



**RIZAL PROVINCIAL GOVERNMENT**

**CITIZEN'S CHARTER 2025**  
1st Edition



## **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, Tanay, and Teresa, the Municipality of San Mateo as the Third District and the town of Rodriguez as the Fourth District. 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

Rizal Province as a gateway of development to the east with a globally competitive and creative economy that thrives in the fusion of nature, heritage, culture and arts cradled in a sustainable and ecologically balanced environment with a diverse and empowered citizenry led by a dynamic, proactive and transparent leadership that achieves a culture of excellence.

## III. Mission

To deliver exceptional public service that enhances the well-being of Rizalenyos, and ensure a sustainable and vibrant future for all.

## IV. Strategic Objectives

### Development Agenda of Governor Nina Ricci A. Ynares

- T** - Tourism and promotion of culture and the arts
- A** - Agricultural productivity and food sufficiency
- A** - Alleviate poverty and improve living condition
- S** - Sustain the continuous development of the province
- N** - Nutrition and continued improvement of healthcare services
- O** - Open up more trade prospects and provide conducive business climate
- O** - Opportunities to provide better and wider social services
- R** - Responsive, transparent, accountable, and efficient governance
- I** - Infrastructure development
- Z** - Zealously support the fight against illegal drugs and other crimes
- A** - Assist the elderly and the children
- L** - Livelihood opportunities for the citizens
- E** - Education, skills, and sports development
- N** - Nurture and protect our environment
- Y** - Youth and women empowerment
- O** - Optimize the use and power of ICT



## 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;

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](http://www.rizalprovince.gov.ph))

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

“Taas Noo Rizalenyó”



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## **EXTERNAL SERVICES**



## 1. Hiring of Personnel

The Rizal Provincial Government shall adhere to the Civil Service Commission's Omnibus Rules on Appointments and Other Human Resources Actions, as Amended (ORAOHRA), Rule VII Sec. 24 of the Publication and Posting of Vacant Positions states that, "*Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days for NGAs, SUCs, and GOCCs..., and not less than fifteen (15) calendar days for local government units... and in Sec. 29, "The Publication of particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published."*

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICER (OPHRMO) – RECRUITMENT, SELECTION AND PLACEMENT DIVISION</b> 2 <sup>nd</sup> Floor, RPG Bldg., Antipolo City) Tel. No. 8256-3000 Local 5203/5204/5205 E-mail: <a href="mailto:hrmo@rizalprovincialgov.ph">hrmo@rizalprovincialgov.ph</a>
<b>Category:</b>	External and Internal
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government
<b>Processing Time:</b>	42 days and 30 minutes
<b>Fees:</b>	None
<b>Who may avail:</b>	All interested applicants





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Application:</b></p> <ol style="list-style-type: none"> <li>1. Letter of intent (1 original copy)</li> <li>2. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet</li> <li>3. Certificate of Eligibility/rating/license (1 photocopy)</li> <li>4. Copy of Transcript of Record (1 photocopy)</li> <li>5. Certificate/s of Learning and Development interventions, training programs attended (1 photocopy)</li> <li>6. Performance rating in the last rating period (if with previous/current government service) (1 photocopy)</li> </ol>	<ol style="list-style-type: none"> <li>1. Applicant</li> <li>2. PDS and Work Experience Sheet can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></li> <li>3. Civil Service Commission (CSC)/Professional Regulation Commission (PRC)</li> <li>4. College/University where the applicant graduated</li> <li>5. Institution/Organization who conducted/sponsored the L&amp;D/training programs</li> <li>6. Previous/current government employer</li> </ol>
<p><b>Upon Appointment</b></p>	
<ol style="list-style-type: none"> <li>1. Personal Data Sheet (2 original copies)</li> <li>2. Authenticated Copy of Civil Service Eligibility/PRC Rating (1 original copy, 1 photocopy)</li> <li>3. Authenticated Transcript of Record and Diploma (1 photocopy)</li> <li>4. Medical Certificate (CS Form 211, revised 2018) (1 original copy with test result attached)</li> <li>5. ID request for issuance of ID</li> <li>6. Valid NBI Clearance (1 original copy)</li> <li>7. PSA-issued Birth certificate (1 photocopy)</li> <li>8. Marriage Contract/Certificate (if applicable)</li> <li>9. PhilHealth ID or Member Registration Form</li> <li>10. PAG-IBIG or Member's Data Form</li> <li>11. BIR Form 1902/2305/1901</li> <li>12. Philippine Veterans Bank ATM application</li> </ol>	<ol style="list-style-type: none"> <li>1. Applicant</li> <li>2. Civil Service Commission (CSC)/Professional Regulation Commission (PRC)</li> <li>3. College/University where the applicant graduated</li> <li>4. Download the Medical Certificate (CS Form 211, revised 2018) at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> and signed by a government physician</li> <li>5. HRMO</li> <li>6. National Bureau of Investigation (NBI)</li> <li>7. Philippine Statistics Authority (PSA)</li> <li>8. Philippine Statistics Authority (PSA)</li> <li>9. HRMO</li> <li>10. HRMO</li> <li>11. HRMO</li> <li>12. HRMO</li> </ol>



<b>Upon Appointment (For Transferee with prior Government Service)</b>	
<ol style="list-style-type: none"> <li>1. Approved latest appointment from previous government employer</li> <li>2. Clearance from money, property and legal accountabilities from the previous government office <i>(1 original copy)</i></li> <li>3. Certificate of Available Leave Credits <i>(1 original copy)</i></li> <li>4. Service Record <i>(1 original copy)</i></li> <li>5. Statement of Assets, Liabilities and Net Worth (SALN) <i>(4 original copies)</i></li> <li>6. BIR 2316 (Certificate of Compensation Payment/Tax Withheld) <i>(1 original copy)</i></li> <li>7. Letter of Authority to Transfer</li> </ol>	<ol style="list-style-type: none"> <li>1. Previous government employer</li> <li>2. Previous government employer</li> <li>3. Previous government employer</li> <li>4. Previous government employer</li> <li>5. SALN Form downloadable at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></li> <li>6. Previous government employer or Bureau of Internal Revenue (BIR)</li> <li>7. Previous government employer</li> </ol>

## PROCESS OF AVAILING THE SERVICE

(Plantilla Personnel)

<b>CLIENT ACTION (Detailed Steps)</b>	<b>AGENCY/OFFICE ACTION (Detailed Steps)</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position/Unit/ Division)</b>
<ol style="list-style-type: none"> <li>1. Check the RPG's website, RPG and HRMO Facebook pages, bulletin board or CSC website for the list of job vacancies</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Post job vacancies in three (3) conspicuous places: CSC Job portal, Information Bulletin on RPG, Ynares Center Arena premise and RPG website</li> </ol> <p>The posting period is at least fifteen (15) calendar days.</p>	None	15 days	HRMO Department Head  Recruitment, Selection and Placement Staff  Civil Service Commission (CSC) <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>  Management Information System Office (MISO)  Provincial Information and Special Concerns Office (PISCO)



<p>2. Submit letter of intent with application requirements through walk-in at the registered office address or via courier or e-mail at <a href="mailto:hrmo@rizalprovincialgov.ph">hrmo@rizalprovincialgov.ph</a></p> <p>*For applications sent through e-mail and courier:</p> <p>The applicant must confirm the attendance for the initial interview.</p>	<p>2.1. Application sent thru e-mail and courier:</p> <p>Send an e-mail or SMS acknowledgement to the applications received.</p> <p>Schedule the date of preliminary interview and evaluation.</p>	None	2 days	Recruitment, Selection and Placement Staff
<p>3. Fill-up the interview/assessment form and answer the behavioral interview questionnaire before the start of the initial interview</p>	<p>3.1. Evaluates applicants' qualifications</p> <p>*For applicants for career (permanent) positions:</p> <p>Evaluates applicants' qualification vis-à-vis CSC prescribed minimum Qualification Standards</p> <p>*For applicants for non-career positions:</p> <p>Evaluates applicants' qualification based on the submitted</p> <p>3.2. For walk-in applicants:</p> <p>Conduct of initial</p>	None	5 minutes	Recruitment, Selection and Placement Staff
		None	20 minutes	Recruitment, Selection and Placement Staff



	<p>interview for walk-in applicant/s upon submission of documents</p> <p>3.3 For applications sent through e-mail or courier: Interview may be done through the applicant's preference, whether face-to-face interview, phone interview or by sending questionnaires via e-mail</p> <p>3.4 Applicant is endorsed to the department head where the vacancy exists</p> <p>3.5 Result of evaluation and comments from the department head/s is endorsed to the HRMO</p> <p>*For applicants who passed the evaluation: Include in the line-up/matrix of applicants for the position</p> <p>*For applicants who failed the evaluation: Inform the applicant of the result of the evaluation and give him/her another chance to be evaluated to other department which is deemed suited to</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 days</p>	<p>HRMO Department Head</p> <p>Recruitment, Selection and Placement Staff</p> <p>Department Head where the vacancy exists</p> <p>Department Head where the vacancy exists</p> <p>Recruitment, Selection and Placement Staff</p>
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	his/her qualification/s  3.6 Prepare the selection line-up/matrix reflecting the comparative competencies and qualifications of applicants			
4. Confirm the attendance for written examination	4.1. For applicants for career (permanent) positions:  Schedule applicants for written examination for further assessment of technical and skills competencies  4.2. For applicants for non-career positions:  Schedule applicants for written examination for further assessment of technical and skills competencies, if needed.	None	1 day	Recruitment, Selection and Placement Staff
5. Background Investigation	5.1. Conducts, prepares and submits the Background Investigation report	None	1 day	Recruitment, Selection and Placement Staff
6. Confirm the attendance for HRMPSB deliberation/final interview	6.1. For applicants for career (permanent) positions:  Schedule applicants for HRMPSB deliberation	None	1 day	Recruitment, Selection and Placement Staff



	<p>6.2. For applicants for non-career positions:</p> <p>Inform the applicant through phone call, e-mail or SMS on the schedule of final screening and interview with the HRMO Department Head</p>			
7. Attend HRMPSB deliberation/final interview	<p>7.1. For applicants for career (permanent) positions:</p> <p>HRMPSB shall evaluate the qualifications of those listed in the selection line-up through the conduct of HRMPSB deliberation or panel interview (either face-to-face or virtual meeting)</p> <p>7.2. For applicants for non-career positions:</p> <p>HRMO Department Head shall conduct the final interview of the selected candidates for the vacant non-career position</p>	None	1 day	<p>HRMPSB members</p> <p>HRMPSB Secretariat</p> <p>HRMO Department Head</p>



<p>8. Endorsement of the Result to the Appointing Authority</p>	<p>8.1. For applicants for career (permanent) positions:</p> <p>HRMPSB Secretariat presents the report of the deliberation to the Appointing Authority.</p> <p>8.2. For applicants for non-career positions:</p> <p>The HRMO Department Head presents the line-up/matrix of applicants to the Appointing Authority.</p> <p>8.3 Appointing Authority selects who will be appointed from among the top five (5) applicants endorsed by the HRMPSB</p> <p>8.4. Preparation of appointment</p> <p>Endorse to the Office of the Provincial Governor for signature of the appointing authority</p> <p>8.5. Preparation of appointment designation and rejection letter</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>3 days</p> <p>5 days</p>	<p>Appointing Authority</p> <p>HRMPSB Secretariat</p> <p>Appointing Authority</p> <p>HRMO Department Head</p> <p>Appointing Authority</p> <p>HRMO Dept. Head</p> <p>Recruitment, Selection and Placement Staff</p>
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9. New appointee/s submits requirements	9.1. Release of appointment	None	1 day	Recruitment, Selection and Placement Staff
10. New appointee/s assumes office and attends orientation program	10.1. HRMO checks the requirements and prepares Oath of Office and Assumption	None	1 day	HRMO Dept. Head  Recruitment, Selection and Placement Staff
	<b>TOTAL</b>	<b>NONE</b>	<b>42 days and 30 minutes</b>	
<b>END OF TRANSACTION</b>				

\*\*\* The Rizal Provincial Government highly encourages all interested and qualified applicants regardless of their ethnicity, civil status, gender sexual preference/orientation, religion, political affiliation, social status, disability or age to apply \*\*\*





## 2. Issuance of Service Records/Certificate of Employment and Compensation

Service Records, Certificate of Employment and Certificate of employment with Compensation, Certificate of Oneness are documents served as a testament of employee record of employment in the Rizal Provincial Government. The documents 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 and for claims of GSIS and other retirement benefits.

<b>Office/ Division</b>	<b>OFFICE OF THE PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICER (OPHRMO) - RECORDS AND STATISTICS DIVISION</b> 2 <sup>nd</sup> Floor, RPG Bldg., Antipolo City) Tel. No. 8256-3000 Local 5203/5204/5205 e-mail: <a href="mailto:hrmo@rizalprovincialgov.ph">hrmo@rizalprovincialgov.ph</a>	
<b>Category:</b>	External/Internal	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client (Active and Inactive) G2G – Government to Government	
<b>Processing Time:</b>	One (1) hour and 30 Minutes	
<b>Fees:</b>	Php 20.00	
<b>Who may avail:</b>	a. Active employee b. Inactive employee / Retiree c. Head of Agency, Personnel Officer/Administrative Officer of the Agency where the employee is presently employed	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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 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. Completely furnish the request for Employee Records and submit to HRMO	1.1 HRMO accepts the letter/properly filled-out Request Slip for Employee Records		15 Minutes	HRMO Record Officer/ Staff
	1.2 HRMO advises representatives to present letter of authorization with valid ID upon request.			
	1.3 HRMO advises client/employee to pay the corresponding fee at the Treasurer's Office.	Php 20.00/ page		PTO Cashier
	1.4 HRMO Record staff prepares and retrieves the requested document.	None	30 Minutes	HRMO Record Officer/ Staff
	*201 file of Inactive Employees unavailable at HRMO and already forwarded to Central Records retrieval/ processing of said document shall take 1-2 days			
	1.5 HRMO prints the requested Service Records / Certificate of Employment	None	10 minutes	HRMO Record Officer/ Staff
	1.6 HRMO signed the Document requested	None	20 Minutes	HRMO Chief



2. Present O.R. to HRMO frontline staff/ action officer	2.1 HRMO accepts, check and verify the OR(s)	None	10 minutes	HRMO Record Officer/ Staff
3. Client/Employee claims the requested document requested.	3.1 HRMO endorsed the receiving/ releasing logbook for client / employee signature		5 minutes	HRMO Record Officer/ Staff
<b>TOTAL</b>		<b>Php 20.00/ document</b>	<b>1 hour and 30 Minutes</b>	
<b>END OF TRANSACTION</b>				



### 3. Request for Certificate/Certified Photo/Original copy of Performance Rating

Certificate/Original and Certified true copy of employee performance ratings can be obtained at HRMO - Training, Performance Management & Rewards Division through e-mail with signed letter and/or walk-in with letter request/accomplished request slip.

<b>Office/ Division</b>	<b>OFFICE OF THE PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICER (OPHRMO) – TRAINING, PERFORMANCE MANAGEMENT &amp; REWARDS DIVISION</b> (2 <sup>nd</sup> Floor, RPG Bldg., Antipolo City) Tel. No. 8256-3000 Local 5203/5204/5205 e-mail: <a href="mailto:hrmo@rizalprovincialgov.ph">hrmo@rizalprovincialgov.ph</a>	
<b>Category:</b>	External/Internal	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Employee G2G – Government to Government	
<b>Processing Time:</b>	One (1) hour and 50 minutes from receipt	
<b>Fees:</b>		
<b>Who may avail:</b>	a. Active employee b. Inactive employee/(Employee applied to other agency) c. Head of Agency, HR Officer of the agency where the employee is presently attached/employed with	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request slip form 2. Agency or Company ID 3. Authorization letter 4. Request Letter 5. Official Receipt (fees)		1. HRMO 2. active/in-active employee 3. Requestee 4. Employee/HR Officer of the agency where the employee is presently attached/employed 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/action officer of the day.	1.1 HRMO accepts the letter/properly filled-out Request for Employee Records	Php 20.00/ document	15 minutes	HRMO staff/officer of the day
	1.2 HRMO advise client employee to pay the corresponding fee at the Treasurer's Office.			HR-TPMRD Staff/Officer
	1.3 While clients pay the corresponding fee at PTO		30 minutes	PTO Cashier
	1.4 HRMO prepares and retrieves the requested record(s)			
	1.5 HRMO prints or photocopies the original records stamps it with CTC		30 minutes	HR-TPMRD Staff/Officer
	1.6 HRMO certifies the authenticity by signing the document		15 minutes	HRMO Chief/Officer
2. Present O.R. to HRMO frontline staff /action Officer	2.1 HRMO accepts, check and verify the OR(s)		10 minutes	HR-TPMRD Staff/Officer
3. Client/employee claims the requested CTC records	3.1 HRMO endorsed the receiving/releasing logbook for client & employee signature		10 minutes	HR-TPMRD Staff/Officer
<b>TOTAL</b>		<b>PhP 20.00/ document</b>	<b>1hr. &amp; 50 minutes</b>	
<b>END OF TRANSACTION</b>				



#### 4. Receiving and Releasing of Documents

The processes receiving and releasing of documents in the Human Resource Management Office, covers the receipt of incoming/outgoing documents from external/internal clients/employees within the Rizal Provincial Governments Offices and from other public and private entities.

