</p> <p>Admin. Asst. II</p> <p>Admin. Aide I</p>

	* Affix initial beside the name of the Governor in the PR / Sign the availability of fund in the PO.		2 minutes	OIC, Provincial Budget Office
	* Record to outgoing Logbook and forward the PR/PO to the Procurement Office.		3 minutes	Admin. Aide I
TOTAL		No fees collected	25 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



56. Processing of Obligation Request (ObR)

Recording the amount and payee of ObR to the control card and signing the certification on the existence of available appropriation.

Department/Office	PROVINCIAL BUDGET OFFICE (PBO) – OPERATIONS DIVISION (1 st Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4504/4509 e-mail: provlbudgetoffice@gmail.com)	
Category	Internal	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government	
Processing Time	30 minutes	
Fees	None	
Who may avail:	Different Offices of the Rizal Provincial Government	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>Three (3) copies of Obligation Request with signature of the Head of Office concerned and the following supporting documents:</p> <ol style="list-style-type: none"> 1. Approved Purchase Order and Purchase Request – for goods 2. Approved Payroll – for salaries, wages, and other personnel benefits 3. Bill of Account - for janitorial services and utilities such as electric, water and telephone 4. Notarized Contract, Notice of Award and Notice of Proceed – for civil works 		<ol style="list-style-type: none"> 1. Procurement Office 2. Human Resource Management Office 3. Provincial General Services Office 4. Provincial Engineering Office

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1) Submit the Obligation Request (ObR) to the Receiving Clerk.	1) Check/Record ObR and the supporting documents. • Stamp “received” indicate the date, time, and affix initial in the 1 st and 2 nd ObR.	None	3 minutes	Gerald Wilfred F. Reyes <i>Admin. Aide</i>
	2. Check all the data and the supporting documents. * Record the amount to control card of Appropriations, Allotments and Obligations. 3. Affix initial and forward to person-in-charge in assigning the control number.		15 minutes	Supervising Admin. Officer Admin. Officer V Admin. Officer IV Admin. Officer II Admin. Asst. II Admin. Aide I
	3. Indicate the control number and forward to The Provincial Budget Officer.		12 minutes	Virgie R. Panaguiton <i>Admin. Asst. II</i>
	4. Sign the certification on the existence of available appropriation.			Maura Marivic S. Leyva <i>OIC, Provincial Budget Office</i>
	5. Detach the 2 nd copies of ObR, PO and PR.			Virgie S. Mañao <i>Admin. Asst. II</i>

	6. Record to outgoing logbook and forward to Procurement Office, Engineering Office, Accounting Office or Provincial Treasurer's Office.			Mary J. Pajaron <i>Admin. Aide I</i>
TOTAL		No fees collected	30 minutes	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



57. Provide Assistance in the Review of Annual/Supplemental Budget

Assist the Sangguniang Panlalawigan (SP) on the Review of Annual/ Supplemental Budget through the Provincial Finance Committee (PFC)

Department/Office	PROVINCIAL BUDGET OFFICE (PBO) – REVIEW AND EVALUATION DIVISION (1 st Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4504/4509 e-mail: provlbudgetoffice@gmail.com)	
Category	Internal	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Processing Time	13 Days and 2 Hours	
Fees	None	
Who may avail:	Sangguniang Panlalawigan / City/ Municipal Officials/ City/ Municipal Budget Officers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Indorsement letter by the Sangguniang Panlalawigan (SP) Committee Chairman on Appropriation. 2. Original and duplicate copies of the ordinance enacting the Annual/Supplemental Budget. 3. Copy of the approved Annual Investment Plan 4. Complete copies of Local Budget Preparation (LBP) Forms in accordance with the Budget Operations Manual for LGUs. 		<ol style="list-style-type: none"> 1. Sangguniang Panlalawigan 2. Sangguniang Panlalawigan 3. Sangguniang Panlalawigan 4. Sangguniang Panlalawigan

