

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



1.) NAME OF LGU: **PROVINCIAL GOVERNMENT OF CAGAYAN**

2.) SUBMITTED UPDATED CITIZEN’S CHARTER TO ARTA ON JULY 25, 2020: **No. For updating. Requested for extension until August 21, 2020.**

3.) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS:

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law/s Number and Short Title	Specific Provision in the Governing Law/s as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuance/Policies if Effectively Repeals/Amends
1. Extension services for food production such as Rice, Corn, HVCC, Fisheries and Development of Agri-based Organizations and Cooperatives					
2. Custom Plowing Services					
3. Availing of Fingerlings					
4. Availing of Seeds/Seedlings					
5. Animal Vaccination					
6. Deworming					
7. Rabies Vaccination (walk-in)					
8. Consultation and Treatment					
9. Artificial Insemination in Carabao and Cattle					
10. Issuance of Veterinary Health Certificate					

11. Information Education Campaign on Livestock Production and Health Management					
12. Food Production Services (Food Sustainability & Stability)					
13. Callao Eco-niche Conservation Park Touring Services (Walk-in)					
14. Tour Services in tourist spots in Cagayan					
15. Rental Transactions					
16. Leasing Transactions					
17. Hospital Services – Out-Patient					
18. Hospital Services – In-Patient (Admission)					
19. Capitol Clinic					
20. Animal Bite Treatment Center (Vaccination)-					
21. Aid to Individuals in Crisis Situation					
22. Request for use of Heavy Equipment(for the immediate resotation of minor damaged localroads and bridges).					
23. Provision for technical assistance in the preparation of engineering or achitecture estimates for minor local infrastructure projects.					
24. Application for a Mining Permit			Revised Provincial Revenue Code of Cagayan, CY 2013		
25. Disposal of Seedlings					
26. Technical Information on demography, socio-economic conditions, investment data, development plans, provincial maps, and other planning-related information and					

technical documents					
27. Technical Assistance on Planning, Project Proposal preparation, and Research and Capability-Building Activities.					
28. Payment of Taxes			Revised Provincial Revenue Code of Cagayan, CY 2013		
29. Application for Governor's Permit (Amusement Tax, Franchise and Printing Tax)					
30. Issuance of Property Holdings Certificate, Certified True Copy of Current and Previous Tax Declaration and other Pertinent Documents			Revised Provincial Revenue Code of Cagayan, CY 2013		
31. Museum Guided Tour					
32. Research on history, culture and arts of Cagayan					
33. Circulation Services (Books)					
34. Circulation Services (Periodicals)					
35. Internet/Tech4Ed Services					
36. Library Virtual Reference Assistance (During this new normal situation)					
37. Provision of information and education materials/conduct of IEC on Disaster Risk Reduction and Management (PDRRMO)		IRR of RA 10121, Rule 6, Section 4 (11)			
38. Provision of Financial Assistance					
39. Posting of Notices of Hearing					
40. Ambulance Services					
41. Submission of documents for Legislative action					

42. Certified True Copies of Legislative Documents					
43. Certification of posting of judicial petitions involving titles			Chapter 4, Art. A, Section 112 (g) of the revised revenue Code of the Province of Cagayan CY 2013		
44. News coverage/reporting of provincial events especially during disasters and calamities for wider communication and dissemination to the public					
45. Creation of graphic designs for tarpaulins, posters, leaflets & brochures ID, t-shirts, jackets, among others for public events.					

4.) SERVICE INFORMATION PER GOVERNMENT SERVICE

I. Economic Sector

1. Office of the Provincial Agriculturist






GOVERNMENT SERVICE: 1.) Extension services for food production such as Rice, Corn, HVCC, Fisheries and Development of Agri-based Organizations and Cooperatives					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client logbook		1 hour	N/A
Request letter/resolution		2. Explain your purpose <ul style="list-style-type: none"> - Face-to-face - Send Thru: <ul style="list-style-type: none"> a. Email: OPACAGAYAN02@gmail.com b. Facebook Page: Office of the Provincial Agriculturist-Cagayan - Courier 			N/A
Note or instruction from the Provincial Agriculturist		3. Proceed to the concerned staff for technical advice by: <ul style="list-style-type: none"> - Face-to-face transaction - Online via phone, email or Facebook page 			N/A
		4. Show the area for validation (if necessary)			N/A
		5. Avail the services			N/A
GOVERNMENT SERVICE: 2.) Custom Plowing Services					
SERVICE INFORMATION					