Office/ Division	<b>OFFICE OF THE PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICER (OPHRMO) – EMPLOYEE MANAGEMENT SERVICES DIVISION</b> 2 <sup>nd</sup> Floor, RPG Bldg., Antipolo City, Tel. No. 8256-3000 Local 5203/5204/5205/ e-mail: <a href="mailto:records.rpghrmo@gmail.com">records.rpghrmo@gmail.com</a>	
Category	External/Internal	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client (Active and Inactive) G2G – Government to Government	
Processing Time	Incoming: 50 minutes Outgoing: 10 minutes	
Fees	None	
Who may avail:	External/Internal clients/Employees	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	None	None



## 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)
<b>INCOMING</b>				
1. Send the documents to HRM Office through personal or mail courier.	1.1 Check the details of the documents like name of the sender & name of recipient.	None	15 minutes	HRMO Frontline staff
	1.2 Stamp receives the duplicate copy and return to the customer/ liaison officer, if personally delivered. If documents are received through from post office or courier, affix the signature in the delivery receipt.	None	10 minutes	HRMO Frontline staff
	1.3 Proceed to recording/barcoding of document.	None	10 minutes	HRMO Frontline staff
	1.5 Assign reference number and attach routing slip	None	10 minutes	HRMO Frontline staff
	1.5 Rout the physical documents to concerned recipients	None	5 minutes	HRMO Frontline staff
<b>OUTGOING</b>				
1. Claim the documents from HRMO service staff/ employee.	1.1 Release the documents and let them sign at the logbook.	None	10 minutes	HRMO Frontline /Records staff
<b>TOTAL</b>		<b>None</b>	<b>Incoming 50 minutes Out Going 10 minutes</b>	
<b>END OF TRANSACTION</b>				



## 5. 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.

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL ADMINISTRATOR - PROPER</b> (2 <sup>nd</sup> Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4203/4204/ e-mail: <a href="mailto:aoffice04@gmail.com">aoffice04@gmail.com</a> )	
<b>Category:</b>	External and Internal	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
<b>Processing Time:</b>	25 minutes per request	
<b>Fees:</b>	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	
<b>Who may avail:</b>	a. Residents of Rizal Province b. Private Individuals and Organizations c. Government & Non-Government Offices, Agencies & Organizations	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request letter stating the description, venue, date and time of the activity, and the expected number of participants		➤ Client
2. Waiver		➤ 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.	1.1 Receive, check and record the letter request. <ul style="list-style-type: none"> <li>Refer the request to the Department Head for interview/evaluation:</li> </ul> <p><b>If not approved;</b> Explain to client reason/s for non-approval</p> <p><b>If approved;</b></p> <p><b>a. Free of Charge -</b> Endorse the letter to the Provincial Security Division</p> <p><b>b. With Pay –</b> 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
1. Pay the corresponding fee at the cashier at the Treasurer's Office.	2.1 Collecting Officer process payment and issue Official Receipt (O.R.) While clients pay the corresponding fee, Admin. Officer/ staff prepares the requested document.			PTO Cashier  Administrative Aide I
3. Present O.R. to the Action Officer of OPA.	3.1 Check/Record the O.R. and			Administrative Aide I
4. Receive the documents requested.	4.1 Release the requested permit and waiver to the client.			
	<b>TOTAL</b>	<b>To be determined by PTO, if there is any</b>	<b>25 Minutes</b>	
<b>END OF TRANSACTION</b>				



## 6. 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.”*

<b>Office/Division</b>	<b>OFFICE OF THE GOVERNOR – SCHOLARSHIP OFFICE</b> 3rd Floor, RPG Annex Bldg., Antipolo City Tel. No. 8-620-2400 Local 4221	
<b>Category</b>	External	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen/Students	
<b>Processing Time</b>	8 hours	
<b>Fees</b>	None	
<b>Who may avail:</b>	Senior High School Graduates Student.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Scholarship Application Form</li> <li>2. Senior High School Report Card (DepEd Form 138)</li> <li>3. Certificate of Good Moral Character</li> <li>4. Proof of Income of Parents/Guardian</li> <li>5. Photocopy of COMELEC I.D. or COMELEC Registration</li> <li>6. Photocopy of PSA Birth Certificate</li> <li>7. Brgy. Certificate of Indigence</li> </ol>	<ol style="list-style-type: none"> <li>1. Scholarship Office, Provincial Capitol, Antipolo City;  Province of Rizal Website : <a href="http://www.rizalprovince.ph">www.rizalprovince.ph</a>; All public Senior High Schools in Rizal Province.</li> <li>2. From where he/she graduated.</li> <li>3. From the Guidance Office where he/she graduated.</li> <li>4. The applicant may submit any of the following document/s. <ul style="list-style-type: none"> <li>• BIR Certificate of Tax Withheld;</li> <li>• BIR Certificate of Tax Exemption;</li> <li>• Brgy. Certificate of Indigence.</li> </ul> </li> <li>5. COMELEC Office.</li> <li>6. Philippine Statistics Authority (PSA).</li> <li>7. From the concerned Barangay/Residents.</li> </ol>



## 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.	1.1 Entertain/explain in details and the list of requirements for availing the scholarship program.	None	25 minutes	Administrative Aide
2. Walk-in Clients ask for Application Form	2.1 Provide Application Form <b>If no requirement:</b> <ul style="list-style-type: none"> <li>▪ Advise client or student to return and submit the required documents. Complete Requirements: <ul style="list-style-type: none"> <li>• Advice the client or students to submit the documents at the PREDAC Office.</li> </ul> </li> </ul>			Officer-in-Charge Scholarship Office  Administrative Aide VI
3. Screening of Applicants.	3.1 Check the validity of requirements submitted by the applicants.			Administrative Asst. II
4. Get the Test Permits.	4.1 Test permits issued to qualified applicants indicating their testing center, Room No. and Seat			Administrative Asst. IV (PREDAC OFFICE)



<p>5. Be present at the designated venue or testing centers.</p>	<p>5.1 Conduct of examination.</p> <ul style="list-style-type: none"> <li>▪ Applicant/student s are advised to check the results of their exam posted at the Scholarship Office or thru <a href="http://www.rizalprovince.ph">www.rizalprovince.ph</a></li> <li>▪ Students/applicants who passed the exam are advised to report to Scholarship Office together with the parent for contract signing</li> </ul>	<p>None</p>	<p>6 hours and 5 mins.</p>	<p>Executive Director          PREDAC Office</p> <p>Admin. Officer IV          Scholarship Office</p> <p>Admin. Aide IV</p> <p>Administrative Aide VI</p> <p>Administrative Asst. II</p> <p>Administrative Aide IV          PREDAC OFFICE</p>
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6. Student/Parent to sign the contact or scholarship agreement.	6.1 Administer signing of contract or scholarship agreement.  ▪ The scholar will be instructed to enroll to College of his/her choice and submit the Proof of enrollment.			Officer-in-Charge Scholarship Office
7 Submit proof of Enrollment to scholarship action officer.	7.1 Check the correctness and completeness of the submitted documents. 7.2 Process scholars financial assistance. 7.3 Advise the scholar to apply for an ATM card in the bank prescribed by the Rizal Provincial Government, and shall also be informed of the release of their scholarship allowances thru ATM.	None	1 hour & 30 minutes	Admin. Officer IV
<b>TOTAL</b>		No fees collected	8 hours	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 7. 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.

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL LEGAL OFFICER</b> - 2 <sup>nd</sup> Floor, RPG Building, Antipolo City - Tel No. 620-2400 Local # 5309/5303/ <a href="mailto:legal.office.rizalprovincial@gmail.com">Email : legal.office.rizalprovincial@gmail.com</a>	
<b>Category</b>	External / Internal	
<b>Classification:</b>	Simple & Highly-Technical	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Processing Time</b>	1 hour and 30 minutes	
<b>Fees</b>	None	
<b>Who may avail:</b>	Citizens of the Province of Rizal ,officials of other Local Government Units (LGUs), and employees of the Rizal Provincial Government	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Letter request for legal assistance addressed to the Provincial Governor</li> <li>2. Referral note signed by the Provincial Governor</li> <li>3. Copy of complaint, summons, subpoena, statements, reports, etc.</li> </ol>	<p>Office of the Provincial Governor</p> <p>From the Client</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 legal documents to the frontline desk officer.	<p>1.1 Legal Advise Initial interview, verification of legal documents presented and legal assistance needed.</p> <p>WITHOUT DOCUMENT AT HAND: * Client is advised to obtain the document/s from the proper agency/ authority and comeback to Legal Office.</p> <p>WITH DOCUMENT: * 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.	2.1 Initial interview, verification of legal documents presented and legal assistance needed.			Legal Officer IV Attorney III Executive Assistant I



<p>3. Receive of oral statement regarding the legal assistance needed.</p>	<p>3.1 Provide legal advice.</p>		<p>50 minutes</p>	<p>Local Legislative Staff Officer II  Legal Assistant I  Executive Assistant II  Legal Assistant I</p>
	<p><b>b. LEGAL ASSISTANCE:</b> *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. <b>With approved letter request :</b> Endorse client to lawyer/ paralegal for an interview Without letter request : 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>	<p>None</p>	<p>1 hour</p>	<p>Legal Officer  IV Attorney III  Executive Assistant I  Local Legislative Staff Officer II  Legal Assistant I  Executive Assistant II  Legal Assistant I</p>





<p>4. Be present for the interview with the lawyer/ paralegal.</p> <p><b>Note:</b> Be present on the date of the actual hearings/pleadings</p>	<p>4.1 Conduct of interview with the client for the dates of hearing/filing of pleadings and for other legal documents required.</p>			<p>Legal Officer IV</p> <p>Attorney III</p> <p>Legal Assistant I</p>
<b>TOTAL</b>		No fees collected	2 hours	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 8. 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.

<b>Office/Division</b>	RIZAL PROVINCIAL JAIL (RPJ) - RECORDS SECTION Compound Kaytikling Hilltop Cabrera Rd. Brgy. Dolores Taytay, Rizal, Tel. No. (02) 8571-0682/  e-mail: <a href="mailto:rizalprovincialjail@gmail.com">rizalprovincialjail@gmail.com</a>	
<b>Category</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client (PDL) G2G – Government to Government	
<b>Processing Time</b>	15 minutes per Certificate of Detention	
<b>Fees</b>	Php 50.00	
<b>Who may avail:</b>	a. Person Deprived of Liberty (PDL) b. PDL previously incarcerated in this facility c. Relatives requesting for RTC clearance purposes	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
A. PDL Previously Incarcerated 1. Valid ID  B. Authorized representative 1. Valid ID 2. Authorization Letter		A. PDL Previously Incarcerated  B. Relatives of PDL



## 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. Coordinate to the Frontline Desk Officer of the day	1.1 Assess the purpose and interview the client and <ul style="list-style-type: none"> <li>▪ Advise the client to wait in the waiting area while purpose is properly endorsed to the RPJ records Section</li> <li>▪ Interview and ask the purpose of transaction</li> <li>▪ Advise Client to pay the corresponding amount at Treasurer's Office located at the Department of Justice- Rizal.</li> </ul>	Php 50.00/ doc	15 minutes upon receipt of complete required documents	Desk Officer of the Day
2. Pay the corresponding fee at the cashier at the Treasurer's Office.	2.1 Process payment and issue Official Receipt (O.R.)  2. 2 Prepares the Requested document			Collecting Officer
3. Present the O.R. to the Jail Action Officer	3.1 Check/Record the O.R			Jail Record Officer/ staff Records Section Chief Office of the Provincial Warden
4. Received the document requested	4.1 Released the document to client			Jail Record Officer/Staff
<b>TOTAL</b>		Php 50.00/ documents	15 minutes	
<b>END OF TRANSACTION</b>				



## 9. 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.

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL TREASURER (PTO) – CASH RECEIPT DIVISION</b> (Ground Floor, RPG Bldg., Antipolis City. Tel No. 620- 2400 Local 5904,5905,5906,5911/ email: <a href="mailto:pto_rizal@yahoo.com">pto_rizal@yahoo.com</a>	
<b>Category</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client (Taxpayer)	
<b>Processing Time</b>	5 minutes per Official Receipt/ PTR	
<b>Fees</b>	Php 300.00	
<b>Who may avail:</b>	Professionals with PRC License /ID	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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 RESPONSIBLE (Position/Unit/ Division)
1. Present the PRC License/ ID to the collector / teller.	1.1 Accepts/ Check the validity of license.  ▪ Issues Official Receipt for PTR	Php 300.00	5 minutes upon presentation of PRC license /ID	Admin. Aide IV
2. Claim the Official Receipt.	2.1 Release Official Receipt to Client			Window 3 RCC II
<b>TOTAL</b>		Php 50.00/ documents	5 minutes minutes upon presentatio	
<b>END OF TRANSACTION</b>				



## 10. 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 .

<b>Office</b>	<b>OFFICE OF THE PROVINCIAL TREASURER (PTO) – CASH RECEIPT DIVISION</b> (Ground Floor, RPG Bldg., Antipolo City. Tel No. 620- 2400 Local 5904,5905,5906,5911/ email: <a href="mailto:pto_rizal@yahoo.com">pto_rizal@yahoo.com</a>	
<b>Category</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client (Taxpayer)	
<b>Processing Time</b>	10 minutes per Official Receipt/ Transfer Tax	
<b>Fees</b>	Based on computation of ½ of 1% of Selling Price or Current Market Value whichever is higher	
<b>Who may avail:</b>	General Public/Individuals ,partnerships or corporations who own Real Properties in the Province of Rizal	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Deed of Sale/Deed of Donation/Extrajudicial Settlement		Client/Taxpayer
2. TCT/Tax Declaration No.		
3. Tax Clearance		



## 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 complete documents /requirements.	1.1 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 upon presentation of required documents	Window 2 Admin. Aide IV
2. Claim the Official Receipt.	2.1 Release the Official Receipt to Client.			Window 3 RCC II
<b>TOTAL</b>		Based on computation of ½ of 1% of Selling price or Current Market Value whichever is higher	10 minutes upon presentation of required documents	
<b>END OF TRANSACTION</b>				



## 11. 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).

<b>Office/Division:</b>	<b>PROVIN OFFICE OF THE PROVINCIAL TREASURER (PTO) – CASH RECEIPT DIVISION</b> (Ground Floor, RPG Bldg., Antipolo City. Tel No. 620-2400 Local 5904,5905,5906,5911/ email: <a href="mailto:pto_rizal@yahoo.com">pto_rizal@yahoo.com</a>	
<b>Category:</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client (Taxpayer)	
<b>Processing Time:</b>	10 minutes per Tax Declaration No.	
<b>Fees:</b>	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.	
<b>Who may avail:</b>	General Public/ Individuals, partnerships or Corporations who owns Real Properties in the Province of Rizal	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Latest Official Receipt/ Payment of Real Property or Statement of Account (Assessment or Tax Bill)</li> <li>• For New Declared Ownership               <ul style="list-style-type: none"> <li>○ Copy of Tax Declaration issued by the Assessor's Office</li> </ul> </li> </ul>		<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)	FEEES 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.	1.1 Accepts and Verifies payment on record. <ul style="list-style-type: none"> <li>• Prepare Tax Computation/As sessment or Tax Bill</li> <li>• Issue Official Receipt</li> </ul>	Based on computation of ½ of 1% of Selling Price or Current Market Value whichever is higher	10 minutes upon presentation of required documents	Window 4 AO I Binangonan/Pililla  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
2. Claim the Official Receipt.	2.1 Release Official Receipt to Client.			
	<b>TOTAL</b>	Based on computation of ½ of 1% of Selling price or Current Market Value whichever is higher	10 minutes upon presentation of required documents	
<b>END OF TRANSACTION</b>				



## 12. 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" .

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL TREASURER (PTO) – CASH RECEIPT DIVISION</b> (Ground Floor, RPG Bldg., Antipolo City. Tel No. 620-2400 Local 5904,5905,5906,5911/ email: <a href="mailto:ptorizal@yahoo.com">ptorizal@yahoo.com</a>	
<b>Category:</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client (Taxpayer)	
<b>Processing Time</b>	10 minutes per Official Receipt of Documents	
<b>Fees</b>	₱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/Les 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	
<b>Who may avail:</b>	General Public/ Individuals, partnerships or Corporations who owns Real Properties in the Province of Rizal	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Request form from Assessor's Office(Bill Assessment for requested documents)</li> </ul>		Assessor's Office



## PROCESS OF AVAILING THE SERVICE

<b>CLIENT ACTION (Detailed Steps)</b>	<b>AGENCY/OFFICE ACTION (Detailed Steps)</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position/Unit/ Division)</b>
1. Present the Request form Bill/ Assessment	1.1 Accommodates/ Issues Official Receipt	See amount of Fees for documents requested	5 minutes upon presentation of required documents	Window 2 Admin Aide IV
2. Claim the Request Form and Official Receipt.	2.1 Release Official Receipt to Client.			Widow 3 RCC II
<b>TOTAL</b>		See amount of Fees for documents requested	5 minutes upon presentation of required documents	
<b>END OF TRANSACTION</b>				



### 13. 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

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL TREASURER (PTO) – CASH RECEIPT DIVISION</b> (Ground Floor, RPG Bldg., Antipolo City. Tel No. 620-2400 Local 5904,5905,5906,5911/ email: <a href="mailto:ptorizal@yahoo.com">ptorizal@yahoo.com</a> )	
<b>Category:</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client (Taxpayer)	
<b>Processing Time</b>	5 minutes per Official Receipt of Tax Clearance and 5 minutes for Preparation of Tax Clearance Certificate	
<b>Fees</b>	₱ 50.00	
<b>Who may avail:</b>	General Public/ Individuals, partnerships or Corporations who owns Real Properties in the Province of Rizal	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Latest Official Receipt/Payment of Real Property Tax</li> <li>• Purpose for securing Tax Clearance</li> </ul>		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	1.1 Issues Official Receipt for Tax Clearance	Php 50.00	5 minutes per Official Receipt	Window 2 Admin Aide IV
2.. Claim the Official Receipt.	2.1 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.	3.1 Verifies Payment and prepare the Tax Clearance.  (Encode the OR No. of Tax Clearance and Purpose for securing tax clearance)			Window 4 AO I Binangonan/Pililla
4. Receives the document/Tax Clearance requested.	4.1 Release the requested documents to client.			<b>Window 5</b> Admin. Aide II Morong/San Mateo  <b>Window 6</b> Admin Aide II Cainta/Cardona  <b>Window 7</b> Admin Aide VI Tanay/Teresa  <b>Window 8</b> Admin. Aide II Angono/Baras  <b>Window 9</b> Admin. Aide IV Jalajala/ Rodriguez/ Taytay
<b>TOTAL</b>		Php 50.00	5 minutes per Official Receipt	
<b>END OF TRANSACTION</b>				



#### 14. 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

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



## 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 documents to be certified or the Fill-up form/ ID information.	1.1 Accommodates / Issues Official Receipt.	₱ 20.00 for Certifications	5 minutes per Official Receipt	Window 2 Admin Aide IV
2.. Claim the Official Receipt.	2.1 Release the Official Receipt to Client	₱ 25.00 for ID		Window 3 RCC II
<b>TOTAL</b>		₱ 20.00 for Certifications ₱ 25.00 for ID	5 minutes upon presentation of filled-up form/ ID information	
<b>END OF TRANSACTION</b>				



## 15. 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.

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL TREASURER (PTO) – CASH RECEIPT DIVISION</b> (Ground Floor, RPG Bldg., Antipolo City. Tel No. 620- 2400 Local 5904,5905,5906,5911/ email: <a href="mailto:pto_rizal@yahoo.com">pto_rizal@yahoo.com</a>	
<b>Category</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Clients/Citizens	
<b>Processing Time</b>	5 minute per client	
<b>Fees</b>	P500.00 per unit P50.00 annually for Governor's permit	
<b>Who may avail:</b>	General Public with Delivery Truck/Van	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>OR/CR of Delivery Trucks/Van (photo copy)</li> </ul>	Revenue Operation Division , Provincial Treasurer's 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. Fill up application for government Permit	1.1 Accommodate/ issues Official Receipt (OR) and Sticker for Annual Fixed Tax	₱ 500.00 per unit	5 minutes upon receipt of complete required documents	Revenue Collection Clerk II
2.. Claim the Official Receipt and the Sticker.	2.1 Release the Official Receipt and Sticker to Client	₱50.00 annually for Governor's Permit		
<b>TOTAL</b>		₱ 500.00 per unit ₱50.00 annually for Governor's Permit	5 minutes upon receipt of complete required documents	
<b>END OF TRANSACTION</b>				



## 16. 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.

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL VETERINARIAN – REGULATORY AND PUBLIC HEALTH DIVISION</b> (2 <sup>nd</sup> Floor, RPG Annex Bldg., Antipolo City, TEL. No. 620-2400 Local 5701/5702/5704/ Email: <a href="mailto:bonirey1225@gmail.com">bonirey1225@gmail.com</a> )	
<b>Category</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Processing Time</b>	15 Minutes	
<b>Fees</b>	None	
<b>Who may avail:</b>	Farm Owner, Farm Veterinarian, Farm Manager	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position/Unit/ Division)
1. Present the Veterinary Health Certificate to the PVO front liner	1.1 Receive, record, verify the Veterinary Health Certificate.  • Endorsed document to the PVO veterinarian for concurrence/ signature.	None	15 minutes	PVO Frontliner/ Admin Staff  PVO Veterinarian
2.. Claim the Health Certificate.	2.1 Release the concurred Veterinary Health Certificate			PVO Frontliner/ Admin Staff
<b>TOTAL</b>		No Fees Collected	15 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 17. 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.