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1) Submit all the required documents.	1) Check the completeness of the documents submitted. <ul style="list-style-type: none"> • Stamp “receive”, Indicate the date, time, and affix initial. 	None	1 hour	Admin. Officer IV Admin. Aide I
	2) Record to incoming logbook and forward to the reviewing personnel.			Admin. Aide
	3) Indorse copies of the Receipts Program/ Statement of Funding Source to the Provincial Treasurer’s Office and Annual Investment Plan/ Statement of Supplemental Appropriations to the Provincial Planning and Development Office for their evaluations. <ul style="list-style-type: none"> ▪ Prepare the Local Budget Review Form Nos. 1-3 (working papers). Evaluate the documents in accordance with the existing laws, rules, and regulations. ▪ Draft a review letter and forward to the Head of the Budget Review Division. 		3 days	Admin. Officer IV Admin. Aide I

<p>4) Analyze the findings and recommendation, validate all data in the working papers, revised the draft review letter if necessary and forward to the Provincial Budget Officer.</p> <p>5) Check if the findings, Comments and recommendations are correct before printing the final review letter.</p> <p>6) Forward the review letter to all the members of the PFC for their signatures.</p> <p>7) Submit the original copy of the AB/SB to the Sangguniang Panlalawigan with stamped "Reviewed" together with the PFC's review letter.</p>	None	10 days and 1 hour	Supervising Admin. Officer
	OIC, Provincial Budget Office		
	Admin. Officer IV Admin. Aide I		
	Admin. Officer IV Admin. Aide I		
TOTAL	No fees collected	13 days and 2 hours	
END OF TRANSACTION			
SRVICES FREE OF CHARGE			

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



58. Technical Assistance/Repair of IT equipment

This Office provides technical assistance / repair of IT equipment to all departments and offices.

Department/Office	MANAGEMENT INFORMATION SYSTEMS OFFICE (MISO) Technical Services Division (2 nd Floor, RPG Bldg., Ynares Center Complex, San Roque, Antipolo City, Tel. No. 620-2400 Local 5501/5504 Email: misrizalprovince@gmail.com)	
Category	Internal	
Classification:	Simple / Complex	
Type of Transaction:	Government to Client (Department/Office/Employee)	
Processing Time	30 minutes Simple Request / 2hrs to 3 days Complex Request	
Fees	None	
Who may avail:	All Employees and Concerned Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Form		From MIS Office

PROCESS OF AVAILING THE SERVICE

CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Unit/ Division)
1. Call and/or filled-up request form available at MISO Frontline Service Officer and state the purpose.	1. Encode request on the Office' Queuing System and Inform the Assigned Technician.	None	3 minutes	MISO Frontline Service Officer
	Troubleshooting/repair diagnose IT Equipment.		25 minutes 2 hrs. to 3 days	Technician in Charge
2. Sign Job Order Request when Troubleshoot or Repair Task done.	2. Assigned Technician ensures that client /employee signed the request order.		2 minutes	MISO Frontline Service Officer
TOTAL		No fees collected	Simple (30 minutes) Complex (2 hrs. or 3 days)	
END OF TRANSACTION				
SERVICES FREE OF CHARGE				

- Transacting clients, apart from fulfilling the documentary requirements, shall observe proper health protocols adopted by the RPG in view of the COVID-19 pandemic.
- Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

VI. Feedback and Complaints Mechanism

Feedback and Complaints Mechanism	
How to send feedback	Clients are encouraged to accomplish feedback form & drop them at the designated drop boxes located the Public Information, Assistance and Complaints Desk, (PIACD) at Employee Entrance Capitol Lobby.
How feedback is processed	Feedback is gathered and processed by the HR office. Feedback requiring answers are forwarded to the concerned office and are therefore required to answer within three (3) days upon receipt of the feedback. A report of customer Feedback is prepared to document action plan and monitor action taken. For inquiries and follow-up, clients may contact the following number 6202400 local 5202/5203/5204
How to file a complaint	Accomplish the Client Complaint Form & drop it at the designated drop box at the Public Information, Assistance and Compliant Desk, manned by Frontline Desk Officer of the Day. Complaints can also be filed via telephone. 6202400 local 5202/5203/5204 or text at 0919-0031824 (Office of the Governor) Make sure to provide the following information: a. Name of Person to be complained b. Incident c. Evidence
How complaints are processed	Compliant/s received, whether verbal or written shall be referred/forwarded to concerned head of office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Text Office of the Governor at 0919-0031824 or send your feedback through www.rizalprovince.gov.ph and or to hmrpg@gmail.com ARTA: compaints@arta.gov.ph 8478-5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