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client logbook		4 days, 1 hour and 13 minutes	N/A
Application Form		2. Fill out Job Order/Request/Schedule - Face-to-face - Request, download & send form via: a. E-mail: OPACAGAYAN02@gmail.com b. Facebook Page: Office of the Provincial Agriculturist-Cagayan			N/A
		3. Show the area for validation			N/A
Receipts		4. If feasible, pay at least 50% or full payment for appropriate operating expenses, i.e. fuel etc.			1. Plowing – P2,390.00/ha 2. Harrowing single pass: P1,350.00/ha Double Pass: P2,700.00/ha. *Under review, thus temporarily suspended
Approved application form		5. Attend to the tractor operation			N/A
Photocopy of the previous bill		6. Pay balance of the rental fee			-

GOVERNMENT SERVICE: 3.) Availing of Fingerlings

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Client logbook		8 days and 53 minutes	N/A
2 copies of POF		2. Fill out Purchase Order Form (POF) - Face-to-face - Request, Download & send form via: a. E-mail: OPACAGAYAN02@gmail.com b. Facebook Page: Office of the Provincial Agriculturist-Cagayan			N/A
Copies of the approved POF		3. Show project for evaluation and validation			N/A
		4. Request information re: source, date of availability, quantity and costs			N/A
Copy of the approved PO		5. Pay the prescribed fee			The first 1,000pcs. Shall be given free as PGC's service. The remaining needs shall be paid of cost in accordance with Fisheries Administrative Order No. 205. A. Tilapia Fingerlings (For grow out purposes)

					 Size 24 (.02-.2g) =0.15/pc  Size 22 (.21-.42g.) =0.25/pc  Size 17 (.56-1.5g) =0.35/pc  Size 14 (1.6-3.2 g.) = 0.45g/pc B. Tilapia Brood stock Development (for hatchery purposes)  (.02-3.2g.) = 1.00/pc
Copy of the approved POF		6.Receive the fingerlings			N/A

GOVERNMENT SERVICE: 4.) Availing of Seeds/Seedlings

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Valid ID		1. Sign Client logbook		1 day, 1 hour and 53 minutes	N/A
Request letter/Resolution		2. Submit letter/resolution - Face-to-face - Send Thru a. E-mail: OPACAGAYAN02@gmail.com b. Facebook Page: Office of the Provincial Agriculturist-Cagayan			N/A
					N/A
		3. Request information as to where, when and how many can be availed			N/A
Note or advice from the Provincial Agriculturist		4. Proceed to source of seeds/seedlings			N/A
		5. Receive the seeds/seedlings			N/A
		6. Sign in the receiving logbook		N/A	

2. Office of the Provincial Veterinarian

GOVERNMENT SERVICE: 1.) Animal Vaccination

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1.Sign Client logbook		40 minutes	N/A
		2.Submit animal for vaccination			N/A

GOVERNMENT SERVICE: 2.) Deworming

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Client logbook		1 hour and 30 minutes	N/A
		2. Submit animal for deworming			N/A

GOVERNMENT SERVICE: 3.) Rabies Vaccination (walk-in)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Client logbook		1 hour and 20 minutes	N/A
		2.Undergo an interview			N/A
		3.Submit animal for vaccination			N/A
		4.Receive Rabies Vaccination Record/Card for future medical reference			N/A

GOVERNMENT SERVICE: 4.) Consultation and Treatment

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client logbook		1 hour and 30 minutes	N/A
		2. Undergo an interview			N/A
		3. Submit animal for examination/diagnosis			N/A
		4. Receive prescription			N/A
		5. Submit animal for treatment			N/A

GOVERNMENT SERVICE: 5.) Artificial Insemination in Carabao and Cattle

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client logbook		15 minutes	N/A
		2. Undergo an interview on the condition of the sow/cow/carabao			N/A
		3. Present animal for Artificial insemination			N/A

GOVERNMENT SERVICE: 6.) Issuance of Veterinary Health Certificate

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client logbook		35 minutes	N/A
		2. Undergo an interview			N/A
		3. Submit animal for inspection			N/A
		4. Receive Veterinary Health Certificate			N/A

GOVERNMENT SERVICE: 7.) Information Education Campaign on Livestock Production and Health Management

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1.Sign Client logbook		20 minutes	N/A
		2.Undergo IEC on Livestock Production and Health Management			N/A
		3.Receive Certificate of Appearance			N/A

GOVERNMENT SERVICE: 8.) Food Production Services (Food Sustainability & Stability)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Client logbook		1 hour	N/A
		2. Undergo IEC on Native Chicken/Swine/Goat Production and Health Management			N/A
		3. Receive Native Chicken/Swine/Goat with Contract (COVID 19 Quarantine Home Economics)			N/A
		4. Return signed Native Chicken/Swine/Goat Contract (COVID 19 Quarantine Home Economics)			N/A

3. Cagayan Tourism Office

GOVERNMENT SERVICE: 1.) Callao Eco-niche Conservation Park Touring Services (Walk-in)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		6. Sign Client logbook.		1 hour and 45 minutes	
Valid ID		7. Pay the entrance fee and other fees.			Entrance fee: P20- 12 y/o and older P15 – Senior Citizens P10- Students and below 12 y/o
		8. Proceed to the Holding area.			
		9. Attend the orientation.			
		10. Proceed with the tour.			