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL VETERINARIAN– ANIMAL HEALTH DIVISION</b> (2nd Floor, Rizal Provincial Government Annex Building , Tel No. 620.24.00 Local 5701/5702/5704/ Email: <a href="mailto:bonirey1225@gmail.com">bonirey1225@gmail.com</a> )	
<b>Category</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government	
<b>Processing Time</b>	15 Minutes	
<b>Fees</b>	None	
<b>Who may avail:</b>	Individual Client, Farmers, Home Owner’s Associations(HOA), Barangays, Municipal Agriculture Office & Municipal Veterinarian	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request letter		Individual client, Farmers, HOA, Municipal Agriculture/ Veterinary 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. Bring/submit request letter to the PVO	1.1 Record and process the request letter.  • Conduct interview with the client on the details of vaccination and set the schedule as agreed upon by the client and PVO veterinarian.	None	15 minutes	PVO Frontliner/ Admin Staff
2.. Get the vaccination schedule.	2.1 Release the vaccination schedule			PVO Veterinarian
				PVO Veterinarian
		No Fees Collected	15 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 18. 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.

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL AGRICULTURIST</b> (Crops Extension and Agricultural Engineering Division / Fisheries Division / Countryside Institutional Development Division) 2nd Floor, Rizal Provincial Government Annex Building , Tel No. 620.24.00 Local 5701 / 5702, 620-2477 (Fax) E-Mail <a href="mailto:rizalagri2@gmail.com">rizalagri2@gmail.com</a> )	
<b>Category:</b>	External	
<b>Classification:</b>	Simple / Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Farmers, Fisherfolk, Cooperatives, Homemakers and Local Government Units (LGUs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>FARMERS FIELD SCHOOL (FFS):</b> 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  <b>FISH PRODUCTION AND PROCESSING:</b> • Written request • Masterlist of fishfarmers • Certification as Registered Fisherfolk • Written confirmation from the FARMC Chairman and Municipal Agriculturist  <b>LIVELIHOOD SEMINAR/DEMONSTRATION:</b> • Written request • Masterlist of clients / profile	Farmers' Association	Fisheries Aquatic Resources Management Council (FARMC)   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>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</p>	<p>1.1 Accept / Receive and review the letter request with the attached necessary requirements.</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:  <ul style="list-style-type: none"> <li>• Coordinate with the Municipal counterpart / BFAR the necessary documents, supplies and materials needed during demo/ lecture/ training</li> <li>▪ Set schedule to conduct field validation, benchmarking/ profiling.</li> <li>• Discuss and Advise requesting party that a communication will be sent to inform them the schedule and date of the launching/ start of activity.</li> </ul> </p>	None	1 hour upon receipt of complete required documents	<p>PAO Action Officer / Staff</p> <p>Crops Extension &amp; Engineering Division / Fisheries Division / CID Division Action Officer</p> <p>FFS Facilitators / Trainers</p>



<p>2. Proceed to the ground working activity (a week after validation)</p> <p>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</p>	<p>2.1 Proceed to the ground working activity (a week after validation)</p>	<p>None</p>	<p>1 Hour upon receipt of complete required documents</p> <p>Note: FFS is a 16-week training on Rice, Corn &amp; Vegetable Production that shall commence on launching date</p>	<p>FFS Facilitators / Trainers</p>
<b>TOTAL</b>		<p>No Fees Collected</p>	<p>2 Hours</p>	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				





## 19. 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.

<b>Office/Division</b>	<b>PROVINCIAL AGRICULTURE OFFICE</b> (Countryside Institutional Development Division) (2nd Floor, Rizal Provincial Government Annex Building , Tel No. 620.24.00 Local 5701 / 5702, 620-2477 (Fax) E-Mail <a href="mailto:rizalagri2@gmail.com">rizalagri2@gmail.com</a> )	
<b>Category:</b>	External	
<b>Classification:</b>	Simple / Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen/Cooperative	
<b>Who may avail:</b>	Cooperative Members/Cooperative	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Written request signed by officers of requesting party</li> <li>2. Attendance (not less than 25 delegates)</li> <li>3. Certification of attendance on PMES</li> <li>4. Financial Statement</li> <li>5. CDA Registration</li> <li>6. Feasibility Study of Project</li> <li>7. Accreditation Form (SB &amp; SP)</li> <li>8. BIR Registration</li> <li>9. Indorsement letter from head of office</li> </ol>		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	1.1 Accept / Receive and review the letter request with the attached necessary requirements.  Validate request/ interview with requesting party	None	1 Hour and 25 minutes upon receipt of complete required documents	PAO Action Officer / Staff  CID Action Officer/ Staff
FOR NEW MEMBER/NEW COOPERATIVE ONLY:  1. Attend the Pre-Membership Education Seminar (PMES)  Note: Observe social distancing and wearing of face mask, in compliance with the safety protocol	FOR NEW MEMBER/NEW COOPERATIVE ONLY:  1.1 Schedule date and venue for Pre-Membership Education Seminar (PMES) ➤ Review / Check the completeness of the documents presented  ➤ Endorse application for approval of the Honorable Governor and for the schedule of the awarding of loan.  ➤ Discuss and Advise requesting party that a communication will be sent to inform them the schedule and date of the awarding of loan.	None	4-hour activity as per scheduled day and time of PMES	Facilitators  Cooperative Development Officer  Cooperative Development Officer  Cooperative Development Officer



<p>2. Attend the awarding of loan assistance</p> <p>Note: Observe social distancing and wearing of face mask, in compliance with the safety protocol</p>	<p>2.1 Release of the approved loan</p>		<p>As per scheduled day and time of release.</p>	<p>Cooperative Development Officer</p>
<p><b>TOTAL</b></p>		<p>No Fees Collected</p>	<p>5 hours and 25 minutes upon receipt of complete required documents.</p>	
<p><b>END OF TRANSACTION</b></p>				
<p><b>SERVICES FREE OF CHARGE</b></p>				



## 20. 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.

<b>Office/Division</b>	<b>PROVINCIAL ADMINISTRATOR - RIZAL PROVINCIAL TOURISM OFFICE</b> (3 <sup>rd</sup> 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 : <a href="mailto:rizaltourism@yahoo.com">rizaltourism@yahoo.com</a>	
<b>Category</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B- Government to Businesses G2G- Government to Government	
<b>Processing Time:</b>	2 Days, 3 Hours and 15 Minutes	
<b>Fees:</b>	None	
<b>Who may avail:</b>	Private / Public Individuals or Groups	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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>1.1 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.	<p>Administrative Aide II</p> <p>LCE or Authorized personnel, OIC Tourism Office</p> <p>Tourism Operation Officer I</p>
1. Received itinerary and avail the actual tour	2.1 Release the itinerary and conducts actual tour guiding services to tourists			Admin Aide II
<b>TOTAL</b>		No Fees Collected	2 Days, 3 hrs. and 15 minutes	
<b>END OF TRANSACTION</b>				
<b>TRANSACTION FREE OF CHARGE</b>				



## 21. 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.

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



## 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 updated bio-data / resume to PESO frontliner.	1.1 Assist, interview and evaluate, qualifications for job matching.	None	1 hour.	Administrative Aide III
2. Fill-out the National Skills Registry System (NSRS) Form and pass it to	2.1 Accept the Form and conduct orientation on how to apply for job/ job interview.			PESO MANAGER
3. Claim the requested document	3.1 Release the job referral to client.			Administrative Aide III
<b>TOTAL</b>		No Fees Collected	1 hour.	
<b>END OF TRANSACTION</b>				
<b>TRANSACTION FREE OF CHARGE</b>				



## 22. Request to Conduct Local Recruitment Activity

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

<b>Office/Division</b>	<b>PUBLIC EMPLOYMENT SERVICE OFFICE</b> 3rd Flr, Rizal Provincial Government Annex Building, Brgy San Roque, Antipolo, Rizal Tel. No. 8620-2400 local 2203 Email: <a href="mailto:peso_rizalprovince@yahoo.com.ph">peso_rizalprovince@yahoo.com.ph</a>	
<b>Category</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Processing Time</b>	35 mins	
<b>Fees</b>	None	
<b>Who may avail:</b>	Business Establishments	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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)
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.	1.1 Evaluate documents submitted  * Processing and approval of the request	None	35 minutes	Administrative Aide III  PESO MANAGER
1. Client to receive phone call or email on the confirmation of schedule	2.1 Inform client thru phone or email on the confirmation of the schedule			Administrative Aide III
<b>TOTAL</b>		No Fees Collected	35 minutes	
<b>END OF TRANSACTION</b>				



### 23. 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.

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL PLANNING &amp; DEVELOPMENT COORDINATOR</b> (Ground Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 5604/5609 e-mail: <a href="mailto:rizal.ppdo@gmail.com">rizal.ppdo@gmail.com</a> )	
<b>Category</b>	Internal / External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government-to-Client G2G – Government-to-Government	
<b>Processing Time</b>	40 minutes processing time photocopying of documents, (blue printing/white printing of maps depend on service provider)	
<b>Fees</b>	P20.00 /page Cost for Blue Printing/ White Printing depends upon on the service provider located outside the Capitol premises.	
<b>Who may avail:</b>	a. Client / Researcher b. Government / Line agencies	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	1.1 Record/check the letter request and indorsed to the head of PPDO for approval if information records/data/maps are available.	P20.00/ page	40 minutes	Admin. Aide I
	<ul style="list-style-type: none"> <li>While preparing the data, clients are advise to pay the corresponding fee at the Cashier – Provincial Treasury Office</li> </ul>			Admin. Aide VI
2. Pay to the cashier at PTO	2.1 Process and issue Official Receipt			Cashier – PTO
3. Present the Official Receipt to PPDO	3.1 Accept the O.R. and Process the request (provide the map for Blue & White printing).  * Client is to be assisted by PPDO action staff for photo copying/ printing of the said documents/data.			Draftsman II
4. White/Blue printing/ photocopy of data outside the office	4.1 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.	5.1 Accept the documents borrowed and return the ID to the client.			Admin. Aide I Admin. Aide VI Draftsman II
<b>. TOTAL</b>		P20.00/ page	40 minutes	
<b>END OF TRANSACTION</b>				



## 24. Processing/Issuance of Transport and Hauling Permit

A Transport and Hauling Permit is being issued by the 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.

<b>Department/Office</b>	<b>RIZAL ENVIRONMENT AND NATURAL RESOURCES OFFICE - PROVINCIAL MINING REGULATORY BOARD</b> 3rd Flr, Rizal Provincial Government Annex Building, Tel. No. : 8620-2400 local 5304 Email Add.: <a href="mailto:renro_yes@yahoo.com">renro_yes@yahoo.com</a>
<b>Category</b>	External
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C Government to client
<b>Processing Time</b>	2 days and 3 hours
<b>Fees</b>	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
<b>Who may avail:</b>	Individual, Firm or Corporation



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>a. Application duly filled-up and notarized;</p> <p>b. Building Permit;</p> <p>c. Site Development Plan;</p> <p>d. Development/ levelling permit and locational clearance;</p> <p>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;</p> <p>f. The use or occupancy for which the proposed work is intended;</p> <p>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;</p> <p>h. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC);</p> <p>i. Copy of Tax Declaration and Proof of payment of Real Property Tax</p> <p>j. Certificate of No Objection from the Barangay</p> <p>k. If applicant is a corporation-</p> <ul style="list-style-type: none"> <li>• SEC Certificate of Registration</li> <li>• Articles of Incorporation and By-Laws</li> <li>• Board Resolution and/or Secretary's Certificate</li> </ul> <p>Such other additional documents which the PMRB may require.</p>	<p>RENRO</p> <p>City/Municipality Applicant</p> <p>City/Municipality</p> <p>Applicant</p> <p>City/Municipality</p> <p>Register of Deeds</p> <p>EMB IV-CALABARZON</p> <p>City/Municipality/Province</p> <p><b>LGU-Barangay</b></p> <p><b>SEC</b></p> <p><b>SEC</b></p> <p><b>SEC</b></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. Submit letter of intent for application of Transport and Hauling Permit to the Office of the Governor through the RENRO-PMRB Secretariat.	1.1 Advise the applicant through a letter to submit mandatory requirements.	Php 1,000.00 Php 5,000.00	30 minutes upon receipt of the letter.	Admin. Aide I
2. Submits application with requirements to the RENRO-PMRB Tech'l. Secretariat	2.1 Receives application, with complete mandatory requirements based on the checklist.  * Prepare Order of payment for Application/Filing Fee and Verification Fee  * Advise client to pay the corresponding amount to the Prov'l. Treasurer's Office		1 hour upon receipt of complete required documents	Senior Environmental Mgt. Specialist
3. Pay the corresponding amount at the cashier of the Prov'l. Treasurer's Office	3.1 Accept payment and issue Official receipt		Cashier-PTO	



<p>4. Return to RENRO submit OR</p>	<p>4.1 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>Printing Center (Outside office)</p> <p>Admin. Aide I</p> <p>Senior Environmental Mgt. Specialist</p>
	<p>* Evaluates and review the contents of the documents and prepare evaluation report.</p> <p>* Conduct verification and inventory of the stockpiled excess/ discarded materials on site.</p> <p>* Prepare and submits evaluation report and verification/ inventory report to the PMRB</p> <p>* Prepare Notice of meeting/agenda. Invite the applicant and/or technical personnel to the meeting.</p>			<p>Senior Environmental Mgt. Specialist</p> <p>Community Affairs Officer III</p> <p>Supervising Environmental Mgt. Specialist</p>



<p>5. Applicant and/ or its technical personnel to present/ discuss its Work Program to the PMRB.</p>	<p>5.1 Staff presents its Evaluation and Verification Report</p> <ul style="list-style-type: none"> <li>* Applicant also presents the Work Program and other documents to the board. PMRB further review, discuss and deliberate the application.</li> <li>* Prepare the Resolution recommending to the Hon. Governor the granting/approval of the application for transport and hauling permit.</li> <li>* Endorses to the Office of the Governor the approved PMRB Resolution for the granting of Transport and Hauling Permit.</li> <li>* Prepare the Transport and Hauling Permit and inform the client.</li> </ul>		<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>
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<p>6. Pay the Advance Transport and Hauling Fee to the cashier of the Provincial Treasurer's Office and present the O.R. at the RENRO/ PMRB Secretariat</p>	<p>6.1 Prepare Order of Payment for advance Transport and Hauling fee. Advise the client to pay the corresponding amount to the Provincial Treasurer's Office</p> <p>* Secure photocopy of the OR and dry seal Transport and Hauling Permit and prepare the document.</p>	<p>Php 10.00/ cu.m. of discarded/ excess materials</p>	<p>45 minutes</p>	<p>Senior Environmental Mgt. Specialist</p>
<p>7. Received the Transport and Hauling Permit</p>	<p>7.1 Released the permit/ document to the client</p>			<p>Senior Environmental Mgt. Specialist</p> <p>Supervising Environmental Mgt. Specialist</p>
<p><b>. TOTAL</b></p>		<p>Application/ Filing Fee Php 1,000.00; Verification Fee- Php 5,000.00; Transport and Hauling Fee - Php 10.00/ cu. meter of discarded/ excess materials</p>	<p>2 days and 3 hours</p>	
<p><b>END OF TRANSACTION</b></p>				