CITIZEN'S FEEDBACK FORM

PAMAHALAANG PANLALAWIGAN NG RIZAL

Lungsod ng Antipolo, Lalawigan ng Rizal

HAIN NG REKLAMO

Petsa: _____

Pangalan ng Nagrereklamo: _____

Tirahan at kontak number: _____

Pangalan ng Inirereklamo: _____

Opisina at Posisyon ng Inirereklamo: _____

URI NG REKLAMO:

NAIS MANGYARI UKOL SA REKLAMO:

Lagda ng Nagrereklamo

RIZAL PROVINCIAL GOVERNMENT

Antipolo City, Province of Rizal

CUSTOMER SATISFACTION SURVEY FORM

Name (optional) _____ **Date** _____

Service/Assistance Requested/ Received: _____

Office concerned: _____

Dear Client:

We at the Rizal Provincial Government endeavors to consistently provide excellent services to meet our client's needs. In this regard, may we request you to help us improve our service by allowing us to hear your voice.

Kindly fill-out the survey form and reflect your impressions about our services. Please encircle the rating that corresponds to the level of your satisfaction.

Rating Scale

5
4
3
2
1

Satisfaction Level

Very High
High
Moderate
Low
Very Low

A. Service Parameter

Client Satisfaction

Remarks

1. Service Quality 5 4 3 2 1
2. Service Timeliness 5 4 3 2 1
3. Staff Responsiveness 5 4 3 2 1

B. Overall Impression

5 4 3 2 1

C. Suggestion for Improvement:

“ Taas Noo Rizaliño ”



**MGA PUNONG NAMAMAHALA SA PAMAHALAANG
PANLALAWIGAN NG RIZAL**

PUNONG LALAWIGAN	KGG. REBECCA A. YNARES
PANGALAWANG PUNONG LALAWIGAN	KGG. REYNALDO H. SAN JUAN, JR. M.D.
KINATAWAN	
UNANG DISTRITO:	KGG. MICHAEL JOHN "JACK" DUAVIT
UNANG DISTRITO: CITY OF ANTIPOLO	KGG. ROBERTO ANDRES V. PUNO, SR.
PANGALAWANG DISTRITO:	KGG. ATTY. JUAN FIDEL FELIPE F. NOGRALES
PANGALAWANG DISTRITO: CITY OF ANTIPOLO	KGG. RESURRECCION M. ACOP
BOKAL (BOARD MEMBER)	
UNANG DISTRITO:	KGG. ANTHONY JESUS "JESTONI" S. ALARCON KGG. GENATO H. BERNARDO, M.D. KGG. FERNANDO R. CABITAC, JR. KGG. ROSS GLENN T. GONGOR
UNANG DISTRITO: CITY OF ANTIPOLO	KGG. ROBERTO ANDRES R. PUNO, JR.
PANGALAWANG DISTRITO:	KGG. ROMMEL C. AYUSON KGG. BARTOLOME N. RIVERA, JR. KGG. ROLANDO P. RIVERA, LL.B. KGG. EMIGDIO P. TANJUATCO, III, J.D.
PANGALAWANG DISTRITO: CITY OF ANTIPOLO	KGG. ALEXANDER S. MARQUEZ
PANGULO – ABC	KGG. RUEL P. ESTRELLA
PANGULO - PCL	KGG. DINDO M. ABUEG