GOVERNMENT SERVICE: 2.) Tour Services in tourist spots in Cagayan					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Client Logbook		10 minutes	N/A
Approved letter request from the Office of the Governor		2. Present approved request			N/A
		3. Discuss preparations with the assigned staff			N/A
		4. Proceed with the Tour			-

4. Economic Enterprise Office(EEO)/Local Economic Investment and Promotions Office (LEIPO)

GOVERNMENT SERVICE: 1.) Rental Transactions					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		11. Sign client logbook		1 hour and 3 minutes	N/A
Request letter or letter of intent		12. Present request letter or Letter of Intent			N/A
Client ID		13. Client fills up applicant form and submits other necessary documents			N/A
Rental Agreement		14. Negotiate on Rental Agreement	Authority from the SP to enter into Contract		N/A
Statement of Account		15. Sign Billing Statement for rental			N/A
Billing Statement Rental Agreement		16. Pay rental fee			Cagayan Coliseum P25,000/day
		17. Present Official Receipt			N/A

GOVERNMENT SERVICE: 2.) Leasing Transactions

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client logbook		1hour and 57 minutes	N/A
Request letter or letter of intent		2. Present request letter or Letter of Intent			N/A
BIR Form		3. Fill out and submit application form and other necessary documents			N/A
Community Tax Certificate		4. Negotiate on Lease Agreement	Authority from the SP to enter into Contract		N/A
Statement of Account		5. Sign Billing Statement for rental			N/A
Billing Statement Lease Agreement		6. Pay rental fee			Cagayan Sports Complex Stalls
Official Receipt with approved Application Form and signed Lease Agreement		7. Present Official Receipt at EEO			N/A

II. Social Services Sector

1. Provincial Health Office

GOVERNMENT SERVICE: 1.) Hospital Services – Out-Patient					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Referral slip for referred patients		1. Proceed to OPD Department For New Patient: avail a card For Old Patient: Present old card		For patient needing laboratory procedures: 1 hour and 47 minutes For patient without laboratory procedures: 38 minutes	N/A
Patients record		2. Submit self for assessment			N/A
Patients record from OPD		3. Undergo medical examination and treatment			N/A
Laboratory Request/Diagnostic Request/Doctor's Order Sheet		4. If required by the Physician: proceed to laboratory/diagnostic room/section or minor operating room. a. Provide specimen for laboratory examination and ancillary b. X-ray procedure			N/A
		5. Pay standard fees for required procedures (laboratory, x-ray and other required procedures)			Please see schedule of laboratory Fees on separate billboard in the hospital
Laboratory Result		6. Submit result of laboratory and other diagnostic procedures			N/A
Prescription		7. Take prescription/medication from the attending physician			N/A
		8. Receive instructions for medicine and health teachings			N/A

GOVERNMENT SERVICE: 2.) Hospital Services – In-Patient (Admission)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
Referral Slip/Admission Slip		1. Proceed to ER/OPD		1 hour and 30 minutes	
		2. Undergo history and physical examination			
		3. Sign Consent Form			
Admission Chart		4. Receive/Follow Doctor’s Order			
		5. Proceed to Ward			

GOVERNMENT SERVICE: **3) Capitol Clinic**

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Referral slip for referred patients		1. Proceed to Capitol Clinic -For New employees/patient: avail a new patient/employee health ledger -For Old Patient: with employee health ledger, present ID		For patient needing laboratory procedures: 45 minutes to 1 hour	
Patients record and vital signs		2. Submit self for assessment			
Patients record from clinic records		3. Undergo medical history taking, medical examination and treatment			
Laboratory Request/Doctor's Order Sheet		4. If required by the physician: Proceed to laboratory/diagnostic room a. Provide specimen for laboratory examination		For patient without laboratory procedures: 20 minutes	
Laboratory Result		5. Submit result of laboratory and other diagnostic procedures			
Prescription and Medical Advise		6. Take prescription/medication from the attending physician			
		7. Receive instructions for medicine and health teachings			

GOVERNMENT SERVICE: 4.) Animal Bite Treatment Center (Vaccination)- Provincial Health Office