## 25. Treatment and Rehabilitation Services

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

<b>Office/Division</b>	<b>RIZAL ANTI-DRUG ABUSE OFFICE (RADAO) – Treatment and Rehabilitation Section</b> (Lower Ground, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 5714/5711/ e-mail: <a href="mailto:rizalantidrugabuseoffice@gmail.com">rizalantidrugabuseoffice@gmail.com</a> )	
<b>Category</b>	External	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Client G2G – Government to Government	
<b>Processing Time</b>	4 hours for New Patient / 2 hours for Regular Patient	
<b>Fees</b>	None	
<b>Who may avail:</b>	A. Persons Who Use Drugs (PWUDs) or drug dependent individuals. B. Families who are affected or have problems regarding addiction. C. Persons Deprived of Liberty (PDLs) that were issued Court Order by concerned Regional Trial Courts (RTCs).	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position/Unit/ Division)
1. Submit Approved Request Letter from the Governor, including supporting documents.	1.1 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.	2.2 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	3.1 Interview the patient and administer Psychological Tests for new patient.			RADAO Staff
4. Patient and Co-dependent will be waiting for the result.	4.1 Process and interpretation of Psychological Tests.  * Endorse result to the Chief of RADAO for counseling.  * Counsel patient and co-dependent for Regular patient			RADAO Officer  Chief of RADAO
<b>TOTAL</b>		No Fees Collected	4 Hours for New Patient  2 Hours for Regular Patient	
<b>END OF TRANSACTION</b>				
<b>TRANSACTION FREE OF CHARGE</b>				



## 26. 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.

<b>Office/Division</b>	<b>OFFICE OF THE SANGGUNIANG PANLALAWIGAN SECRETARIAT (SPS)- RECORDS AND ARCHIVES SECTION</b> (3 <sup>rd</sup> Floor, RPG Bldg., Antipolo City, Tel. No. 620-24-00 Local 3501/3504/3505/3509/ Email: <a href="mailto:spsec_rizal@yahoo.com">spsec_rizal@yahoo.com</a> )	
<b>Category:</b>	External / Internal	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client G2G – Government to Government	
<b>Processing Time</b>	20 minutes per resolution/ordinance and certificate of accreditation/posting	
<b>Fees</b>	Php 20.00 per page	
<b>Who may avail:</b>	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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request letter 2. Official Receipt (O.R.)  WITH AUTHORIZED REPRESENTATIVE 1. Authorization letter 2. Valid I. D.		1. Client 2. Provincial Treasurer's Office-Cashier  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.	1.1 Accept/Receive and review the accomplished form. <ul style="list-style-type: none"> <li>Inform Client to pay the corresponding amount at Treasurer's Office.</li> </ul>	Php 20.00/ 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.	2.1 Collecting Officer process payment and issue Official Receipt (O.R.) <ul style="list-style-type: none"> <li>While clients pay the corresponding fee, SPS Records Officer/staff prepares the requested document.</li> </ul>			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.	3.1 Check/Record the Official Receipt (OR) and			Local Legislative Staff Employee II
4. Received the document requested.	4.1 Released the certified true copy of the record/document to client.			Local Legislative Staff Employee II
<b>TOTAL</b>		Php 20.00 per document	20 minutes upon receipt of complete required documents	
<b>END OF TRANSACTION</b>				



## 27. 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

<b>Office/Division</b>	<b>PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE</b> Lower Ground, Rizal Capitol, Antipolo City Tel. No. :620-2400 local 6014/6001 / email: <a href="mailto:pswd.rizal@gmail.com">pswd.rizal@gmail.com</a>	
<b>Category:</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Processing Time</b>	40 minutes	
<b>Fees</b>	Php 20.00 per page	
<b>Who may avail:</b>	Less fortunate individuals, families, groups and/or communities within Rizal	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	For Burial Assistance: <ul style="list-style-type: none"> <li>• Personal letter addressed to the Honorable Governor</li> <li>• Barangay Indigence</li> <li>• Registered Death Certificate</li> <li>• Funeral Contract</li> <li>• Photocopy of valid ID</li> </ul>	<ul style="list-style-type: none"> <li>• Client</li> <li>• Barangay where the client resides</li> <li>• LCR of City/Municipality where client resides</li> <li>• Funeral Service provider</li> <li>• Client</li> </ul>
	For Medical/Hospitalization Assistance: <ul style="list-style-type: none"> <li>• Personal letter addressed to the Honorable Governor</li> <li>• Barangay Indigence</li> <li>• <i>Medical Certificate/Clinical Abstract</i></li> <li>• <i>Medical Prescription/ Treatment Protocol/ Laboratory Requests/ Medical Procedures/ Billing Statement (Hospital Bill)</i></li> <li>• <i>Photocopy of valid ID</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Client</i></li> <li>• <i>Barangay where the client resides</i></li> <li>• <i>From the attending Physician</i></li> <li>• <i>From the attending Physician/ Hospital where the patient was confined</i></li> <li>• <i>Client</i></li> </ul>



## 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.	1.1 Receive clients' documents.  Conduct validation of documents through coordination with barangay, hospitals, funeral service provider, and other agencies/ institutions concerned. <b>(If request is not approved)</b> client will be informed of his/her lacking/ expired documents depending on the assistance needed.	None	1 Hour	Admin Aide I
				Admin Aide I
				Chief, PSWD
2. Sign index card for recording purposes. .	2.1 Assessment, interview, and preparation of Social Case Study Report (AICS Form).			Case Workers Social Workers
3. Client to undergo Photo Opps and finger print.	3.1 Processing and documentation on AICS Database.	Admin. Aide I		
4. Be present at the Office of the Governor together with PSWD staff with documents	4.1 Accompany clients to the office of the Governor and endorsed the documents.	Admin. Aide I		
<b>TOTAL</b>		No fees collected	1 hour	
<b>END OF TRANSACTION</b>				
<b>TRANSACTION FREE OF CHARGE</b>				



## 28. 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.

<b>Office/Division</b>	<b>PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE</b> Lower Ground, Rizal Capitol, Antipolo City Tel. No. :620-2400 local 6014/6001 / email: <a href="mailto:pswd.rizal@gmail.com">pswd.rizal@gmail.com</a>	
<b>Category:</b>	External	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Processing Time</b>	Case-to-case basis (maximum of 20 days)	
<b>Fees</b>	None	
<b>Who may avail:</b>	Victims of natural and/or man-made calamities	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Personal letter addressed to Honorable Governor</li> <li>• Certification signed by Brgy. Captain stating the name and address of the victim of the calamity.</li> <li>• Certificate from the Bureau of Fire Protection ( if victim of fire)</li> <li>• Certificate or report from C/MSWDO</li> <li>• Photocopy of Valid ID</li> </ul>	<ul style="list-style-type: none"> <li>• Client</li> <li>• Barangay where the client resides</li> <li>• Bureau of Fire Protection</li> <li>• C/MSWDO where the client resides</li> <li>• Client</li> </ul>	





## 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.	1.1 Receive clients' documents and indorse to focal person		5 minutes	Admin Aide I
2. Client to sign ESA Form	<p>2.1 Conduct validation of documents through coordination with barangay, BDRRMO, BFP, C/MSWDO, C/MDRRMO); and Home visitation, assessment, interview, and preparation of Emergency Shelter Assistance (ESA) Form</p> <p><b>If request is not approved:</b></p> <p>* Client will be informed of his/her lacking/expired documents depending on the assistance needed.)</p> <p>* Preparation of feedback report to be endorsed and for approval of Honorable Governor.</p> <p>* Processing of voucher or payroll upon the approval of the Governor.</p>	None	4 days	Case Workers  Chief, PSWD
3. Receive cash assistance.	3.1 Release/distribute cash assistance.		2 days	Case Workers Chief, PSWD
<b>TOTAL</b>		No fees collected	6days and 5 minutes	
<b>END OF TRANSACTION</b>				
<b>TRANSACTION FREE OF CHARGE</b>				



## 29. 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.

<b>Office/Division</b>	<b>HOUSING AND RESETTLEMENT DIVISION (H.A.R.D.)</b> (Lower ground Floor, RPG Bldg., Antipoo City, Tel No. 8620-2400 local 5104/e-mail: <a href="mailto:rizalprovincial_housing@yahoo.com">rizalprovincial_housing@yahoo.com</a> )	
<b>Category:</b>	External	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Client G2G – Government to Government	
<b>Processing Time</b>	22 Weeks, 1 day & 20 minutes	
<b>Fees</b>	None	
<b>Who may avail:</b>	Legitimate or registered community association(s)	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	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)
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.	1.1 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.	None	20 minutes	Administrative Staff &/or Project Officer(s)



<p>2. A. Plan and set schedule of necessary meetings and 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>2.1 Orientation of the beneficiaries and the landowner(s)</p> <p>2.2 Checking of the C.A's. listing</p> <p>2.3 Conduct of validation interview</p> <p>2.4 Ensure that the subdivision plan design conforms with HLURB Standard (may implement re-blocking)</p> <p>2.5 To act as resource person in the meetings</p> <p>2.6 To monitor activities related to the program</p> <p>2.7 To seek the assistance of the Provincial Legal Office to review the document and draft MOA</p> <p>2.8 To carefully discuss with the C.A. the content of MOA. Endorsement of the document to Legal Office for final review and recommendation</p>	None	16 Weeks/ 4 months after having all the necessary preparations/ documentation	Project Officer(s), Community Organizer(s) & Census Survey Member(s)/ Verifier (s)
3. Wait for the schedule of signing of MOA	3.1 Setting of the signing of MOA		1 day	Project Officer(s)
4. Signing of MOA	4.1 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 &amp; the Landowner for the direct Buying Scheme as an alternative to CMP.</p>	<p>5.1f Project is under CMP:</p> <p>a. Submission of documents to SHFC for their evaluation and approval or recommendation.</p> <p><b>If disapproved:</b> * Divert to Direct Buying Scheme, subject to Landowner's consent.</p> <p><b>If Project is approved as Direct Buying Scheme:</b> * Project Officer to closely monitor the C.A's. payment to the Landowner. * Advise the Lot owner to religiously pay the monthly amortization.</p>	<p>None</p>	<p>4 Weeks with the SHFC</p> <p>Immediately after disapproval</p>	<p>Officer-in-Charge &amp;/or Project Officer(s)</p>
<p>6. Receive the CMP or Direct Buying Allocation Certificate.</p>	<p>6.1 Distribution of Lot Allocation Certificate to the members.</p>		<p>1 Week</p>	<p>Officer-in-Charge &amp; Project Officer(s)</p>
<p><b>TOTAL</b></p>		<p>No fees collected</p>	<p>22 Weeks, 1 day &amp; 20 minutes</p>	
<p><b>END OF TRANSACTION</b></p>				
<p><b>TRANSACTION FREE OF CHARGE</b></p>				



### 30. 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.

<b>Office/Division</b>	<b>HOUSING AND RESETTLEMENT DIVISION (H.A.R.D.)</b> (Lower ground Floor, RPG Bldg., Antipolo City, Tel No. 8526-3000 local 5104 e-mail: rizalprovincial_housing@yahoo.com	
<b>Category:</b>	External	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Client G2G – Government to Government	
<b>Processing Time</b>	6 weeks & 20 minutes (depending on the availability of the NHA relocation Area)	
<b>Fees</b>	None	
<b>Who may avail:</b>	Families living within a National or Local Government Project Site(s) such as Road-Widening, Slope Protection, Waterways Clearing or Danger Zones.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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.	1.1 Receive from Gov's. Ofc. & assess the signed request letter 1.2 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)	2.1 Informing schedule of actual validation/ revalidation of applicant	None	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.	3.1 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  *Completion of required document	4.1 Coordination with applicant(s) and personnel of NHA and concerned LGU regarding relocation proper  * Explain to the applicants their Voluntary total demolition of the structure before being relocated.	None	1 week before the relocation proper	Officer-in-Charge & Focal Project Officer on demolition



5. Prepare and get ready the necessary document, family picture before the relocation proper of the beneficiary/ies.	5.1 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.	6.1 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
<b>TOTAL</b>		No fees collected	6 weeks & 20 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				





### 31. 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.

<b>Office/Division</b>	<b>RIZAL ENVIRONMENT AND NATURAL RESOURCES OFFICE-PROVINCIAL MINING REGULATORY BOARD</b> Tel. No. : 8256-3000 local 5304 /8301 Email Add: <a href="mailto:renro_ves@yahoo.com">renro_ves@yahoo.com</a> ; <a href="mailto:pmrb_rizal@yahoo.com">pmrb_rizal@yahoo.com</a>
<b>Category</b>	External
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C Government to client
<b>Processing Time</b>	2 days, 3 hours and 40 minutes
<b>Fees</b>	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
<b>Who may avail:</b>	Individual, Firm or Corporation



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Application form duly filled-up and notarized;</li> <li>2. Justification of renewal;</li> <li>3. Application form duly filled-up and notarized;</li> <li>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;</li> <li>5. Audited report of expenditures incurred during the operations period;</li> <li>6. Integrated Environmental Protection and Enhancement Program (EPEP) &amp; Final Mine Rehabilitation and Decommissioning Program duly prepared, signed and sealed by a licensed Mining Engineer or Geologist;</li> <li>7. Work Program duly prepared, signed and sealed by a licensed Mining Engineer or Geologist;</li> <li>8. Certificate of Environmental Management and Community Relations Records (CEMCRR), and</li> <li>9. Other supporting papers/documents:               <ul style="list-style-type: none"> <li>· Program of Support to the YES TO GREEN Program of the Honorable Governor.</li> <li>· Five (5) Year Social Development and Management Program</li> <li>· Production Report (5 years)</li> <li>· Clearances/Certification from the Office of the Provincial Treasurer as to payment of monitoring and stabilization fee</li> <li>· Proof of Payment of Excise Tax</li> <li>· Proof of payment of Real Property Tax</li> <li>· Certificate of Deposit:                   <ul style="list-style-type: none"> <li>➤ Environmental Trust Fund</li> <li>➤ Rehabilitation Trust Fund</li> <li>➤ Monitoring Trust Fund</li> </ul> </li> </ul> </li> <li>a. Such other additional documents which the PMRB may require.</li> </ol>	<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)	FEES 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.	1.1 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 after receipt	RENRO Staff  Senior Environmental Management Officer
2. Submits application with requirements to the RENRO/PMRB Tech'l. Secretariat.	2.1 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 Provincial Treasurer's Office.	None	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	3.1 Accept payment and issue Official Receipt	Php 1,000.00	10 minutes	Cashier-PTO





	<p>* Conduct field verification of the area. Prepare and submit a report and recommendations to the PMRB.</p> <p>* 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.</p>		<p>6 hours</p> <p>30 minutes</p>	<p>Supervising/Senior Environmental Management Officer</p> <p>Senior Environmental Management Officer</p>
6. Present to the PMRB its Work Program including other documents required.	<p>6.1 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.</p> <p>* PMRB conducts further evaluation, review of the documents submitted, and deliberation on the merits of the application.</p>	none	<p>2 hours</p> <p>2 hours</p>	<p>Members of the PMRB, RENRO Staff, Applicant</p> <p>Senior Environmental Management Officer</p> <p>Supervising/Senior Environmental Management</p>



	<p>* Prepare the Resolution of the PMRB recommending to the Hon. Governor the granting/approval of the application for renewal of QP.</p> <p>* Endorses to the Office of the Governor the PMRB Resolution for the issuance of QP renewal.</p> <p>* Prepare the Quarry Permit and filled-up other information on the QP. * Inform the applicant.</p> <p>* Prepare Order of payment for advance Extraction Fee (EF) and Quarry Fee (QF)</p> <p>* Advise the client to pay the corresponding amount to the Prov'l. Treasurer's Office.</p>		<p>15 minutes</p> <p>30 minutes</p>	<p>Officer</p> <p>Supervising Environmental Management Officer</p> <p>Senior Environmental Management Officer</p>
<p>7. Pay the corresponding amount to the cashier of the Prov'l. Treasurer's Office.</p>	<p>7.1 Accept payment and issue Official Receipt</p>	<p>EF=Php 10% of the Fair Market Value of minerals for 1year. QF=Php 100.00/ha. for 5 years. Registration Fee- Php 1,000.00</p>	<p>10 minutes</p>	<p>Cashier- PTO</p>



8. Present the O.R. at the RENRO/PMRB Secretariat.	8.1 Secure photocopy of the OR and dry seal the Quarry Permit Renewal.		10 minutes	Admin. Aide I PMRB Techl. Secretariat. Chief, RENRO
9. Received the Quarry Permit.	9.1 Released the permit/ document to the client		15 minutes	Admin. Aide I
<b>TOTAL</b>		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	
<b>END OF TRANSACTION</b>				



### 32. 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.

<b>Office/Division</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM</b> <b>Binangonan Annex</b> <b>MEDICAL DEPARTMENT – OPD)</b> Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. nos.: 688-9474, 8706-9520 /Loc. 1133 email: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Public	
<b>Processing Time</b>	20 minutes	
<b>Fees</b>	None	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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)
1. Proceeds to Information/ Admitting Section and request for medical consultation	<p>1.1 Asks the patient :</p> <p>NEW or if with previous record- accomplish (complete) Patient's Record Form.</p> <p>OLD patient- retrieves the file.</p> <p>Advise patient to proceed to OPD area</p> <p>Forwards patients form (OLD patient) to the dialysis Nurse station</p>	None	20 minutes	<p>PD Nurse / Information Clerk</p> <p>Information Clerk PD Nurse</p>
2. Proceeds to the Peritoneal Dialysis Clinic	<p>2.1 Checks vital signs and chief complaint.</p> <p>* Advises to proceed to the designated Medical consultation Area.</p> <p>* Forwards OPD record forms to the Medical Specialist - Nephrologist</p>			PD Nurse
3. Proceeds to assigned Medical Specialist for physical examination, valuation and management	<p>3.1 Provides consultation, prescription, and give follow up check-up schedule</p>			Medical Specialist
<b>TOTAL</b>		No fees Collected	20 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



### 33. 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.

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



## 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 and request for medical consultation	1.1 Asks the patient : NEW or if with previous record- accomplish (complete) Patient's Record Form. OLD patient - retrieves the file. Advise patient to proceed to OPD area and forwards patients form (OLD patient) to the Nurse station.	None	20 minutes	OPD/ Information Desk Staff
2. Proceeds to the OPD Nurse station	2.1 Checks 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
3. Proceeds to the assigned cubicle , Department, for physical examination, evaluation and management	3.1 Provides consultation, prescription, and give follow up, check-up schedule			Medical Specialist
<b>TOTAL</b>		No fees Collected For Regular Philhealth Member	20 minutes	
<b>END OF TRANSACTION</b>				