PUNONG BAYAN/LUNGSOD

ANGONO	KGG. JERI MAE E. CALDERON
BARAS	KGG. KATHERINE B. ROBLES
BINANGONAN	KGG. CESAR MARTIN YNARES
CAINTA	KGG. JOHNIELLE KEITH P. NIETO
CARDONA	KGG. TEODULO C. CAMPO
JALAJALA	KGG. ELMER C. PILLAS
MORONG	KGG. OLIVIA F. DE LEON
PILILLA	KGG. DAN V. MASINSIN
SAN MATEO	KGG. CRISTINA C. DIAZ
RODRIGUEZ	KGG. DENNIS L. HERNANDEZ
TANAY	KGG. REX MANUEL C. TANJUATCO
TAYTAY	KGG. GEORGE RICARDO R. GACULA, II
TERESA	KGG. RAUL S. PALINO

ANTIPOLO CITY	KGG. ANDREA R. YNARES
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**TAGAPANGULO AT PINUNONG NAMAMAHALA
SA BAWAT TANGGAPAN**

TANGGAPAN	MGA PUNO	TELEPONO/LOCAL NO.
PUNONG LALAWIGAN	KGG. REBECCA A. YNARES	620-2400 Local No. 014/ 1015/1016/1017/1019
MIS	OIC - JOYCE ANN C. SAN MIGUEL	620-2400 Local No. 5501/ 4803 e-mail: misrizalprovince@gmail.com
PIO	OIC- ANTHONY E. MATEO	620-2400 Local No. 4801/ 4802/
PESO	CECILIA F. DIAZ	620-2400/Local 2201/2203 e-mail: peso_rizalprovince@yahoo.com.ph
YNARES CENTER	OIC - RUBEN B.VICTORINO	697-1239 Local No. 6501
YNARES SPORTS ARENA	OIC - ENGR. MARCELO M. PASCUAL	620-2400 Lokal# 4401/ 4402/ 4404/4409
RENRO	OIC – MARIO CAYETANO	620-2400/ Local 5304 / e-mail: renroyes@yahoo.com pmrbrizal@yahoo.com
PDRRMO	LOEL M. MALONZO	571-4375 / e-mail: rizal.pdrmo@gmail.com
PANGALAWANG PUNONG LALAWIGAN	KGG. REYNALDO H. SAN JUAN, JR.	620-2400 Local No. 2013
SANG. PANLALAWIGAN SECRETARIAT	OIC - ATTY. ROSELLE A. RAMILO	620-2400 Local No. 3501/ 3504/3509 e-mail: spsecrizal@yahoo.com
PROVINCIAL LIBRARY	OIC - CORAZON BRAGA	658-7276 / e-mail: provinciallibraryrizal@yahoo.com
PROVINCIAL ADMINISTRATOR	OIC. JOSEPH G. CENIDOZA	620-2400 Local No. 4201/ 4202/ 4203/ e-mail: aoffice04@gmail.com
PSD	P/SUPT. RODOLFO T. DABLOS. RET.	620-2400 Local No. 4211/ 4214

RP-JAIL	ALFRED BENJAMIN SANTOS	(02)571-0682 / e-mail: rizalprovincialjail@gmail.com
SCHOLARSHIP	OLIMPIA J. AQUINO	620-2400 Local No. 4421
PREDAC	DRA. EDITHA DOBLADA	620-2400 Local No.
SPORTS & YOUTH	OIC-GILBERT A. LOPEZ	620-2400 Local No. 4934/ e-mail: rizal.pydo@gmail.com
TOURISM	DR. CORAZON S. LASERNA	620-2400 Local No. 4211/ 4214 e-mail: rizaltourism@yahoo.com
PROVINCIAL ATTORNEY	OIC- ATTY. MA. SALVE R. ADAMOS	620-2400 Local No. 5301/ 5303/ 5309/ e-mail: legal.office.rizalprovincial@gmail.com
KAKAYAHANG PANTAO (HRMO)	EUGENE P. DURUSAN	620-2400 Local No. 5201/5203/ 5204/5205/ e-mail: hrmorpg@gmail.com
PANLALAWIGANG TAGATAYA (ACCOUNTING)	OIC-JEROME H. DELA ROSA	620-2400 Local No. 4101/ 4102/4103/4104/4109 e-mail: rpg.accountingdept@yahoo.com
PANLALAWIGANG PAGPAPLANO	OIC- ENGR. CESAR M. CORTEZ	620-2400 Local No. 5601/ 5604/5609 e-mail: rizal.ppdo@gmail.com
PANLALAWIGANG TAGASURI	OIC-JOSEPH G. CEÑIDOZA	620-2400 Local No. 4401/ 4402/4404/4409
PANLALAWIGANG PAGBABADYET	OIC-MAURA MARIVIC S. LEYVA	620-2400 Local No. 4501/ 4503/4504/4509 e-mail: provlbudgetoffice.rizal@gmail.com
PANLALAWIGANG INHENYERO	ENGR. LUISITO G. MUNSOD	620-2400 Local No. 4701/ 4702/4703/4704 / e-mail: rpg-peo@gmail.com
PANLALAWIGANAG INGAT-YAMAN	MA. TERESA E. LASQUETY	620-2400 Local No. 5901/ 5904/595 e-mail: pto_rizal@yahoo.com
PANLALAWIGANG PANSAKAHAN	DR. REYNALDO BONITA (OIC)	620-2400 Local No. 5701/ 5702 e-mail: rizalagri2@gmail.com
PANLALAWIGANG PAGHAHAYUPAN	DR. REYNALDO BONITA	620-2400 Local No. 5701/ 5704 e-mail: bonirey1225@gmail.com