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Fill up ABTC Form (Patient's Data Sheet)		35 minutes	
ABTC form (Patient's Data Sheet)		2. Submit ABTC Form for assessment (categorization of patient)			
ABTC form (Patient's Data Sheet)		3. Proceed to ABTC to receive day 1 of anti-rabies vaccine and vaccination schedule for succeeding doses			
		FOR OLD PATIENTS:			
		1. Proceed to ABTC and submit vaccination schedule		15 minutes	
		2. Receive vaccination			

2. Provincial Social Welfare and Development Office

GOVERNMENT SERVICE: 1.) Aid to Individuals in Crisis Situation					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client log book and explain purpose.		18 minutes	
Medical Certificate/ Clinical Abstract, Police Blotter/ Death Certificate (Case To Case Basis), Certificate Of Indigence, Request Letter Addressed To The Governor, Social Case Study Or General Intake Sheet.		2. Submit required documents			
		3. Proceed to Social Worker for interview, counselling and provision of further instructions.		1 hour	
		4. Submission/ Transmittal of social case study or General Intake Sheet to Governor's Office for approval.		35 minutes	
		5. Receive documents (SCSR/GIS) with voucher ready to obligate/control.			
		6. Receive notification from PTO and PSWDO about the status of AICS and when to claim cheque.		9 days	
Valid Id, Marriage Certificate, Birth Certificate, Authorization Letter For Authorize Representative		7. Claim cheque at the Provincial Treasurer's Office.		15 minutes	

III. Infrastructure Services Sector

1. Provincial Engineer's Office

GOVERNMENT SERVICE: 1.) Request for use of Heavy Equipment(for the immediate resotation of minor damaged localroads and bridges).					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Client Logbook		28 minutes	
Letter request indicating location of damaged infrastructure		2. Present written request approved by the Governor			
		3. Get advice as to the schedule of use			
		4. Accompany the technical men to conduct site inspection.		1 day	
		5. Wait for the mobilization of equipment needed		1 day	
		6. Be at the site during the restoration of damaged local infrastructure until restored			

GOVERNMENT SERVICE: 2.) Provision for technical assistance in the preparation of engineering or architecture estimates for minor local infrastructure projects.

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Client Logbook		28 minutes	
List of proposed projects		2. Present approved written request indicating the information regarding the details of the proposed project			
		3. Wait for the approval or action of the PEO			
		4. Accompany the technical men to conduct site inspection		1 day	
		5. Wait for the detailed Engineering Plans, specifications and estimates (POW)		7 days	
		6. Receive the complete documents		30 minutes	

IV. Environment Services Sector

1. Provincial Natural Resources and Environment Office(PNREO)

1.A. Application for a Mining Permit

GOVERNMENT SERVICE: 1.) Commercial Sand and Gravel Permit, Special Permit and Temporary Permit)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client Logbook			
For Commercial Sand and Gravel (pure sand, mixed gravel, boulders, mountain soil) <ol style="list-style-type: none"> 1. Application Form 2. Location Map/Sketch Map 3. Area Clearance 4. Program of work 5. Environmental Protection and Enhancement Program (EPEP) 6. Barangay Resolution/ Endorsement 7. Municipal Resolution/Endorsement 8. Environment Compliance Certificate 9. Proof of ownership of equipment 10. Performance Bond 		2. Submit application form duly notarized with complete required documents for assessment			
For Special Permit (guano, pebbles) <ol style="list-style-type: none"> 1. Application form from PNREO 2. Location Map/sketch map 3. Barangay certification 4. Area clearance from the concerned LGU 					

<p>5. Environment Compliance Certificate 6. Declaration of the approximate quantity of guano resources 7. Other supporting documents which the concerned Provincial/City Mining Regulatory Board may require</p> <p>For Temporary Permit</p> <p>1. Barangay Clearance 2. Municipal Clearance 3. Sketch Map/OCT where to extract</p>					
		<p>3. Pay the assessed fees</p>	<p>Section 64, Art. H of the Revised Revenue Code of the Province of Cagayan CY 2013.</p> <p>Section 71, Art. H& Chapter II of the Revised Revenue Code of the Province of Cagayan CY 2013:</p>	<p>9days, 2hours and 8 minutes</p>	<p>Extraction Fee: P20.00/cu.m. Gov. Fee: P1,000 10% of Fair Market Value (FMV); Puresand – 40.00/cu.m. Mixed Gravel – 30.00/cu.m. Boulders – 50.00/cu.m. Mountain Soil – 15.00/cu.m.</p> <p>Filing fee - P 10,000.00 Processing fee - P2,000.00 Clearance – P4,000.00 Posting & Pub. - P4,000.00 Registration- P2,000.00 Inspection- P2,000.00 Certification – <u>P6,000.00</u> TOTAL P 30,000.00</p>
		<p>4. Receive the approved permit within 9 days</p>			