**SCHEDULE OF FEES:**

<b>PERITONEAL DIALYSIS LABORATORY</b>
---------------------------------------

<b>PACKAGE 1:</b>		
CBC With Platelet Count		230.00
Sodium	190.00	750.00
Potassium	190.00	
Chloride	190.00	
Ionized Calcium	380.00	
BUN		220.00
Creatinine		400.00
HbsAg		240.00
Hcv Ag-Ab Assay		450.00
Anti-Hbs Assay		200.00
HIV (Rapid)		600.00
Albumin		120.00
Inorganic Phosphorus		150.00
TOTAL		3,360.00
Less 20 % Senior Citizen Discount		672.00
<b>PRICE NET OF DISCOUNT</b>		<b>2,688.00</b>

<b>PACKAGE 2:</b>		
CBC With Platelet Count		230.00
Sodium	190.00	750.00
Potassium	190.00	
Chloride	190.00	
Ionized Calcium	380.00	
BUN		220.00
Crea		400.00
Albumin		120.00
Inorganic Phosphorus		150.00
TOTAL		1,870.00
Less 20 % Senior Citizen Discount		374.00
<b>PRICE NET OF DISCOUNT</b>		<b>1,496.00</b>



<b>PACKAGE 3:</b>	
Lipid Profile	700.00
Uric Acid (Bua)	150.00
SGPT	245.00
Hba1c	725.00
IPTH	2,400.00
Urine Protein Creatinine Ratio	600.00
C3 Quantitative	1,000.00
ANA with titer	1,300.00
Total	7,120.00
Less 20 % Senior Citizen Discount	1,424.00
<b>PRICE NET OF DISCOUNT</b>	<b>5,696.00</b>

<b>PACKAGE 3-1:</b>	
Lipid Profile	700.00
Uric Acid (BUA)	150.00
SGPT	245.00
HbA1c	725.00
IPTH	2,400.00
Urine Protein Creatinine Ratio	600.00
C3 (Semi-Quantitative) (N/A)	420.00
ANA (screening) (N/A)	
TOTAL	5,240.00
Less: 20 % Senior Citizen Discount	1,048.00
<b>PRICE NET OF DISCOUNT</b>	<b>4,192.00</b>
<b>PERITONEAL DIALYSIS MEDICAL SUPPLIES:</b>	<b>RATES</b>
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



### 34. 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

<b>Office/Division</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex</b> Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. nos.: 688-9474, 8706-9520 /Loc. 1133 email: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client (Retiree) G2G – Government to Government	
<b>Processing Time</b>	1 hour and 25 minutes	
<b>Fees</b>	Fees depend on the requested procedure	
<b>Who may avail:</b>	PATIENTS FOR ADMISSION	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Admitting Order Philhealth documents/ID		Hospital 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. Proceeds to Information/ Admitting section and present admitting order	<p>1.1 Patients for admission coming from the ER/OPD are given Admission Slip</p> <p>* Record general information and provides consent, waiver needed for admission. Checks availability of hospital bed</p>	None	15 minutes	Admitting Clerk  Nurse
2. Reads and signs consent for admission	<p>2.1 Prepares Admission Chart for Doctor's Order</p> <p>Explains hospital admission rules and regulations</p> <p>Prescribes medicines and medical supplies needed</p> <p>Implements Doctors order:</p> <p>(a) Intravenous Fluid (IVF) insertion</p> <p>(b) Administration of medicines</p> <p>(c) Request / send patient to Laboratory for ancillary procedures</p> <p>(d) Other nursing procedures</p>	Depending on the requested procedure	1 hr and 10 minutes	Doctor/Nurse



3. Proceeds to assigned ward	3.1 Endorses to appropriate hospital ward * Transports the patient			Nurse  Instutional Worker
4. Proceeds to Medical Social Service and ask for assistance	4.1 Interviews and assesses capacity to pay * Gives list of requirements for admission. * Explain PhilHealth requirements Prepares all the requirements			Information Clerk
<b>TOTAL</b>		Fees Depends on the procedure requested	1 hour and 25 minutes	
<b>END OF TRANSACTION</b>				





### 35. Discharging of Patients Services

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

<b>Department/Office</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM          – Binangonan Annex          BILLING SECTION – BUSINESS CENTER OFFICE</b> Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. nos.: 688-9474, 8706-9520 /Loc. 1 email: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Clasification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client/Public	
<b>Processing Time</b>	One (1) hour	
<b>Fees</b>	Case to case basis (Depending on the amount of the hospital bill)	
<b>Who may avail:</b>	PATIENTS FOR DISCHARGE	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position/Unit/ Division)
1 Requests for hospital bill	1.1 Checks if patient is ready for discharge		20 minutes	Nurse / Doctor
Presents required documents	Asks the patient's relative for required documents for application of benefits and/or discounts;  Issues hospital bill for billing statement preparation including lab , radiologic department procedures and pharmacy for drugs and medicine expenses  Advises patient's relative / companion to complete the required documents for PhilHealth / Point of Service (POS) use	Depending on the amount of the Hospital bill	40 minutes	Nurse / Billing Clerk  Nurse / Med Tech, Lab Tech, Pharmacist, Billing Clerk



2. Pays the bill	2.1 Receives payment and Official Receipt (OR) and Clearance Slip * Administer health Teaching Prescription and advise client of the follow-up visit * Signs Philhealth document * Issues clearance slip * Prepares patient for discharge, remove any contraption			Cashier  Doctor  Nurse
3. Presents hospital clearance	3.1 Receives hospital clearance and record. * Transports patient to exit			PSD Institutional Worker
<b>TOTAL</b>		Fees Depends on the procedure requested	1 hour	
<b>END OF TRANSACTION</b>				



### 36. Physical Therapy and Rehabilitation Services

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

<b>Department/Office</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM          – Binangonan Annex          MEDICAL DEPARTMENT – PHYSICAL THERAPY          AND REHABILITATION UNIT</b> Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. nos.: 688-9474, 8706-9520 /Loc. 1 email: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Clasification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client/Public	
<b>Treatment Time</b>	1 ½ hours depending on the condition treated	
<b>Fees</b>	Depending on the Rehab Program given by the Rehab Doctor, Charity- P250-P600	
<b>Who may avail:</b>	All patients who need Physical Therapy Treatment referred by Medical Doctors from public/private hospital and health centers that are consulted by Rehabilitation Doctor	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
a. Referral from any Medical Doctor b. Physical Therapy Treatment Program from Rehabilitation Doctor c. Hospital record from the Information Center of the hospital. d. Results of the Ancillary Procedure done (X-ray, ECG, CT Scan, MRI, Laboratory Results) e. PWD/Senior ID		a. Referring Doctor b. Physiatrist (Rehabilitation Doctor) c. Information Center Clerk d. Diagnostic Center e. Patient



## 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)
<b>FOR OPD PATIENTS</b>				
1. Proceeds to Physical Therapy Department and Presents OPD record.	1.1 Accepts hospital record and referral letter.	Depending on the PT Program given	2 hours 25 minutes	Physical Therapist
2. Wait until name is called.	2.1 Performs Consultation			Rehabilitation Doctor
3. Presents the PT Program prescribed	3.1 Schedules of prescribed session			Physical Therapist
4. Pays the procedure.	4.1 Receives payment/ Issues Official Receipt.			Cashier
<b>TOTAL</b>		Fees Depends on the PT Program given	2 hours 25 minutes	
<b>END OF TRANSACTION</b>				
<b>FOR IN- PATIENTS</b>				
	1.1 Receives referral from the referring/ attending doctor	Php 250.00	1 hour & 40 minutes	Physical Therapist Ward Nurse
	1.2 Informs Rehab Doctor for In-patient consultation			Physical Therapist
	1.3 Performs consultation			Rehabilitation Doctor
	1.4 Receives PT program/session			Physical Therapist
	1.5 Prescribes treatment			Physical Therapist
<b>TOTAL</b>		Php 250.00	1 hour & 40 minutes	
<b>END OF TRANSACTION</b>				



**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

**Modalities:**

HMP

TENS,ES,FES,FUP US,  
IRR



### 37. 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.

<b>Department/Office</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM          – Binangonan Annex</b> ANCILLARY DEPARTMENT - DENTAL CLINIC Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. Nos: 8688-9474, / 8706-9520 email: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Clasification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client/Public	
<b>Processing Time</b>	35 minutes	
<b>Fees</b>	Php 100.00per tooth for dental anesthesia and needle Senior Citizen – FREE of Charge	
<b>Who may avail:</b>	General Public	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Dental Record For tooth extraction- Waiver	Information/ Admission 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.	1.1 Interviews and checks vital signs.	Php 100.00	35 minutes	OPD Nurse
2. Proceeds to the dental room	2.1 Interviews and performs dental check- up  * Advise patient to pay the corresponding fee at the cashier  * except for Senior Citizens and Person with Disability.			Dentist
3. Pays the corresponding fee	3.1 Receives payment / Issues Official Receipt			Cashier
4. Proceeds to Pharmacy Section for available medication.	4.1 Checks prescription and provide available medication.			Pharmacist
5. Returns to Dental Room	5.1 Performs dental procedure			Dentist
<b>TOTAL</b>		Php 100.00	35 minutes	
<b>END OF TRANSACTION</b>				





### 38. 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.

<b>Department/Office</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex</b> ANCILLARY DEPARTMENT – RADIOLOGY SECTION Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. Nos: 8688-9474, / 8706-9520 email: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Clasification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client/Public	
<b>Processing Time</b>	In-Patient : 10 minutes Out-Patient: 25 minutes	
<b>Fees</b>	Depending on the requested procedure	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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)
<b>X-RAY SERVICES (IN-PATIENTS)</b>				
1. Submits x-ray procedure as required by attending	1.1 Prepares X-ray request form Endorses patients to Radiology Department Receives and verifies the request Informs the patient of the procedure scheduled within the day Instructs procedural preparations Performs the requested procedure as scheduled Informs patient to return on the release of the result Forwards the result to concerned nurse station. Inform the doctor about the availability of the result Manages the intervention based on the result of the diagnostic procedure	Depending on the procedure requested	10 minutes	Doctor/Nurse  Radiologic Technologist  Radiologic Technologies  Radiologic Technologies  Nurse  Doctor
2. Return to ward	2.1 Patients is advised to return to ward			Nurse



<b>TOTAL</b>	Depending on the procedure requested	10 minutes	
<b>END OF TRANSACTION</b>			

<b>CLIENT ACTION (Detailed Steps)</b>	<b>AGENCY/OFFICE ACTION (Detailed Steps)</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position/Unit/ Division)</b>
<b>X-RAY SERVICES (OUT-PATIENTS)</b>				
1. Presents X-ray procedure r	1.1 Receives and verifies the request  Indicates X-ray fee issues charge slip  Advises to proceed thr interview of Social Services Section for interview and classification	Depending on the procedure requested	25 minutes	
2. Presents Charge Slip to Cashier Section for payment	2.1 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			Cashier
37. Return to x-ray section, present claim stub and claim x-ray result.	3.1 Accept stub let client sign in the logbook and release the result.			Radiologist Technologist
				Radiologist Technologist
				X-Ray Clerk / Rad. Tech



<b>TOTAL</b>	Depending on the procedure requested	25 minutes	
<b>END OF TRANSACTION</b>			

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

**SCHEDULE OF FEES:**

<b>X-RAY PROCEDURES</b>	
Chest	250.00
Chest APL	450.00
Abdomen Upright/ Supine	750.00
Mandible	600.00
Nasal Bone Soft Tissue	400.00
T-Cage	600.00
PNS	800.00
Mastoid	600.00
Ankle	450.00
Baby Gram	800.00
Skull	600.00
Knee	450.00
Foot	450.00
Leg	450.00
Femur	450.00
Pelvis	450.00
Thoracic Spine	750.00
Lumbosacral Spine	600.00
Thoracolumbar Spine	900.00
Cervical Spine	600.00
Clavicle	375.00



Shoulder	375.00
Elbow	400.00
Humerus	450.00
Wrist	450.00
Hand	450.00
Portable X-Ray	150.00
Apicolordotic	200.00
Additional /Extra Film	200.00



### 39. CT Scan Services

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

<b>Department/Office</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM          – Binangonan Annex</b> ANCILLARY DEPARTMENT – RADIOLOGY SECTION Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. Nos: 8688-9474, / 8706-9520 email: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Clasification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client/Public	
<b>Processing Time</b>	3 hours 15 minutes	
<b>Fees</b>	Depending on the requested procedure	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
a. CT Scan Request b. Government – issued ID c. Creatinine Examination Result d. 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)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position/Unit/ Division)
1. Present request at X-ray / CT Scan reception area	1.1 Receives request and schedule Instructs of the pre-procedure preparations	See Schedule of Fees	3 hours and 15 minutes	Radiologic Technologist
2. Returns to Reception Area and fill-up Request Form	2.1 Ask client to fill-up form  Checks and encodes data if properly accomplished  Secure consent  Checks laboratory result if procedure is contrast enhanced			Radiologic Technologist
38. 3. Wait until name is called	3.1 Calls client and issues Transaction/ Charge Slip  * Schedule is usually by appointment			Radiologic Technologist
4. Presents Transaction Slip to pay at Cashier	4.1 Receives payment and issues Official Receipt (OR)			Cashier
39. Return to Reception area and presents OR	5.1 Records payment and instructs client to wait until name is called			Radiologic Technologist
40. Proceed to CT Scan	6.1 Calls Client and performs procedure			Radiologic Technologist
7. Returns and claim the result	7.1 Release the X-Ray result			Radiologic Technologist
<b>TOTAL</b>		Depending on the procedure requested	3 Hours and 15 minutes	
<b>END OF TRANSACTION</b>				



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

**SCHEDULE OF FEES:**

<b>CT SCAN PROCEDURE (Php)</b>	
Plain Cranial (Soft Tissue)	5,000.00
Plain Cranial 3d Construction	7,000.00
Plain Paranasal Sinuses	2,000.00
Plain Orbits	7,000.00
Plain Facial	7,000.00
Plain Neck	7,000.00
Plain Chest	7,500.00
Plain Upper Abdomen	7,000.00
Plain Lower Abdomen	8,000.00
Aglogram Brain	9,000.00
Triphasic	7,800.00
For all contrast enhanced CT Scan	PLUS 1,500.00-3,000.00





## 40. Ultrasound Services

Radiologist uses ultra sound to detect changes in the appearance of organs, tissues and vessels and to detect abnormal masses such as tumors lysis 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.

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

## PROCESS OF AVAILING THE SERVICE

<b>CLIENT ACTION (Detailed Steps)</b>	<b>AGENCY/OFFICE ACTION (Detailed Steps)</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position/Unit/ Division)</b>
<b>IN-PATIENTS</b>  1. Proceeds to Radiologic Section for ultrasound procedure	1.1 Receives and verifies the request  Informs patient of the procedure scheduled within the day	See Schedule of Fees	5 minutes	Radiologic Technologist



	<p>Performs requested procedure as scheduled.</p> <p>* Informs result releasing schedule.</p> <p>* Forward results to the concerned nurse station.</p>			
<b>OUT-PATIENTS</b>				
1. Proceed to Radiology Section	1..1 Receives and verifies requested procedure/ Issues charge slip.	See Schedule of Fees	45 minutes	Radiologic Technologist
2. Presents the Charge Slip	2.2 Receives payment and Issues Official Receipt. (OR)			Radiologic Technologist
3. Returns to Radiology Section and presents Official Receipt	<p>3.1 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</p>			Cashier
4. Returns to x-ray section present stub to claim the x-ray result.	<p>4.1 Checks client's record.</p> <p>* Let client sign in the logbook and release the result.</p>			Radiologic Technologist
	<b>TOTAL</b>	Depending on the procedure requested	50 minutes	
<b>END OF TRANSACTION</b>				



## SCHEDULE OF FEES:

<b>ULTRASOUND</b>	
Breast (Both)	750.00 (1000.00)
Liver (Single Organ)	450.00
Gall Bladder (Single Organ)	450.00
Pancreas	450.00
Spleen	450.00
Biliary Tree	750.00
Abdominal Aorta	500.00
Kidney	450.00
Urinary Bladder	500.00
Prostate/Scrotum (Each)	500.00
Inguino/Scrotal	700.00
Thyroid/Neck	600.00
Pelvic (Pregnant/Non-Pregnant)	500.00
Biophysical Scoring	500.00
Hepato-Biliary Tree (Liver,Gb,Bt)	800.00
KUB-Prostate	900.00
Pelvic With BPS	800.00
Whole Abdomen	1,300.00
Upper Abdomen (Hb,Pancreas,Spleen)	1,000.00
Lower Abdomen Kub,Prostate, Inguinal)	1,000.00
Transvaginal	700.00
Transrectal	900.00
Chest	600.00
Cranial	700.00
Soft Tissue	400.00



#### 41. 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.

<b>Office/Division</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM</b> <b>– Binangonan Annex</b> ANCILLARY DEPARTMENT – LABORATORY SECTION Manila East Road, Barangay Darangan, Binangonan, Rizal <u>tel. nos.:</u> 688-9474, 8706-9520 Local 1315 e-mail: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Public	
<b>Processing Time</b>	35 minutes	
<b>Fees</b>	Depends on what laboratory test requested	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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)
<b>1. Assessment</b> Presents laboratory request at Laboratory Reception Counter	1.1 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	See Schedule of Fees	35 minutes	Laboratory Clerk, Phlebotomist, Medical Technologist
<b>2. Payment</b> Presents the invoice to the Social Services Division and/or Cashier  Pays laboratory fees	2.1 Assesses eligibility of patient for financial assistance  Receives payment for laboratory fees			Medical social service officer  Cashier



<p><b>3. Specimen Collection</b> Submits specimen (if available)</p> <p>Waits until name is called at the Waiting Area if for extraction</p>	<p>3.1 Logs, checks and receives specimen.</p> <p>if available; and Informs the patient to wait for his/her name to be called if for blood extraction</p> <p>Performs blood extraction</p> <p>Informs the patient when results will be available (time and date)</p>			<p>Laboratory clerk, Phlebotomist or Medical Technologist Laboratory clerk, Phlebotomist or  Medical Technologist  Phlebotomist or Medical Technologist</p>
<b>TOTAL</b>		Depending on the procedure requested	35 minutes	
<b>END OF TRANSACTION</b>				