PANLALAWIGANG PANGKALUSUGAN	DR. ILUMINADO A. VICTORIA	620-2400 Local No. 5009/5003 e-mil: pho.rizal@yahoo.com / pho.rizal@gmail.com
PROVINCIAL SOCIAL WORKER	MA. PAULINE T. DIÑOZO	620-2400 Local No. 6001/ 6014 e-mail: pswd.rizal@gmail.com
Rizal Anti-Drug Abuse	OIC - SALVADOR L. ARABIT	620-2400 Local No. 5711/ 5714 e-mail: rizalantidrugabuseoffice@gmail.com
HOUSING	OIC- LOEL M. MALONZO	620-2400 Local No. 5104 e-mail: rizalprovincialhousing@yahoo.com
PROVINCIAL GENERAL SERVICES	OIC - ENGR. BONIFACIO T. MASILANG, JR.	620-2400 Local No. 4921/ 4924/5401
Procurement Division	OIC – CONNIE S. DE LEON	620-2400 Local No. 4911/ 4914/4919
Records Division	AMIE G. INGCO	620-2400 Local No. 4301/4302
Telecom Unit	RICARDO DEL PAÑA	620-2400 Local No. 4941/ 4949

**TAGAPANGULO AT PINUNONG NAMAMAHALA
SA BAWAT TANGGAPAN NG HOSPITAL**

TANGGAPAN	MGA PUNO	TELEPONO/LOCAL NO.
RIZAL PROVINCIAL HOSPITAL SYSTEM (RPHS)		
RPHS – Morong Main	DRA. VIOLA A. VILLEGAS	653-10-53 / email: rphsmorong@gmail.com
RPHS – Angono Annex	DRA. MYLANIE C. JACINTO	451-19-58/651-22-53 e-mail: rphsangonoannex@yahoo.com

RPHS – Binangonan Annex	DR. ANGEL Q. DAQUIGAN, JR.	727-1952 Er : 706-9520 e-mail: rphsbinangonan@gmail.com
RPHS – Montalban Annex	DRA. GRACIA PERPETUA M. LAGAREJOS	651-2253 Local 45 e-mail: rphscaymh poc@gmail.com
RPHS – Jalajala Municipal Hospital	DRA. MARIQUIT SOCORO A. MAGTOTO	425-62-10 e-mail: rph_ymh@yahoo.com



Public Information, Assistance and Complaints Desk



Registration of Clients/Constituents coming IN at the Capitol Bldg.

Display of Office Frontline Services



Courtesy Lane

(For Pregnant Women, Senior Citizens and Person's with Disabilities)



Pagbabayad ng Buwis ng mga Sinyor Citizen sa Courtesy Lane ng Kapitolyo ng Rizal

**MARAMING
SALAMAT PO**