GOVERNMENT SERVICE: 2.) Gratuitous Permit					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client Logbook		5 days, 2hours and 3 minutes	NONE
1. Application form 2. Location Map/sketch plan 3. Program of work 4. Certification from the Treasurer concerned that there is no fund allocation for the project		2. Submit application form duly notarized with complete required documents for assessment			
		3. Receive the approved permit within 5 days			

1.B. Disposal of Seedlings

GOVERNMENT SERVICE: 13.) Disposal of Seedlings					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client Logbook			NONE
		2. Submit letter request at the Administrative Section			
		3. Obtain receiving copy and wait for notification thru phone call, whether approve or not			
		4. If approve, receive/pick seedlings			

V. Development Administration Sector

1. Provincial Planning and Development Office

GOVERNMENT SERVICE: 1.) Technical Information on demography, socio-economic conditions, investment data, development plans, provincial maps, and other planning-related information and technical documents					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Visitor's Logbook		43 minutes	N/A
Letter request		2. Present your concern to the Administrative Division			N/A
		3. Proceed to assigned Division			N/A
		4. Confer with the assigned staff			N/A
		5. Check (as to completeness) the technical information provided			N/A
Valid ID card (for borrowed documents)		6. Receive the technical information and the Division Logbook.			N/A

GOVERNMENT SERVICE: 2.) Technical Assistance on Planning, Project Proposal preparation, and Research and Capability-Building Activities.

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Visitor's Logbook		59 minutes	N/A
Letter request		2. Present your concern to the Administrative Division			N/A
		3. Proceed to assigned Division			N/A
		4. Confer with the assigned staff			N/A
		5. Receive the technical assistance and/or terms, conditions and agreements for subsequent activities.			N/A
Valid ID card (for borrowed documents)		6. Sign the Division Logbook.			N/A

2. Provincial Treasurer's Office

I. Payment of Taxes

GOVERNMENT SERVICE: 1.) Real Property Tax					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Latest official receipts Tax Declarations(TDs)		1. Present required documents		10 minutes	<p>Taxes: 1% BASIC and SEF of the assessed value.</p> <p>Discount of 10% if paid on or before deadlines and 15% if paid in full before January 1.</p> <p>Penalties of 2% per month but not the exceed 72%</p>
		2. Pay the corresponding amount of Real property Tax	Provincial Revenue Code of 2013 Chapter 2 Art A, Sec 6-11 and Chapter 3 Art. A, Sec 108		

GOVERNMENT SERVICE: 2.) Transfer Tax

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Assigning Slip from the Assessor's Office		1. Pay the corresponding amount of Real property Tax	Provincial Revenue Code of 2013 Chapter 2 Art E, Sec 48-51 and Chapter 3 Art. A, Sec 108	2 minutes	Transfer Tax is 50% of 1% of acquisition cost or FMV whichever is higher

GOVERNMENT SERVICE: 3.) Professional Tax

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
PRC License		1. Present relevant documents		7 minutes	
		2. Pay the corresponding Professional Tax to the Cash Receipts Division	Provincial Revenue Code of 2013 Chapter 2 Art A, Sec 74-82 and Chapter 3 Art. A, Sec 108		Taxes: P300.00 Penalties: 25% surcharge; 2% per month not to exceed 72%

GOVERNMENT SERVICE: 4.) Annual Fixed Tax and Permit Fees

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
OR/CR for Delivery Van/Trucks Assessment slip from the License and Fees Division		1. Present relevant documents 2. Pay the corresponding Tax to the Cash Receipts Division	Provincial Revenue Code of 2013 Chapter 2 Art. K, Sec 101-105 and Chapter 3 Art. A, Sec 108	12 minutes	<p>Permit Fees:</p> <p>Operators of delivery trucks or vans:</p> <p>3 wheelers- P100 per unit 4 wheelers-P200 per unit 6 wheelers- P300 per unit 8-10 wheelers – P400 per unit</p> <p>Taxes: Annual Fixed Tax of P500.00 for every truck, van, cargo, any motorized vehicle.</p> <p>Sticker fee – P50.00 per truck</p> <p>Penalties: 25% surcharge;2% per month not to exceed 72%</p>