**Releasing of Result:**

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



## SCHEDULE OF FEES:

<b>LABORATORY TESTS: (Php)</b>			
Electrolytes Panel, Inclusive of: Sodium Potassium Chloride	750.00	Lipid Profile, Inclusive of: Total Cholesterol Triglycerides HDL LDL VLDL	700.00
Electrolytes Panel, Inclusive of: Ionized Calcium Sodium Potassium Chloride	500.00	Liver Profile, Liver Function Tests, Inclusive of: SGPT/ALT SGOT/AST Alkaline Phosphatase Total Bilirubin Total Protein + Albumin	750.00
FT3	500.00		
FT4	500.00	SGPT/ALT	245.00
TSH	500.00	SGOT/AST	180.00
T3	450.00	Alkaline Phosphatase	200.00
T4	450.00	Total Bilirubin	100.00
Arterial Blood Gas	1,100.00	Total Protein + Albumin	250.00
Dengue NS1	800.00	Globulin	80.00
HBsAg Assay	240.00		
Blood Typing Gel Method	665.00		
Plasma Separation Fee (Closed Method)	500.00		
Oral Glucose Tolerance Test	480.00		
Triglyceride	210.00		



## 42. 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.

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





## 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	1.1 Validates donor ID Checks donor database	None	1 hour and 15 minutes	Blood Bank Receptionist/ Medical Technologist-on duty
2. Rests for 15 minutes Wait until name is called	2.1 Checks vital signs, weight and height			Blood Bank Nurse / Medical Technologist
3. Fills out Blood Donor History Questionnaire * Wait until name is called for the interview	3.1 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.	4.1 Verifies the name of the donor. Checks Hemoglobin and performs initial blood typing			Blood Bank Medical technologist-on-duty
5. Proceeds to Bleeding Area	5.1 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.	6.1 Checks the overall condition of donor Explains Self exclusion Form  Gives post donation advice.			Blood Bank RMT-on- duty
<b>TOTAL</b>		Free of Charge	1 hour and 15 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



### 43. 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

<b>Office/Division</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex</b> ADMINISTRATIVE DEPARTMENT – Records Section Manila East Road, Barangay Darangan, Binangonan , Rizal Tel. Nos: 688-9474, 8706-9520 Local 1132 e-mail: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Public	
<b>Processing Time</b>	25 minutes	
<b>Fees</b>	None	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>IF MARRIED:</b> <ul style="list-style-type: none"> <li>• Photocopy of Registered Marriage Contract</li> </ul> <b>IF NOT MARRIED:</b> <ul style="list-style-type: none"> <li>• 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</li> <li>• Acknowledgement of Paternity</li> <li>• Signature of the Father</li> <li>• Community Tax Certificate</li> </ul>		<ul style="list-style-type: none"> <li>• Parents</li> <li>• Medical Records Officer</li> <li>• Guardian/Parents of the patient</li> </ul>



## 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>1.1 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</p>	None	25 minutes	Medical Records Clerk/ Officer
2. Revalidates and sign the official birth certificate	2.1 Prints another 3 copies of Birth Certificate			
3. Signs 4 copies of Birth Certificate receives Claim Slip.	3.1 Checks the submitted form and issue claim slip.			
4. Returns to the due date stated on the claim slip	<p>4.1 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 parents</p>			



	For hospital-registered birth certificate, client is advised to claim the document after two (2) weeks or earlier or will be notified thru text			
	<b>TOTAL</b>	No Fees Collected	25 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



#### 44. Issuance of Death Certificate

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

<b>Office/Division</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM          – Binangonan Annex</b> ADMINISTRATIVE DEPARTMENT – Records Section Manila East Road, Barangay Darangan, Binangonan , Rizal tel. nos.: 688-9474, 8706-9520 Local 1214 email: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Clasification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Public	
<b>Processing Time</b>	20 – 25 minutes	
<b>Fees</b>	None	
<b>Who may avail:</b>	Guardian/relative of a patient who needs a Death a Certificate	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Hospital Clearance		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)
1. Proceeds to Medical Records. Presents clearance certificate and fill up draft form (Patient Information Slip)	1.1 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	2.1 Checks if properly accomplished			
3. Presents the Discharge clearance Slip for Death Certificate	3.1 Prints 3 copies and signed by the attending physician and Nurse			
4. Claim the documents requested	4.1 Release the Death Certificate to client			
<b>TOTAL</b>		No Fees Collected	25 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



#### 45. 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)

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



## 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/ Social Service Section and fills out information/ verifying slip and submit to POS encoder/verifier	1.1 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	2.1 Interviews the client and accomplish the patient document / forms *Have the patient signs affixes his/her thumb mark			Social Worker
3. Returns to Medical Social Service Office to submit duly signed forms for enrollment	3.1 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 the PIN	4.1 Release the PIN to client			POS Encoder
<b>TOTAL</b>		No Fees Collected	40 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				





#### 46. 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

<b>Office/Division</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex</b> MEDICAL SOCIAL SERVICE OFFICE/MALASAKIT CENTER SERVICE Manila East Road, Barangay Darangan, Binangonan , Rizal tel. nos.: 688-9474, 8706-9520 Local 1129 email: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Clasification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Public	
<b>Processing Time</b>	1 hour and 10 minutes	
<b>Fees</b>	Depend on the instruction from the Malasakit Center if with fee or without	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Valid ID</li> <li>• Information Sheet with Diagnosis</li> <li>• Hospital Bill</li> <li>• Sponsored member Certificate</li> <li>• PMRF</li> <li>• Indigency Certificate</li> <li>• Birth certificate</li> <li>• Marriage Contract</li> </ul>		<ul style="list-style-type: none"> <li>• Patient/Guardian</li> <li>• Hospital of confinement</li> <li>• Philhealth/Social Service</li> <li>• Barangay Captain</li> <li>• Patient/Guardian</li> </ul>



## 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)
<b>OUT-PATIENT DISCOUNT TO LABORATORY AND X- RAY PROCEDURES</b>				
1. Seeks Medical Social Service/ Malasakit Center to avail hospital assistance	<p>1.1 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>	Depend on the instruction from the Malasakit Center if with fee or without	45 minutes	Social Worker
2. Receives charge slip and brings it to the Cashier	<p>2.1 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>			Social Worker
3. Proceeds to laboratory/x-ray room after payment	3.1 Receives payment/ Issues of Official Receipt			Cashier



CLIENT ACTION (Detailed Steps)	AGENCY/OFFICE ACTION (Detailed Steps)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position/Unit/ Division)
<b>IN-PATIENT- DISCOUNT TO HOSPITAL BILL/ AVAILMENT OF MALASAKIT ASSISTANCE</b>				
1. Directs to Medical Social Service/ Malasakit Center to avail the hospital assistance	1.1 Interviews relative of the patient Gathers data about patient's living conditions. Orient relative on scope and limitations of hospital assistance and classifies the patient with the service capabilities rendered by the hospital 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.	Depend on the instruction from the Malasakit Center if with fee or without	25 minutes	Social Worker
2. After securing the discounts and financial assistance proceeds to Billing Section	2.1 Updates statement of account and applies corresponding charges			Billing Officer



<b>CLIENT ACTION (Detailed Steps)</b>	<b>AGENCY/OFFICE ACTION (Detailed Steps)</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Position/Unit/ Division)</b>
3. Proceeds to Medical Social Service Office/ Malasakit Center for the finalization of Hospital bill after discounts/ assistance has been made	3.1 Statement of Account with discounts and charges to hospital medical programs must be properly signed by the concerned social officer.			Social Worker
4. Pays hospital bill Receives clearance slip	4.1 Receives payment/ Issues Official Receipt/ Statement of Account			Cashier
<b>TOTAL</b>		Depend on the instruction from the Malasakit Center if with fee or without	1 hour and 10 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICE FEE DEPENDS ON THE INSTRUCTION FROM THE MALASAKIT CENTER</b>				



## 47. 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.

<b>Office/Division</b>	<b>RIZAL PROVINCIAL HOSPITAL SYSTEM – Binangonan Annex</b> MEDICAL SOCIAL SERVICE OFFICE/MALASAKIT CENTER SERVICE Manila East Road, Barangay Darangan, Binangonan , Rizal <u>tel. nos.:</u> 688-9474, 8706-9520 Local 1129 <u>email:</u> <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Clasification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Public	
<b>Processing Time</b>	35 minutes	
<b>Fees</b>	None	
<b>Who may avail:</b>	General Public	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>IN PATIENT &amp; OUT- PATIENT</b> <ul style="list-style-type: none"> <li>• PhilHealth Form CSF</li> <li>• Photocopy of Member Data Record (MDR)</li> <li>• Photocopy of PhilHealth Contribution</li> <li>• Photocopy of Valid ID</li> <li>• Photocopy of Patients' Death Certificate</li> <li>• Photocopy of Senior Citizen's ID</li> <li>• Member Data Record (MDR).</li> <li>• Child- Photocopy of Birth Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Patient/Guardian</li> </ul>



## 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	<p>1.1 Verifies eligibility of PhilHealth Member/ Dependent Upon Admission</p> <p><b>If ACTIVE or “YES”</b> Issues Philhealth checklist requirements for compliance</p> <p><b>If INACTIVE or “NO,”</b> Secure CSF if currently employed, updated MDR and other requirements</p> <p>* Refers to Medical Social Service Office/ Malasakit Center 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	2.1 Checks the submitted documents			PHIC Clerk



3. Presents both Discharge and Clearance Slips	3.1 Receives Discharge Slip * Signs Clearance Slip and Checks final diagnosis versus PHILEALTH Annexes * Grants final PHILHEALTH benefits Process Billing transaction * Endorse Discharge and Clearance Slip			PHIC Clerk
4. Claim the discharge and clearance slip	4.1 Release the discharge and clearance slip to client			
<b>TOTAL</b>		No Fees Collected	35 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



#### 48. 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

<b>Department/Office</b>	<b>PROVINCIAL SPORTS AND YOUTH DEVELOPMENT OFFICE</b> Lower Ground Flr., Rizal Provincial Capitol Bldg., Ynares Center Complex, Antipolo City Tel No 8620-2400 loc. 4934 Email : <a href="mailto:rizal.pydo@gmail.com">rizal.pydo@gmail.com</a>	
<b>Category</b>	External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	C2G – Government to Client G2G – Government to Government	
<b>Processing Time</b>	1 day and 30 minutes	
<b>Fees</b>	none	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Athletes &amp; Sports Enthusiasts who are certified residents of the Province of Rizal</li> <li>2. Accredited Sports Organizations of the Province of Rizal</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request Letter		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)
<p>1 Submit letter request addressed to the Governor</p>	<p>1.1 Receive, record letter request and endorsed to the Sports Head for evaluation.</p> <p>* Check and verify the request</p> <p>* Recommend request to the Office of the Governor for approval and inform client to return back to claim the request.</p> <p><b>IF THE REQUEST IS APPROVED</b></p> <p>Inform the client through a phone-call/text message that the request was approved.</p> <ul style="list-style-type: none"> <li>▪ Processing of the the request:</li> <li>* For Sports supplies inform client to pick up at the sports office.</li> <li>* For Financial Assistance inform client to pickup at the concerned Barangay of the requesting party.</li> </ul>	<p>None</p>	<p>1 day and 30 minutes</p>	<p>Sports Staff</p>



	<b>IF THE REQUEST IS DISAPPROVED</b> Explain to the client through letter, phone call/text message the reasons for the disapproval of the request.	None	1 day and 30 minutes	Sports Staff
2. Claim/pick up the supplies or sports assistance requested	2.1 Release the supplies or sports assistance to client			Sports Staff
<b>TOTAL</b>		No Fees Collected	1 day and 30 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



#### 49. 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**

<b>Department/Office</b>	<b>Library Division's Office – Sangguniang Panlalawigan Secretariat</b> L. Wood Street, Brgy. Dolores, Taytay, Rizal Tel. no. 8658- 7276 email add: <a href="mailto:provinciallibrary_rizal@yahoo.com">provinciallibrary_rizal@yahoo.com</a>	
<b>Category</b>	External/ Internal	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client G2G – Government to Government	
<b>Processing Time</b>	15 minutes per Library transaction	
<b>Fees</b>	No Fee	
<b>Who may avail:</b>	All citizens	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
a) Valid ID's b) Library Card		a) Students/Researcher 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	1.1 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"> <li>• For Books</li> <li>• For Computer</li> </ul>	2.1 Refer the reader in Card Catalog if the Books is intact <ul style="list-style-type: none"> <li>▪ Assists the readers in using the computer and brief the clients with the rules and regulations</li> </ul>			Local Legislative Staff
3. Return the book/ leave the computer room together with the given number and request to log out	3.1 Return the ID's to the readers/ researchers			Admin. Aide I
<b>TOTAL</b>		No Fees Collected	15 minutes	Admin. Aide II
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 50. 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.

<b>Department/Office</b>	<b>PROVINCIAL ACCOUNTING OFFICE (PAC) – ADMIN AND REMITTANCE DIVISION</b> (2 <sup>nd</sup> Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4102/4103/4104/ e-mail: <a href="mailto:rpg.accountingdept@yahoo.com">rpg.accountingdept@yahoo.com</a> )	
<b>Category</b>	Internal / External	
<b>Clasification:</b>	Simple Transaction: Philhealth/Pagibig Complex Transaction: GSIS	
<b>Type of Transaction:</b>	G2C - Government to Client G2G – Government to Government	
<b>Processing Time</b>	Philhealth/Pagibig – 30 minutes GSIS – 10 working days	
<b>Fees</b>	Php 20.00	
<b>Who may avail</b>	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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Request slip form</li> <li>Letter request and Valid ID</li> <li>Official Receipt (fees)</li> </ul>		<ul style="list-style-type: none"> <li>From PAC</li> <li>From active/in-active Employee or retiree</li> <li>From PTO</li> </ul>



## 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.	1.1 Accept/Receive and review request letter/ accomplished form slip.  ▪ Advise Client to pay the Corresponding amount at Treasurers Office			Admin Division Officer/Staff
2. Pay the corresponding fee at the cashier at the Treasurer's Office.	2.1 Collecting Officer process payment and issue Official Receipt (O.R.)  *While clients pay the corresponding fee, PAC Admin Div. Officer/staff prepares the requested document.	Php 20.00/ document	Philhealth/ Pagibig - 30 minutes  GSIS – 10 working days	PTO Cashier  Admin Div. Staff
3. Present O.R. to the action Officer at PAC	3.1 Check/Record the O.R. and			Admin Division Officer/Staff
4. Received the document requested	4.1 Released the requested record/ document to client			Admin Div. Officer/Staff
	<b>TOTAL</b>	Php 20.00/ document	Philhealth/ Pagibig - 30 minutes  GSIS – 10 working days	
<b>END OF TRANSACTION</b>				



## 51. 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.

<b>Department/Office</b>	<b>PROVINCIAL ACCOUNTING OFFICE (PAC) – Admin, Bookkeeping &amp; Audit DIVISION</b> (2 <sup>nd</sup> Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4102/4103/4104/ e-mail: <a href="mailto:rpg.accountingdept@yahoo.com">rpg.accountingdept@yahoo.com</a> )	
<b>Category</b>	Internal/External	
<b>Classification:</b>	Simple/Complex transaction	
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Clients	
<b>Processing Time</b>	3 Hours and 10 mins.	
<b>Fees</b>	NONE	
<b>Who may avail:</b>	Suppliers, Contractors, RPG Employees, Philhealth, HDMF, GSIS, DSWD, Brgy. Treasurer's, Municipal & City Treasurer/Liaison Officers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	1.1 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
	1.2 Post to the Registry of Appropriation, Allotment and Obligation (RAAO)			Bookkeeping Division
	1.3 Input transactions to the Government Application software			Supervising Administrative Officer
	1.4 Confirm and initial Box A "Allotment obligated for the purpose as indicated above" of DV			Audit Division
	1.6 Check compliance with applicable laws, rules and completeness of supporting papers . <b>DVs with incomplete supporting</b> papers are returned to concerned offices			Supervising Administrative Officer Audit Division





	1.7 Confirm the correctness/ completeness of Document thru the "CHECKLIST OF SUPPORTING DOCUMENTS ATTACHED" and initial Box A of DV			Remittance Division
	1.7 Prepare Certificate of Withholding Tax			SAO Admin/ Remittance Div.
	1.8 Confirm the correctness of the Certificate of Tax withheld			
	1.9 Sign Certificate of Tax Withheld and Box A of DV			OIC - PAC
	1.10 Record on Log book and Forward to Treasurer's Office			Admin Division
2. Receive document processed	2.1 Release the document			
<b>Total</b>		<b>No fees collected</b>	<b>3 hours and 15 minutes</b>	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 52. 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

<b>Department/Office</b>	Rizal PROVINCIAL DISASTER RISK REDUCTION & MANAGEMENT OFFICE, Ynares Center Compound, Brgy. San Roque, Antipolo City, Rizal, Landline: 8571-4375, 8620-2484, e-mail <a href="mailto:rizal.pdrmmc@gmail.com">rizal.pdrmmc@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client G2G – Government to Government	
<b>Processing Time</b>	Maximum of 2 to 3 days after approval of request	
<b>Fees</b>	No fees to be collected. All services is “Free of Charge”	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>a. Active employee</li> <li>b. Walk-in clients of the RPG</li> <li>c. Other government agencies and</li> <li>d. Associations and groups within the province</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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





### 53. Provision of Medical Assistance

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

<b>Department/Office</b>	<b>PROVINCIAL HEALTH OFFICE (PHO) PHARMACY SECTION AND CLINIC</b> Ground floor, RPG Bldg, Antipolo City Tel. No. 620-2400 Local 5003/5005/5009/ E-mail: <a href="mailto:pho.rizal@yahoo.com">pho.rizal@yahoo.com</a> , <a href="mailto:pho.rizal@gmail.com">pho.rizal@gmail.com</a>	
<b>Category</b>	Internal / External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Processing Time</b>	25 minutes	
<b>Fees</b>	None	
<b>Who may avail:</b>	Walk-in clients	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter of request addressed to Governor		Client
Prescribed medicine		Doctor
Barangay Indigency		Barangay Captain
Medical Certificate		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			Doctor
	b. Consultation – examine, give advice and Prescription c. Referrals –conduct interview-Analyze the request for laboratory, x-ray and other diagnostic procedures			Nurse
2. Accept/claim the request	Release/provide the request to client			
	Total	No fees collected	25 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 54. 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.

