

OFFICE OF THE PROVINCIAL GOVERNOR

CITIZEN'S CHARTER

A. Service: Use of Ambulance

Requirement/s: Duly signed trip ticket

Fee/s: None

Schedule of Service Availability:

24 hours/7 days a week (subject to availability of the unit)

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	TIME FRAME	PERSON IN CHARGE
1	INQUIRE AT THE INFORMATION DESK FOR AVAILABILITY OF VEHICLE & DRIVER	30 MINUTES	INFORMATION OFFICER ON DUTY
2	PROVIDE THE FUEL NEEDED FOR THE TRIP		
3	INFORM THE DESIGNATED DRIVER THAT THE PATIENT IS READY TO BE TRANSPORTED	DEPENDS ON THE TRAVEL TIME	DESIGNATED DRIVER
TOTAL PROCESSING TIME			

B. Service: FINANCIAL ASSISTANCE SERVICE

Requirement/s: Medical Assistance Letter (Addressed to Governor Mamintal A. Adiong, Jr. Medical Abstract Statement of Account Certificate of Indigency from Barangay Captain Brief Social Case Study Report from MSWDO/LGU Photocopy of ID

Fee/s: None

Schedule of Service Availability:

Mondays to Fridays 8:00 a.m. to 5:00 p.m.

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	TIME FRAME	PERSON IN CHARGE
1	ASSESSMENT / EVALUATION OF SOCIAL WORKER.	10 MINUTES	PSWDO
2	IF ASSESSMENT IS BELOW P1000, CASH IS PROVIDED	10 MINUTES	
3	IF ABOVE PHP1000, CLIENT WILL FOLLOW-UP WHEN TO CLAIM THE CASH/CHECK	DEPENDS ON THE AVAILABILITY OF FUNDS	
4	PRESENT VALID ID IN CLAIMING THE CASH/CHECK	15 MINUTES	
TOTAL PROCESSING TIME		35 MINUTES	

C. Service: FREE MEDICINE ASSISTANCE SERVICE

Requirement/s: Doctor's prescription (must be from a Government Doctor or from Rural Health Unit)

Fee/s: None

Schedule of Service Availability:

Mondays to Fridays 8:00 a.m. to 5:00 p.m.

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	TIME FRAME	PERSON IN CHARGE
1	ASSESSMENT OF PRESCRIPTION IF IN-PATIENT OR OUT-PATIENT	10 MINUTES	PHO
2	IF IN-PATIENT, ISSUE REFERRAL TO PHARMACY	10 MINUTES	
3	IF OUT-PATIENT, ISSUE REFERRAL SLIP TO BE PRESENTED AT PHO	10 MINUTES	
TOTAL PROCESSING TIME		30 MINUTES	

D. Service: WRITTEN COMMUNICATIONS TRACKING SYSTEM

Requirement/s: Communication to be submitted to Governor

Fee/s: None

Schedule of Service Availability:

Mondays to Fridays 8:00 a.m. to 5:00 p.m.

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	TIME FRAME	PERSON IN CHARGE
1	SUBMISSION OF DOCUMENTS / REQUEST	5 MINUTES	RECEIVING CLERK GOVERNOR'S OFFICE
2	FORWARD DOCUMENTS TO "FOR GOVERNOR'S READING"		
3	UPDATE DOCUMENT TRACKING SYSTEM	1 DAY	
	1. SORT AND FORWARD DOCUMENTS REQUESTS ACCORDING TO GOVERNOR'S MARGINAL NOTE TO CONCERNED DEPARTMENT / PERSON FOR INTERNAL COMMUNICATION	1 DAY	HEAD OF OFFICES
	2. PREPARE LETTER FOR ENDORSEMENT, REFERRALS & RECOMMENDATIONS. FORWARD TO CONCERNED AGENCY OR INDIVIDUAL	1 DAY	
TOTAL PROCESSING TIME			

E. Service: INFORMATION ASSISTANCE SERVICES

Requirement/s: Get & fill out form from information desk

Fee/s: None

Schedule of Service Availability:

Mondays to Fridays 8:00 a.m. to 5:00 p.m.

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	TIME FRAME	PERSON IN CHARGE
1	FILL-OUT INFORMATION FORM	2 MINUTES	FRONT DESK
2	. IF GOVERNOR IS AVAILABLE, USHER CLIENT TO GOVERNOR	5 MINUTES	PRIVATE SECRETARY
TOTAL PROCESSING TIME		7 MINUTES	

F. Service: SPECIAL PROJECTS ASSISTANCE TO LGU & NGO

Requirement/s: Letter Request Resolution with Program of Works

Fee/s: None

Schedule of Service Availability:

Mondays to Fridays 8:00 a.m. to 5:00 p.m.

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	TIME FRAME	PERSON IN CHARGE
1	SUBMIT THE RESOLUTION/REQUEST	5 MINUTES	RECEIVING CLERK
2	FORWARD DOCUMENTS TO "FOR GOVERNOR'S READING"	5 MINUTES	CHIEF OF STAFF
3	SORTING OF RESOLUTIONS/REQUESTS WITH GOVERNOR'S MARGINAL NOTE	1 DAY	CHIEF OF STAFF
4	PREPARATION OF MOA	1 DAY	PROVINCIAL LEGAL OFFICER CHIEF OF STAFF
5	SIGNING OF MOA	1 DAY	GOVERNOR
6	NOTARIZATION OF MOA	3 DAYS	CHIEF OF STAFF
7	PREPARATION OF VOUCHER & OBLIGATION REQUEST	10 MINUTES	EXECUTIVE ASSISTANT
TOTAL PROCESSING TIME			

G. Service: VENUE RESERVATIONS

Requirement/s: Letter Request
Get and fill-out form from the Receiving Clerk

Fee/s: None

Schedule of Service Availability:

Mondays to Fridays 8:00 a.m. to 5:00 p.m.

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	TIME FRAME	PERSON IN CHARGE
1	SUBMIT THE REQUEST AND FILL-OUT FORM	5 MINUTES	RECEIVING CLERK
2	FORWARD DOCUMENTS TO EVENTS & SERVICES SECTION FOR AVAILABILITY.	5 MINUTES	EVENT COORDINATOR
3	FOR APPROVAL	1 DAY	EXECUTIVE ASSISTANT OR CHIEF OF STAFF
TOTAL PROCESSING TIME			