GOVERNMENT SERVICE: 5.) Sand and Gravel Tax and Permit Fees

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Assessment slip from PNREO 2. Computation of aggregates utilized from PEO 3. Verification of records.		1. Present relevant documents		12 minutes	<p>Permit Fee: Extraction of Sand and resources –P1,000.00 Extraction Fee – P20.00 per cu.m. CSAG/ISAG Application Fee for the Extraction of limestone and other quarry resources – P30,000.00</p> <p>Taxes:</p> <ul style="list-style-type: none"> a. Sand & gravel –P30.00/cu.m. b. Pure Sand -40.00 c. Boulders – 50.00 d. Mountain Soil – 15.00 <p>Penalties: 25% surcharge;2% per month not to exceed 72%</p>
Verified assessment slip from the License and Fees Division		2. Pay the corresponding Tax to the Cash Receipts Division	Provincial Revenue Code of 2013 Chapter 2 Art. K, Sec 64-73 and Chapter 3 Art. A, Sec 108		

GOVERNMENT SERVICE: 6.) Franchise Tax and Permit Fees

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Books of accounts/ledger 2. Duplicate copies of Official Receipts		1. Present books of accounts		1 hour and 2 minutes	<p>Permit Fees: Power producers/distributors, Telephone/telegraph and wireless centers and CATV operators Permit Fee – Capital investment below 1 Million – P5,000.00 above 1 Million – P10,000.00 or below 500 subscribers – P5,000.00 more than 500 subscribers – P10, 000.00 or whichever is higher</p> <p>Radio Stations area of coverage within the municipality Permit Fee within the municipality – P5,000.00 Beyond municipality – P10, 000.00</p> <p>Taxes: 50% of 1% of the gross annual receipts of the preceding calendar year or 1/20 of 1% of the capital investments.</p> <p>Penalties:25% Surcharge; 2% per month not to exceed 72%</p>
Assessment slip from the License and Fees Division		2. Pay the corresponding tax to the Cash Receipts Division	Provincial Revenue Code of 2013 Chapter 2Art.G,Sec.55-59 and Chapter 3 Art.A,Sec.108)		

GOVERNMENT SERVICE: 7.) Tax on Printing and Publication

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Books of accounts/ledger 2. Duplicate copies of Official Receipts		1. Present books of accounts for examination to determine gross receipts as tax base		1 hour and 2 minutes	Permit Fees: Printing & Publication – P1,000.00 Photocopier – P500.00 - tax of 50% of 1% of the gross annual receipts of the preceding calendar year or 1/20 of 1% of the capital investments. Penalties: 25% Surcharge; 2% per month not to exceed 72%
Assessment slip from the License and Fees Division		2. Pay the corresponding tax to the Cash Receipts Division	Provincial Revenue Code of 2013 Chapter 2Art.G,Sec.55-59 and Chapter 3 Art.A,Sec.108)		

GOVERNMENT SERVICE: 8.) Amusement Tax and Permit Fees

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Books of accounts/ledger		1. Present books of accounts to determine gross receipts as tax base		1 hour and 2 minutes	<p>Permit Fees:</p> <p>a. Operators of amusement places – P2,000.00</p> <p>b. cockpits– P10,000.00</p> <p>c. Ambulant Circuses– P500.00</p> <p>d. Internet/Café's/Shop – P500.00</p> <p>Taxes rates based on the gross receipts from admission fees:</p> <p>a. Legalized gambling & other games of chance -----30%</p> <p>b. Cockpits-----30%</p> <p>c. Theaters/cinemas/movies--- 30%</p> <p>d. Circuses,carnivals -----15%</p> <p>e. Concerts & live theater shows--10%</p> <p>f. Restaurants w/live bands----10%</p> <p>g. Places of adult entertainment—20%</p> <p>h. Videoke bars, video games----5%</p> <p>i. Billiards establishments-----5%</p> <p>j. All other places of amusement not covered by the above enumeration but charging admission fee ----10%</p> <p>Penalties:25% Surcharge; 2% per month not to exceed 72%</p>
Assessment slip from the License and Fees Division		2. Pay the corresponding tax to the Cash Receipts Division	Provincial Revenue Code of 2013 Chapter 2 Art. J, Sec. 83-100 and Chapter 3 Art.A,Sec.108)		

II. Application for Governor’s Permit (Amusement Tax, Franchise and Printing Tax)

GOVERNMENT SERVICE: Application for Governor’s Permit (Amusement Tax, Franchise and Printing Tax)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
Assessment Slip from the License and Fees Division		1. Submit approved documents.		15 minutes	
		2. Pay in full tax dues and permit fees.			
Official Receipt		3. Receive Application Form			