<b>Department/Office</b>	<b>PROVINCIAL ASSESSOR'S OFFICE - Assessment Operation Evaluation Unit</b> Ground Floor RPG Bldg, Ynares Center, Antipolo City Tel. No. 620-2400 Local 4401/4402/4403/4404/4409	
<b>Category</b>	Internal/External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client (Taxpayers) G2G – Government to Government	
<b>Processing Time</b>	60 minutes per Tax Declaration	
<b>Fees</b>	Php150.00	
<b>Who may avail:</b>	Real Property Owner/ Subdivision Developer/Authorized Representative	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Transfer of ownership of Tax Declaration:</li> <li>• E-copy of Transfer Certificate of Title</li> <li>• E-Copy of Deed of Sale</li> <li>• E-copy of Certificate Authorizing Registration (BIR-CAR)</li> <li>• Certified copy of transfer tax receipt</li> <li>• Certified copy of realty tax payment / tax clearance certificate</li> <li>• Notarized Sworn Statement declaring the true value of the property</li> </ul>		<ul style="list-style-type: none"> <li>• From Assessor's Office</li> <li>• Register of Deeds</li> <li>• Register of Deeds/ Seller Registrar of Deeds/ BIR</li> <li>• Treasurer's Office/Original copy of receipt</li> <li>• Treasurer's Office/Original copy of receipt</li> <li>• Client/Taxpayer</li> </ul>



## 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 required documents for transfer of ownership of Tax Declaration	<p>1.1 Check the completeness of the required documents submitted</p> <ul style="list-style-type: none"> <li>• Check if Sworn Statement is notarized, <b>if not</b> require client to notarized the document at the Legal Office and return back.</li> <li>• Check the correctness of information in the FAAS/TD as against the submitted documents</li> <li>• Prepare the appraisal and assessment</li> <li>• 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</li> </ul>	<p>Php 100.00</p> <p>Php 200.00</p>	47 minutes	<p>Local Assesment Operation Officer II</p> <p>Local Assessment Operation Officer III</p>



	<p><b>While client pay the corresponding fee at the cashier, the Provincial Assessor staff will do the following:</b></p> <p>*Validate the FAAS and TD before submission for approval of the Provincial Assessor</p> <p>*Assign the Transaction Number</p> <p>*Stamped the assigned Tax Declaration Number, Registration date and other pertinent markings.</p>		13 minutes	<p>Local Assessment Operation Officer IV</p> <p>Assessment Records Management Division</p> <p>Administrative Aide</p>
	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			Cashier – Provincial Treasurer
	Total	Php 300.00	1 hour per TD after receipt of complete documents	
<b>END OF TRANSACTION</b>				





### 55. 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.

<b>Department/Office</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR – Assessment Records and Management Division</b> 1 <sup>st</sup> floor Rizal Provincial Government Building, Antipolo City. Tel. No. 620-2400 local 4401/4402/4403/4404/4409	
<b>Category</b>	Internal / External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client G2G – Government to Government	
<b>Processing Time</b>	30 minutes Certified True Copy of Tax Declaration/Certifications 1 hour per Certification of Property Holdings	
<b>Fees</b>	₱125.00	
<b>Who may avail:</b>	Real Property Owner/s or Representative/s	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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	Receive and review accomplished form/request letter  Advise real property owner/representative to pay the corresponding fee at Treasurer's Office		30 minutes	Planning Officer II, Admin Clerk IV, Assessment Clerk II /ARMD
2. Proceed to Treasurer's Office for payment of corresponding fee	Collecting Officer process payment and issue Official Receipt (O.R.)  While clients pay the corresponding fee, ARMD staff verifies & prepares the requested TD/certification	₱125.00 per TD/certification	1 hour – Certification of Property Holdings upon receipt of completed documents	Revenue Collection Officer/ PTO
3. Proceed to PAO and present official receipt to ARMD staff	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	Issued the requested TD/Certification to client			Planning Officer II, Admin Clerk IV, Assessment Clerk II /ARMD



Total	₱125.00 per TD/ certificatio n	30 minutes – TD/ certification; 1 hour – Certification of Property Holdings upon receipt of completed documents	
<b>END OF TRANSACTION</b>			



## 56. 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.

<b>Department/Office</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR – Property Valuation and Standards Division</b> (1 <sup>st</sup> floor Rizal Provincial Government Building, Antipolo City. Tel. No. 620-2400 local 4401/4402/4403/4404/4409	
<b>Category</b>	Internal / External	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client G2G – Government to Government	
<b>Processing Time</b>	1 hour upon approval	
<b>Fees</b>	₱100.00 (Mortgage) ₱500.00 (Adverse Claim)	
<b>Who may avail:</b>	Real Property Owner/s or Representative/s	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request slip form/request letter together with supporting documents		From PAO/real property owner/s or representative
Special power of attorney/authorization letter (representative)		Real property owner/s
Any valid IDs (machine copy)		From any government/private agency
Official receipt (fees) Official receipt (updated real property tax payment)		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  2. Review and evaluate the submitted documents  3. Approval of the request.  4. Advise the property owner to pay the necessary fee  5. Accept the amount and issue Official Receipt  6. Annotation of the request on tax declaration	₱100.00 for mortgage  ₱500.00 for adverse claim	1 hour upon approval	Receiving Officer  LAOO II  OIC Provincial Assessor  Cashier - PTO  Local Assessment Operation Officer II
	Total	₱100.00 for mortgage  ₱500.00 for adverse claim	1 hour upon approval	
<b>END OF TRANSACTION</b>				



## 57. 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.

<b>Department/Office</b>	<b>PROVINCIAL ENGINEERING OFFICE</b> First Floor, RPG Bldg., Antipolo City, Tel. No. 620-2400 Local 4703/4707/4705/ e-mail: <a href="mailto:rpg.peo@gmail.com">rpg.peo@gmail.com</a>	
<b>Category:</b>	External	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G – Government to Government	
<b>Processing Time</b>	13 days and 45 minutes per request/proposed program	
<b>Fees</b>	No fees	
<b>Who may avail:</b>	Residents of the Province of Rizal Other government agency	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Site of proposed project:		
1. If Government owned property:		
a. Proof/Evidence of ownership of the government		Property owner
b. Certification that they (owner government agency) were coordinated and interpose no objection for the proposed project		
2. If Privately owned property:		
a. Proof/Evidence of ownership		Property owner
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		Government agency (donee)



<p>d. Official/formal document of turn-over/conveyance/Deed of Donation</p> <p>e. Board Resolution of juridical entity as 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>a. Other documents/clearances when necessary:</p> <ul style="list-style-type: none"> <li>i. DENR/LLDA/NHA clearance</li> <li>ii. DPWH clearance/Right-of-Way</li> <li>iii. Demolition permit from concerned government agency</li> <li>iv. Subdivision/Survey Plan of the subject property</li> <li>v. Accreditation Documents (Association)</li> </ul>	<p>Donor/ Donee</p> <p>Juridical entity as property owner</p> <p>Government agency (new owner)</p> <p>DENR/LLDA/NHA DPWH Property owner/Building Official Property owner 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)
<p>1. Submit letter-request received/ approved/ oras directed by the Office of the Governor to the Provincial Engineering Office frontliner</p>	<p>2. Receive and record letter-request approved/endorse d from the Office of the Governor and forwarded to Provincial Engineer for appropriate action</p>	<p>None</p>	<p>15 minutes</p>	<p>Admin. Aide I</p> <p>Provincial Engineer</p>



	<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 initial findings on documents request; and office number given should the requesting party have further concerns and for follow-up of their request.</p>	No fees	30 minutes	<p>Head, Planning &amp; Programming Division</p> <p>Section Head and Technical Staff</p>
	<p>Requesting party and concerned public officers are coordinated and site inspected</p>		3 days	<p>Section Head and Technical Staff</p>





	<p>Field Inspection Report; Program of Work and Cost Estimate for proposed project with complete and in order documents as submitted are prepared.</p> <p>The report, program and estimate are reviewed and submitted for approval of Assistant Provincial Engineer</p>		7 days	<p>Section Head and Technical Staff</p> <p>Head, Planning &amp; Programming Division</p>
	<p>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.</p>	No fees	1 day	Assistant Provincial Engineer (concurrent capacity)
	<p>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</p>		1 day	<p>Encoders</p> <p>Provincial Engineer</p>



	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
<b>TOTAL</b>		No fees collected	13 days and 45 minutes	
<b>END OF TRANSACTION</b>				

## **INTERNAL SERVICES**



## 58. 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.

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



<p><b>PURCHASE Order (PO)</b></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"> <li>• Approved Purchase Request</li> <li>• Notice of Award</li> </ul>	<p>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> <ul style="list-style-type: none"> <li>• Advice client to follow- up the PR/PO at the Procurement Office</li> <li>• Check if there is an available appropriation/ allotment</li> <li>• Earmark the amount of PR / Record the amount of PO and name of supplier in the corresponding control card.</li> <li>• Affix initial and endorse to the Provincial Budget Officer</li> </ul>	<p>None</p>	<p>5 minutes</p> <p>15 minutes</p>	<p>Admin. Aide</p> <p>Supervising Admin. Officer</p> <p>Admin. OfficerV</p> <p>Admin. Officer IV</p> <p>Admin. Officer II</p> <p>Admin. Asst. II</p> <p>Admin. Aide I</p>



	<ul style="list-style-type: none"> <li>Affix initial beside the name of the Governor in the PR / Sign the availability of fund in the PO.</li> </ul>		2 minutes	OIC, Provincial Budget Office
	<ul style="list-style-type: none"> <li>Record to outgoing Logbook and forward the PR/PO to the Procurement Office.</li> </ul>		3 minutes	Admin. Aide I
	Total	No fees collected	25 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 59. 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.

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



## 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)
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 <sup>st</sup> and 2 <sup>nd</sup> ObR.	None	3 minutes	<b>Gerald Wilfred F. Reyes</b>  Admin. Aide
	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
	4. Indicate the control number and forward to The Provincial Budget Officer.	None	12 minutes	<b>Virgie R. Panaguiton</b> Admin. Asst. II
	5. Sign the certification on the existence of available appropriation			<b>Maura Marivic S. Leyva</b> OIC, Provincial Budget Office





	6. Detach the 2nd copies of ObR, PO and PR			<b>Virgie S. Mañao</b> Admin. Asst. II
	7. Record to outgoing logbook and forward to Procurement Office, Engineering Office, Accounting Office or Provincial Treasurer's Office.			<b>Mary J. Pajaron</b> Admin. Aide I
<b>TOTAL</b>		No fees collected	30 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 60. 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)

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



## 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. Stamp "received", 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		1 hour	Admin Aide I
	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"> <li>Prepare the Local Budget Review Form Nos. 1-3 (working papers). Evaluate the documents in accordance with the existing laws, rules, and regulations.</li> </ul>		3 days	Admin Officer IV Admin Aide I



	<ul style="list-style-type: none"> <li>Draft a review letter and forward to the Head of the Budget Review Division</li> </ul>			
	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	None	10 days and 1 hour 10 days and 1 hour	Supervising Admin. Officer
	5. Check if the findings, Comments and recommendations are correct before printing the final review letter.			OIC, Provincial Budget Office
	6. Forward the review letter to all the members of the PFC for their signatures.			Admin. Officer IV Admin. Aide I
	7. Submit the original copy of the AB/SB to the Sangguniang Panlalawigan with stamped "Reviewed" together with the PFC's review letter.			Admin. Officer IV Admin. Aide I
	<b>Total</b>			No Fees to be collected
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 61. Technical Assistance/Repair of IT equipment

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

<b>Department/Office</b>	<b>MANAGEMENT INFORMATION SYSTEMS OFFICE (MISO)</b> <b>Technical Services Division</b> 2 <sup>nd</sup> Floor, RPG Bldg., Ynares Center Complex, San Roque, Antipolo City, Tel. No. 620-2400 Local 5501/5504 Email: <a href="mailto:misrizalprovince@gmail.com">misrizalprovince@gmail.com</a>	
<b>Category</b>	Internal	
<b>Classification:</b>	Simple / Complex	
<b>Type of Transaction:</b>	Government to Client (Department/Office/Employee)	
<b>Processing Time</b>	30 minutes Simple Request / 2hrs to 3 days Complex Request	
<b>Fees</b>	None	
<b>Who may avail:</b>	All Employees and Concerned Offices	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request Form		From MIS 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. Call and/or filled-up request form available at MISO Frontline Service Officer and state the purpose	1.1 Encode request on the Office' Queuing System and Inform the Assigned Technician	None	3 minutes	MISO Frontline Service Officer Service
	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	2.1 Assigned Technician ensures that client /employee signed the request order.		2 minutes	MISO Frontline Service Officer
<b>Total</b>		No Fees Collected	Simple (30) minutes Complex (2 hrs. or 3 days)	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 62. Application for Leave

The Human Resource Management Office processes all employees application for leave from the different departments/offices and hospitals. Aside from the Vacation, Sick, Maternity and Paternity Leave, special Leave privileges are non-cumulative and non-convertible to cash, Special Privilege leave include: Funeral/mourning leave, Hospitalization leave, Accident leave, Relocation leave, Government transaction leave, Calamity leave, Graduation leave, Enrolment leave, Wedding anniversary leave, and Birthday leave.

<b>Office/ Division</b>	<b>OFFICE OF THE PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICER (OPHRMO – EMPLOYEE MANAGEMENT SERVICES DIVISION</b> (2 <sup>nd</sup> Floor, RPG Bldg., Antipolo City, Tel. No. 256-3000 Local 5203/5204/5205/ e-mail: <a href="mailto:hrmo@rizalprovincialgov.ph">hrmo@rizalprovincialgov.ph</a>	
<b>Category</b>	Internal	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client (Active and Inactive) G2G – Government to Government	
<b>Processing Time</b>	1 Hour 25 Minutes	
<b>Fees</b>	None	
<b>Who may avail:</b>	All Employees of the Rizal Provincial Government	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Accomplished Leave Form (CSC Form No.6) (2 Original copy) 2. Medical Certificate for sick leave incurred for 5 days or more (1 original copy)	Human Resource Management Office  Hospital/clinic/lying-in
	<b>For Maternity Leave Application</b> 1. Medical Certificate issued by a government or private physician, a proof of pregnancy and estimated type of delivery (1 original copy)	Hospital/clinic/lying-in



<p>2. Accomplished Clearance Form (CSC Form No. 7 (2 original copy)</p> <p>3. Solo Parent I.D. for solo parent who want to avail additional maternity leave of 15 days (1 original copy)</p> <p><b>For Paternity Leave Application</b></p> <p>1. PSA Marriage certificate ( 1 photo copy)</p> <p>2. Birth Certificate of newly born child (1 photo copy )</p>	<p>Human Resource Management Office</p> <p>Employee/PSWD/MSWD</p> <p>Employee/PSA</p> <p>Hospital/PSA</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. Fill out the leave form. Secure immediate supervisor's recommendation</p> <ul style="list-style-type: none"> <li>▪ For vacation leave: filing should be at least five (5) days before actual leave</li> <li>▪ For emergency sick leave: filing should be done the day after</li> <li>▪ For maternity leave: filing should be at least thirty (30) calendays days in advance</li> </ul>	<p>1.1 HRMO provide the leave form</p>	<p>None</p>	<p>10 Minutes</p>	<p>HRMO frontline/ action staff/ officer</p>
<ul style="list-style-type: none"> <li>▪ For paternity leave: filing should be at least seven (7) days within the maternity period</li> </ul>				





2. Submit the accomplished leave form including the documents required to the HRMO frontline/ action officer/ staff	2.1 HRMO reviews/ receives the application for leave with complete documentary requirements.		10 Minutes	HRMO frontline/ action officer/ staff
NONE	2.2 Endorse to the HRMO processor		10 minutes	HRMO frontline/ action officer/ staff
NONE	2.3 HRMO processor retrieve leave cards & process the leave application		15 minutes	HRMO staff/ processor
NONE	2.4 Endorse to HRMO Second-level approver to check/verify the correctness and completeness of entries		15 minutes	HRMO Officer/ SAO
NONE	2.5 HRMO Chief, will decide whether the recommendation is acceptable or not and signed the processed leave form		10 minutes	HRMO Chief
	2.6 Retrieve the signed leave form		10 minutes	HRMO frontline/ action officer/ staff
3. Claim/receive the approved/disapproved leave application from HRMO	2. Record and released the approved and disapproved application		5 minutes	HRMO frontline/ action officer/ staff
<b>TOTAL</b>		No Fees Collected	1 Hour 25 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



### 63. Request for Authorization to attend Trainings/Seminar and/or Zoom Webinar

Training and Development is one of the main functions of the Human Resource Management Office (HRMO). Request for Authorization to attend Training/Seminar and or via Zoom Webinar shall be course to this Office through Learning & Development Secretariat.

Office/ Division	<b>OFFICE OF THE PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICER (OPHRMO) – TRAINING, PERFORMANCE MANAGEMENT &amp; REWARDS DIVISION</b> (2 <sup>nd</sup> Floor, RPG Bldg., Antipolo City) Tel. No. 8256-3000 Local 5203/5204/5205 e-mail: <a href="mailto:hrmo@rizalprovincialgov.ph">hrmo@rizalprovincialgov.ph</a>	
Category	Internal	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Processing Time	2 days, 1 hour & 15 minutes	
Fees	None	
Who may avail:	RPG Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter Request 2. Invitation Letter 3. Program of Activities 4. Recommendation Letter from L&D 5. Approved Authorization Letter of Local Chief Executive		1. From the Office/employee 2. Public or Private entity 3. HRMO



## 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. Requesting Office/ employee may submit authorization letter request to the Office of the Governor.</p> <p>▪ Request with <b>Marginal Note</b> from LCE forwarded to HRMO</p>	1.1 HRMO receives, records the request and indorsed to chief HRMO for information and instruction	NONE	10 minutes	HRMO Receiving staff
	1.2 Request with marginal instruction from HRMO Chief forwarded to Training and Performance Mgt. Division for appropriate action.	NONE	10 minutes	HRMO Chief
	<p>1.3 Request evaluated and reviewed as to the completeness of requirements:</p> <ul style="list-style-type: none"> <li>• If not complete and/or found inappropriate, return to requesting office to complete the requirements</li> </ul>	NONE	15 minutes	HRMO Training Officer/Staff



	1.4 Prepares letter of recommendation and forwarded to Learning & Development Committee's to affix their signature	NONE	1 day	HRMO Training Officer/Staff  Learning & Development Committee
	1.5 Forward Authorization Letter together with recommendation to the Governor for approval	NONE	1 day	Local Chief Executive
	1.6 HRMO coordinates with the Office of the Governor if Authorization Letter is approved or not.  <ul style="list-style-type: none"> <li>▪ <b>IF Approved:</b> Inform requesting Office to claim the request</li> <li>▪ <b>IF Not:</b> Inform requesting Office that their request was denied by the Governor</li> </ul>	NONE	30 minutes	HRMO Training Officer/Staff
2. Requesting Office/ Department to claim the Approved Authorization	2.1 Released the document and indorsed to sign at the log book.	NONE	10 minutes	HRMO Training Officer/Staff
<b>TOTAL</b>		<b>NONE</b>	2 days, 1 hour & 15 minutes	
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE</b>				



## 64. Processing of Payroll

The Human Resource Management Office, Compensation, Incentives and Benefits Division, is responsible in the preparation and processing of bi-monthly salaries of Rizal Provincial Government Employees.