3. Provincial Assessor's Office

GOVERNMENT SERVICE: 1.) Issuance of Property Holdings Certificate, Certified True Copy of Current and Previous Tax Declaration and other Pertinent Documents					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign client log book		1 hour and 6 minutes	N/A
Letter request/documents		2. Submit letter request/present documents to support request			N/A
Assigning slip/order of payment		3. Pay the fees	(Per the revised revenue code of Cagayan, CY 2013)		Research/verification fee: -P200.00 per Prop. Owner (Property Holding Certification) -P200.00 per RPU for Certified Copies of Tax Declarations and other document Certification fee: -P100.00 per prop. Holding certificate - P50.00 per Certified True Copy
Assigning slip/order of payment and Official receipt		4. Submit documents			N/A
		5. Receive prepared documents and sign logbook			N/A

4. Cagayan Museum Office and Historical Center

A. Museum Guided Tour

GOVERNMENT SERVICE: 1.) Museum Guided Tour on Week days					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Valid ID		1. Register		1 hour 8 minutes	Free
		2. Attend Briefing			Free
		3. Take the Tour			

B. Museum Guided Tour on Week-ends and Holidays

GOVERNMENT SERVICE: 1.) Museum Guided Tour on Week-ends and Holidays					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Valid ID		1. Submit approved letter		1 hour 11 minutes	Free
Valid ID		2. Register			Free
		3. Attend Briefing			Free
		4. Take the Tour			Free

C. Research on history, culture and arts of Cagayan

GOVERNMENT SERVICE: 1.) Museum Guided Tour on Week-ends and Holidays					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Valid ID		1. Register		6 hour 8 minutes	Free
Valid ID		2. Do research			Free
		3. Return resource materials			Free
					Free

5. Cagayan Provincial Learning and Resource Center

GOVERNMENT SERVICE: 1.) Circulation Services (Books)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
CPLRC Access Card		4. Swipe your Access Card at the Entrance or log in to the Visitor's logbook (if no access card was issued to client)		11 minutes	N/A
		5. Deposit belongings (bags, and other things) to the Deposit Counter In-Charge Note: the CPLRC is not liable for the replacement of lost valuable belongings			N/A
		6. Proceed directly to the book shelves and get the material/s needed or consult the OPAC to check availability of the material/s Note: ask the librarian for assistance			N/A
Valid ID or CPLRC Access Card		7. Fill out the logbook indicating the necessary information at the Circulation Counter, or present your Access Card for checking out and checking in the book borrowed			N/A
		8. Do the research work		Depends on client	N/A
		9. Return the material/s to the Circulation In Charge		3 minutes	N/A
		10. Retrieve the ID card presented			N/A

GOVERNMENT SERVICE: **2.) Circulation Services (Periodicals)**

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
CPLRC Access Card		1. Sign Visitor's Logbook or swipe your Access ID at the Guar's Counter		7 minutes	N/A
		2. Deposit belongings (bags, and other things) to the Deposit Counter In-Charge Note: the CPLRC is not liable for the replacement of lost valuable belongings			N/A
		3. Proceed directly to the book shelves and get the material/s needed or consult the OPAC to check availability of the material/s Note: ask the librarian for assistance			N/A
Valid ID or CPLRC Access Card		4. Sign Visitor's logbook or swipe your Access ID at the Guard's Counter			N/A
		5. Do the research work		Depends on client	N/A
		6. Return the material/s to the Circulation In Charge		1 minute	N/A

GOVERNMENT SERVICE: **3.) Internet/Tech4Ed Services**

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
CPLRC Access Card		1. Sign Visitor's Logbook or swipe your Access ID at the Guar's Counter		6 minutes	N/A
		2. Deposit belongings (bags, and other things) to the Deposit Counter In-Charge Note: the CPLRC is not liable for the replacement of lost valuable belongings			N/A
		3. Sign Internet User's Logbook			N/A
Valid ID		4. Proceed to the Internet Section In-charge to log-in at the computer logging system			N/A
		5. Do the research work		Maximum of 1 hour use	N/A
		6. Proceed to the in-charge and log-out at the computer logging system		2 minutes	N/A
		7. Retrieve the ID Card presented			

GOVERNMENT SERVICE: 4.) Library Virtual Reference Assistance (During this new normal situation)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Clients may use any of the following modes to send a query: a.) Email b.) Chat (Messenger) c.) Hotline		Easy Query: 10-16 minutes Moderate query: 18-36 minutes Research/Difficult Query: 36mins to 2 hours and 6 minutes	N/A
		2. Receive the query via the L-ViRA contact hotlines and do clarificatory questions to identify the research query through the Query Form. The following information shall be needed: - Name - Address - Grade/year level - School - Contact details (CP or email)Research/topic/s			N/A
		3. Wait for the staff to locate the needed information and for the staff in charge of the hotlines to send it.			N/A

6. Provincial Disaster Risk Reduction and Management Office

GOVERNMENT SERVICE: 4.) Provision of information and education materials/conduct of IEC on Disaster Risk Reduction and Management (PDRRMO)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Visitor's logbook		24 Minutes	N/A
Letter Request		2. Submit letter request to the Administrative Division			N/A
		3. Present to staff concerned specific needs			N/A
		4. Receive the requested IEC materials or discuss schedule of IEC in the Community	IRR of RA 10121, Rule 6, Section 4 (11)		N/A

7. Office of the Governor

GOVERNMENT SERVICE: 1.) Provision of Financial Assistance					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Client Logbook		42 minutes	N/A
Medical Certificate Clinical Abstract Certificate of Indigence Social Case Study Request Letter addressed to the Governor		2. Submit Request letter			N/A
		3. Wait for advise as to completeness of the required documents			N/A
		4. Obtain receiving copy of the letter with advise on tentative schedule to follow up at the PSWDO			N/A

GOVERNMENT SERVICE: 1.) Posting of Notices of Hearing

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Client Logbook		32 minutes	
Documents to be posted		2. Present Concern			
		3. Proceed to the Treasurer's Office and pay posting fee			
Office Receipt		4. Present the Official Receipt and advise of immediate posting			

GOVERNMENT SERVICE: 2.) Ambulance Services

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1. Sign Client Logbook		1 day and 12 minutes depending on availability/schedule of Ambulance	N/A
Letter Request		2. Submit request letter			N/A
		3. Wait for approval of the request			N/A
		4. Receive referral slip to proceed to the nearest Task Force Lingkod Cagayan (TFLC) Station			N/A
		5. Sign logbook for outgoing documents			N/A

8. Vice-Governor's Office/Sangguniang Panlalawigan

GOVERNMENT SERVICE: 1.) Submission of documents for Legislative action					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1.Disinfect /Temperature Check		10 minutes	N/A
		2.Sign Client logbook			N/A
		3.Submit documents for legislative action			N/A
		4.Forward documents to Secretariat for inclusion in the agenda			N/A
		5.Legislative Action/Process will follow			N/A
		6.Accomplish Client Feedback form			N/A

GOVERNMENT SERVICE: 2.) Certified True Copies of Legislative Documents

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1.Disinfect /Temperature Check		15 minutes	N/A
		2.Sign Client logbook			N/A
Duly signed request letter		3.Submit request letter			N/A
		4.Pay the corresponding fee			N/A
		5.Present the Original Receipt			N/A
		6.Issue certified true/photocopies of the requested legislative documents on file			N/A
		7.Requested documents received by the client/s			N/A
		8.Accomplish Client Feedback form			N/A

GOVERNMENT SERVICE: 3.) Certification of posting of judicial petitions involving titles

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1.Disinfect /Temperature Check		15 minutes	N/A
		2.Sign Client logbook			N/A
Copy of the Court Petitions/Orders Original/Transfer Certificate of Title; City Ordinances, Utilities' Rate Adjustments		3.Submit documentary requirements			N/A
Provide Copy of the Documents to be Posted		4.Pay the Secretary's fee/posting fee			P200.00 (as per Chapter 4, Art. A, Section 112 (g) of the revised revenue Code of the Province of Cagayan CY 2013)
Official Receipt of the Secretary's/Posting Fee		5.Issue Certificate of Posting			N/A
		6.Certificate of Posting received by the client/s			N/A
		8.Accomplish Client Feedback form			N/A

9. Provincial Information Office

GOVERNMENT SERVICE: 1.) News coverage/reporting of provincial events especially during disasters and calamities for wider communication and dissemination to the public					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		1.Approach the PIO staff/reporter/writer, photographer, videographer assigned in the ground		1 hour and 18 minutes	N/A
		2.Present your concern to the PIO staff/reporter/writer/photographer/videographer			N/A
		3.Undergo an interview			N/A
		4.Submit report/photos /videos or other pertinent data and information (if available) needed for disaster communication and dissemination			
		5.Check (as to veracity/accuracy) the report/photos/videos for the perusal of partner agencies			N/A
		6.Upon approval of the PIO Head, report/photos/videos and other data and information are ready for release to partner agencies for their perusal			N/A

GOVERNMENT SERVICE: 2.) Creation of graphic designs for tarpaulins, posters, leaflets & brochures ID, t-shirts, jackets, among others for public events.

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees To Be Paid
Requirement	Legal basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter request		1.Approach the PIO staff		1 hour and 18 minutes	N/A
		2.Present the theme of the event/occasion			N/A
		3.Draft sample of the design for selection before its final design			N/A
		4.Pick the final design			N/A