<b>Office/Division</b>	<b>OFFICE OF THE PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICER (OPHRMO) - <u>COMPENSATION AND BENEFITS DIVISION</u></b> (2 <sup>nd</sup> Floor, RPG Bldg., Antipolo) Tel. No. 256-3000 Local 5203/5204/5205 e-mail: <a href="mailto:hrmo@rizalprovincialgov.ph">hrmo@rizalprovincialgov.ph</a>	
<b>Category:</b>	Internal	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Processing Time:</b>	One (1) day 4 hours and 25 minutes	
<b>Fees:</b>	None	
<b>Who may avail:</b>	All Employees of Rizal Provincial Government	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Signed Daily Time Record (DTR)</li> <li>2. Approved Application of Leave</li> <li>3. Travel Order / Pass Slip</li> <li>4. Accomplishment Report</li> <li>5. SALN (for initial Salary)</li> <li>6. Infraction Report</li> </ol>	<ol style="list-style-type: none"> <li>1. HRMO (attendance section) i-face</li> <li>2. Administrative Officer of office involved</li> <li>3. Administrative Officer of office involved</li> <li>4. Employee</li> <li>5. Employee</li> </ol>



## PROCESS OF AVAILING THE SERVICE

<b>CLIENT ACTION (Detailed Steps)</b>	<b>AGENCY/OFFICE ACTION (Detailed Steps)</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE  (Position Unit/ Division)</b>
<p>1. Employees to submit complete and signed requirements at least one (1) day after the end of every payroll cut-off period to HRMO. (Casual, job order, contractual, consultant)</p> <ul style="list-style-type: none"> <li>▪ Regular/plantilla personnel to submit One (1) after end of every month</li> </ul>	1.1 Receive complete requirements and other attachments from every Departments/offices.	None	30 minutes	HRMO Receiving/frontline personnel
	1.2 Check, review and evaluate the submitted documents.	None	1 hour	HRMO Attendance Section Personnel
	1.3 Computation of Salary and preparation of CAFOA Voucher/ Payroll per Department	None	2 hours	HRMO CompenBen Personnel
	1.4 Forward Payroll/ Voucher with CAFOA to concerned Office for signature of the Department Head	None	15 minutes	Concerned DEPARTMENT



	<p>1.5 Forward to respective Departments for processing/signature</p> <ul style="list-style-type: none"> <li>- Budget Office</li> <li>- Treasurer's Office</li> <li>- Provincial Accountant's Office</li> </ul>	None	15 minutes	<p>Budget Officer</p> <p>Provincial Treasurer</p> <p>Provincial Accountant</p>
	<p>1.6 Forward to Treasurer's Office the Summary of Salary Payment for preparation of Authority to Debit, to be signed by Provincial Treasurer and the Provincial Administrator.</p>	None	15 minutes	<p>PTO Employee/staff</p> <p>Provincial Treasurer</p>
	<p>1.7 Send the text files via e-mail with Philippine Veterans Bank (payroll account) for uploading to ATM</p>	None	10 minutes	<p>CompenBen</p> <p>Personnel HRMO</p>
	<p>1.8 Credited to ATM account of claimant/employee</p>		1 day	<p>Account Officer</p> <p>Veterans Bank</p>
TOTAL				
<b>END OF TRANSACTION</b>				
<b>SERVICES FREE OF CHARGE AND/OR WITH PAY</b>				



## VI. Feedback and Complaints Mechanism

<b>Feedback and Complaints Mechanism</b>	
How to send feedback	Clients are encouraged to accomplished 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 85263000 local 5202/5203/5204
How to file a complaint	Accomplished 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. 85263000 local 5202/5203/5204 or text at <b>0919-0031824</b> (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 <b>0919-0031824</b> or send your feedback through <a href="http://www.rizalprovince.gov.ph">www.rizalprovince.gov.ph</a> and or to <a href="mailto:hormorg@gmail.com">hormorg@gmail.com</a>  ARTA: <a href="mailto:compaints@arta.gov.ph">compaints@arta.gov.ph</a> 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**

**Satisfaction Level**

5

Very High

4

High

3

Moderate

2

Low

1

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 Rizalenyó”***



### Mga Punong Namamahala sa Pamahalaang Panlalawigan ng Rizal

<b>PUNONG LALAWIGAN</b>	<b>KGG. NINA RICCI A. YNARES</b>
<b>PANGALAWANG PUNONG LALAWIGAN</b>	<b>KGG. REYNALDO H. SAN JUAN, JR. M.D.</b>
<b>KINATAWAN</b>	
<b>UNANG DISTRITO: UNANG DISTRITO: CITY OF ANTIPOLO</b>	<b>KGG. MICHAEL JOHN "JACK" DUAVIT KGG. ROBERTO ANDRES V. PUNO, SR.</b>
<b>PANGALAWANG DISTRITO: PANGALAWANG DISTRITO: CITY OF ANTIPOLO</b>	<b>KGG. ATTY. JUAN FIDEL FELIPE F. NOGRALES KGG. RESURRECCION M. ACOP</b>
<b>BOKAL (BOARD MEMBER)</b>	
<b>UNANG DISTRITO:</b>	<b>KGG. GENATO H. BERNARDO, M.D. KGG. JO ANNE E. SAGUINSIN KGG. FERNANDO R. CABITAC, JR. KGG. ROSS GLENN T. GONGORA</b>
<b>PANGALAWANG DISTRITO:  PANGALAWANG DISTRITO: CITY OF ANTIPOLO</b>	<b>KGG. RICARDO S. BERNADOS KGG. HECTOR M. ROBLES  KGG. DANILO O. LEYBLE</b>
<b>IKATLONG DISTRITO:</b>	<b>KGG. JOHN PATRICK M. BAUTISTA</b>
<b>IKA-APAT NA DISTRITO</b>	<b>KGG. ROMMEL AYUSON</b>
<b>PANGULO – ABC</b>	<b>KGG. EDMUN AQUINO</b>
<b>PANGULO - PCL</b>	<b>KGG. DINDO M. ABUEG</b>
<b>INDIGENOUS PEOPLE</b>	<b>KGG. ADOLFO GALLANOSA</b>

### **Punong Bayan/Lungsod**

<b>ANGONO</b>	<b>KGG. JERI MAE E. CALDERON</b>
<b>BARAS</b>	<b>KGG. WILFREDO C. ROBLES</b>
<b>BINANGONAN</b>	<b>KGG. CESAR M. YNARES</b>
<b>CAINTA</b>	<b>KGG. ELENITA D. NIETO</b>
<b>CARDONA</b>	<b>KGG. TEODULO C. CAMPO</b>
<b>JALAJALA</b>	<b>KGG. ELMER C. PILLAS</b>
<b>MORONG</b>	<b>KGG. SIDNEY B. SORIANO</b>
<b>PILILLA</b>	<b>KGG. DAN V. MASINSIN</b>
<b>SAN MATEO</b>	<b>KGG. BARTOLOME N. RIVERA</b>
<b>RODRIGUEZ</b>	<b>KGG. RONNIE S. EVANGELISTA</b>
<b>TANAY</b>	<b>KGG. RAFAEL A. TANJUATCO</b>
<b>TAYTAY</b>	<b>KGG. ALLAN MARTINE DE LEON</b>
<b>TERESA</b>	<b>KGG. RODEL N. DELA CRUZ</b>
<b>ANTIPOLO CITY</b>	<b>KGG. CASIMIRO A. YNARES, III MD</b>

## Tagapangulo at Pinunong Namamahala sa Bawat Tanggapan

TANGGAPAN	MGA PUNO	TELEPONO/LOCAL NO.
PUNONG LALAWIGAN	KGG. NINA RICCI 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: <a href="mailto:misrizalprovince@gmail.co">misrizalprovince@gmail.co</a>
PISCO	MARIELLE R. LUDOVICO	620-2400 Local No. 4801/ 4802/
PESO	MR. ROGER LINCO	620-2400/Local 2201/2203 e-mail: <a href="mailto:peso_rizalprovince@yahoo.">peso_rizalprovince@yahoo.</a>
YNARES CENTER	MR. JONATHAN L. LOPEZ	697-1239 Local No. 6501
YNARES SPORTS ARENA	MR. JEAN SINCLAIR B. JURADO	620-2400 Local No. 4401/ 4402/4404/4409
RENRO	OIC-ENGR. ROBERTO ESTRADA	620-2400/ Local 5304 / e- mail: <a href="mailto:renroyes@yahoo.com">renroyes@yahoo.com</a> <a href="mailto:omrbrizal@yahoo.com">omrbrizal@yahoo.com</a>
PDRRMO	MR. NOEL C. PEREZ	571-4375 / e-mail: <a href="mailto:rizal.pdrmo@gmail.com">rizal.pdrmo@gmail.com</a>
PANGALAWANG PUNONG LALAWIGAN	KGG. REYNALDO H. SAN JUAN, JR.	620-2400 Local No. 2013
SANGGUNIANG PANLALAWIGAN SECRETARIAT	ATTY. ROSELLE A. RAMILO	620-2400 Local No. 3501/ 3504/3509 e-mail: <a href="mailto:spsecrizal@yahoo.com">spsecrizal@yahoo.com</a>
PROVINCIAL LIBRARY	MS. MA. CHRISTINA SANTOS	658-7276 / e-mail: <a href="mailto:provinciallibraryrizal@yahoo.com">provinciallibraryrizal@yahoo.com</a>
PROVINCIAL ADMINISTRATOR	ATTY. ERICA T. GATAN	620-2400 Local No. 4201/ 4202/ 4203/ e-mail: <a href="mailto:aoffice04@gmail.com">aoffice04@gmail.com</a>
PSD	P/SUPT. RODOLFO T. DABALOS. RET.	620-2400 Local No. 4211/ 4214

<b>TANGGAPAN</b>	<b>MGA PUNO</b>	<b>TELEPONO/LOCAL NO.</b>
RP-JAIL	MR. ALFRED BENJAMIN SANTOS	(02)571-0682 / e-mail: <a href="mailto:rizalprovincialjail@gmail.com">rizalprovincialjail@gmail.com</a>
SCHOLARSHIP	MS. CONCEPCION O. PICONES MS. SHIELA A. DE LEON	620-2400 Local No. 4421 <a href="mailto:ynareshyouthscholars@gmail.com">ynareshyouthscholars@gmail.com</a>
PREDAC	MS. OLIMPIA J. AQUINO	620-2400 Local No.
SPORTS & YOUTH	OIC-MR. GILBERT A. LOPEZ	620-2400 Local No. 4934/ e-mail: <a href="mailto:rizal.pydo@gmail.com">rizal.pydo@gmail.com</a>
TOURISM	MS. MA. ELVIRA CECILLE R. YNARES	620-2400 Local No. 4211/ 4214 e-mail: <a href="mailto:rizaltourism@yahoo.com">rizaltourism@yahoo.com</a>
PROVINCIAL ATTORNEY	ATTY. ORLANDO PAOLO F. CASIMIRO	620-2400 Local No. 5301/ 5303/ 5309/ e-mail: <a href="mailto:legal.office.rizalprovincial@gmail.com">legal.office.rizalprovincial@gmail.com</a>
KAKAYAHANG PANTAO (HRMO)	MS. EUGENE P. DURUSAN	620-2400 Local No. 5201/5203/ 5204/5205/ e-mail: <a href="mailto:hrmorpg@gmail.com">hrmorpg@gmail.com</a>
PANLALAWIGANG TAGATAYA (ACCOUNTING)	OIC-MR. JEROME H. DELA ROSA	620-2400 Local No. 4101/ 4102/4103/4104/4109 e-mail: <a href="mailto:rpg.accountingdept@yahoo.com">rpg.accountingdept@yahoo.com</a>
PANLALAWIGANG PAGPAPLANO	OIC-LAR. HERBERT V. JOSE, ENP.	620-2400 Local No. 5601/ 5604/5609 e-mail: <a href="mailto:rizal.ppdo@gmail.com">rizal.ppdo@gmail.com</a>
PANLALAWIGANG TAGASURI	MR. JOSEPH G. CEÑIDOZA	620-2400 Local No. 4401/ 4402/4404/4409
PANLALAWIGANG PAGBABADYET	OIC-MS. MAURA MARIVIC S. LEYVA	620-2400 Local No. 4501/ 4503/4504/4509 e-mail: <a href="mailto:provlbudgetoffice.rizal@gmail.com">provlbudgetoffice.rizal@gmail.com</a>
PANLALAWIGANG INHENYERO	ENGR. LUISITO G. MUNSOD	620-2400 Local No. 4701/ 4702/4703/4704 / e-mail: <a href="mailto:rpg-peo@gmail.com">rpg-peo@gmail.com</a>
PANLALAWIGANG INGAT-YAMAN	MS. MA. TERESA E. LASQUETY	620-2400 Local No. 5901/ 5904/595 e-mail: <a href="mailto:pto_rizal@yahoo.com">pto_rizal@yahoo.com</a>
PANLALAWIGANG PANSAKAHAN	OIC- DR. REYNALDO BONITA	620-2400 Local No. 5701/ 5702 e-mail: <a href="mailto:rizalagri2@gmail.com">rizalagri2@gmail.com</a>
PANLALAWIGANG PAGHAHAYUPAN	DR. REYNALDO BONITA	620-2400 Local No. 5701/ 5704 e-mail: <a href="mailto:bonirey1225@gmail.com">bonirey1225@gmail.com</a>

<b>TANGGAPAN</b>	<b>MGA PUNO</b>	<b>TELEPONO/LOCAL NO.</b>
<b>PANLALAWIGANG PANGKALUSUGAN</b>	<b>DR. ELENITA M. CEÑIDOZA</b>	<b>620-2400 Local No. 5009/5003</b> e-mail: <a href="mailto:pho.rizal@yahoo.com">pho.rizal@yahoo.com</a> / <a href="mailto:pho.rizal@gmail.com">pho.rizal@gmail.com</a>
<b>PROVINCIAL SOCIAL WORKER</b>	<b>MS. MA. PAULINE T. DIÑOZO</b>	<b>620-2400 Local No. 6001/ 6014</b> e-mail: <a href="mailto:pswd.rizal@gmail.com">pswd.rizal@gmail.com</a>
<b>Rizal Anti-Drug Abuse</b>	<b>OIC - SALVADOR L. ARABIT</b>	<b>620-2400 Local No. 5711/ 5714</b> e-mail: <a href="mailto:rizalantidrugabuseoffice@gmail.com">rizalantidrugabuseoffice@gmail.com</a>
<b>HOUSING</b>	<b>MR. LOEL M. MALONZO</b>	<b>620-2400 Local No. 5104</b> e-mail: <a href="mailto:rizalprovincialhousing@yahoo.com">rizalprovincialhousing@yahoo.com</a>
<b>PROVINCIAL GENERAL SERVICES</b>	<b>MS. CONNIE S. DE LEON</b>	<b>620-2400 Local No. 4921/ 4924/5401</b>
<b>Procurement Division</b>	<b>MS. GIZELLE C. ARCILLA</b>	<b>620-2400 Local No. 4911/ 4914/4919</b>
<b>Records Division</b>	<b>MS. AMIE G. INGCO</b>	<b>620-2400 Local No. 4301/4302</b>
<b>Telecom Unit</b>	<b>ENGR. RICARDO DELA PEÑA</b>	<b>620-2400 Local No. 4941/ 4949</b>

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

TANGGAPAN	MGA PUNO	TELEPONO/LOCAL NO.
<b>RIZAL PROVINCIAL HOSPITALSYSTEM (RPHS)</b>		
RPHS – Morong Main	DR. ANGEL Q. DAQUIGAN, JR.	8653-10-53 / email: <a href="mailto:rphsmorong@gmail.com">rphsmorong@gmail.com</a>
RPHS – Angono Annex	DR. WILFREDO P. LAGANZON, JR.	8451-19-58/8651-22-53 e-mail: <a href="mailto:rphsangonoannex@yahoo.com">rphsangonoannex@yahoo.com</a>
RPHS – Binangonan Annex	DRA. ELENITA M. CEÑIDOZA	8727-1952/ ER :8706-9520 e-mail: <a href="mailto:rphsbinangonan@gmail.com">rphsbinangonan@gmail.com</a>
RPHS – Montalban Annex	DRA. GRACIA PERPETUA M. LAGAREJOS	8651-2253 Local 45 e-mail: <a href="mailto:rphscaymh poc@gmail.com">rphscaymh poc@gmail.com</a>
RPHS – Jalajala Municipal Hospital	DRA. GOLDY VALLESTERO	8425-62-10 e-mail: <a href="mailto:rphsymh@yahoo.com">rphsymh@yahoo.com</a>
RPHS-TAYTAY	DR. RAYMOND MICHAEL M. SAN LUIS	8661-5298 e-mail: rphstaytay@gmail.com





## Public Information, Assistance and Complaints Desk





## Display of Office Frontline Services





## Courtesy Lane

For Pregnant Women, Senior Citizen's and Persons with Disabilities)



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





# **MARAMING SALAMAT PO**