



Republic of the Philippines
MIMAROPA Region
Province of Occidental Mindoro

OFFICE OF THE GOVERNOR

December 27, 2021

Ms. MURIEL M. REGUINDING
Provincial Administrator
Provincial Government of Occ. Mindoro

Madam:

This is to respectfully transmit the Citizen's Charter of the Office of the Governor, including the Community Affairs Division, in compliance to your Memorandum dated December 27, 2021.

Kindly acknowledge receipt hereof.


Truly yours,


JUVILYN Z. TEPICO

Noted by:


MARYLOU G. COLOGAN
Executive Assistant V

OPAd-Admin.

Received by : 
Date : 12/27/21
Time : 5:00pm



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MIMAROPA Region
Province of Occidental Mindoro
OFFICE OF THE GOVERNOR

CITIZEN'S CHARTER

Transaction: Incoming / Outgoing

Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Documents Needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Pahihintay kung may Problema
1. Receiving of Documents	Itcoy, Jennifer	<ul style="list-style-type: none">• PO, BAC Resolution, Abstract (with initial from GSO and OPAD)• Intake Sheet (with approval from PSWDO)• Voucher (with initial from IAS and signature from accounting Office and Provincial Treasury Office)• Obligation Request (charging indicated)• Payroll (with signature from Accounting Office and Provincial Treasury Office)	2-3 minutes	1 Day



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2. Controlling of Documents	Alcaide, Diana Camille	<ul style="list-style-type: none">• PO, BAC Resolution, Abstract (with initial from GSO and OPAD)• Intake Sheet (with approval from PSWDO)• Voucher (with initial from IAS and signature from accounting Office and Provincial Treasury Office)• Obligation Request (charging indicated)• Payroll (with signature from Accounting Office and Provincial Treasury Office)	3-5 Minutes	1 Day
3. For Signature and Approval of PGO Department Head	Cologan, Marylou G.	<ul style="list-style-type: none">• PO, BAC Resolution, Abstract (with initial from GSO and OPAD)• Intake Sheet (with approval from PSWDO)• Voucher (with initial from IAS and signature from accounting Office and Provincial Treasury Office)• Obligation Request (charging indicated)• Payroll (with signature from Accounting Office and Provincial Treasury Office)	3-5 Minutes	1 Day



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<p>4. Outgoing of Documents to be submitted at the Office of the Provincial Administrator</p>	<p>Robillos, Ana Trixie</p>	<ul style="list-style-type: none"> • PO, BAC Resolution, Abstract (with initial from GSO and OPAD) • Intake Sheet (with approval from PSWDO) • Voucher (with initial from IAS and signature from accounting Office and Provincial Treasury Office) • Obligation Request (charging indicated) • Payroll (with signature from Accounting Office and Provincial Treasury Office) 	<p>3-5 Minutes</p>	<p>1 Day</p>
<p>5. Proceed to Budget Office</p>				

Transaction: Financial Assistance (Municipal and Barangay Affairs Office)

<p>Hakbang (Steps)</p>	<p>Taong Ialapitan (Concerned Individual)</p>	<p>Kailangang Dalhin (Documents Needed)</p>	<p>Tagal ng Proseso (Duration of Process)</p>	<p>Ekstensyon ng Pahihintay kung may Problema</p>
<p>1. Providing of Letter Request approved by the Governor</p>	<p>Bundang, Ritchelle</p>	<ul style="list-style-type: none"> • Approved Letter Request 	<p>1 Day</p>	<p>1Day</p>



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<p>2. Issuance of Obligation Request and Disbursement Voucher</p>	<p>Tayo, Angelo</p>	<ul style="list-style-type: none"> • Approved letter Request • Barangay Resolution • Program of Works 	<p>5 Minutes</p>	<p>1 Day</p>
<p>3. Control and signature of documents in Provincial Planning and Development Office (PPDO)</p>	<p>Orcas, Leanne</p>	<ul style="list-style-type: none"> • Obligation Request 	<p>1 Hour</p>	<p>1 Day</p>
<p>4. Control and signature of documents in Budget Offices</p>	<p>Tria, Manuel T. Jr</p>	<ul style="list-style-type: none"> • Obligation Request approved by PPDO 	<p>1 Hour</p>	<p>1 Day</p>
<p>5. Control and signature of documents in Accounting Offices</p>	<p>Gallego, Oscar O. Jr</p>	<ul style="list-style-type: none"> • Disbursement Voucher • Letter Request • Resolution • Program of Works 	<p>1 Day</p>	<p>1 Day</p>
<p>6. Control and signature of documents in Provincial Treasury Offices (PTO)</p>	<p>Rubio, Nancy J.</p>	<ul style="list-style-type: none"> • Disbursement Voucher 	<p>1 Hour</p>	<p>1 Day</p>



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7. Documents for Initial of PGO Department Head	Cologan, Marylou G.	• Disbursement Voucher	5 Minutes	1 Day
8. Documents for Initial in the Provincial Administrator	Reguinding Muriel M.	• Disbursement Voucher	5 Minutes	1 Day
9. Provincial Treasury Office (PTO) for issuance of Cheque	Cash Division	• Disbursement Voucher	3 Days	1 Day

Transaction: Good For (Fuel)

1. Control and issuance of good for (fuel)	Ocampo, Shiena L.	• Good for (Fuel)	1 Minute	1 Day
2. For approval of Good for (fuel)	Cologan Marylou G.	• Good for (Fuel)	1 Minute	1 Day
3. Release of good for (fuel)	Ocampo, Shiena L.		1 Minute	1 Day

PGOM - Community Affairs Division

PERSON WITH DISABILITY AFFAIRS OFFICE

Citizen's Charter

Transaction: **Provision of Financial and Livelihood Assistance**

No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Submit Request Letter address to the Provincial Governor in PGO-Person with Disability Affairs Office (PDAO)	Ms. Chona C. Ordenes Community Affairs Officer III PGOM PDAO Focal Person	1. Request Letter 2. 2x2 picture 3. Photocopy of valid I.D 4. Picture of PWDs/ Parents or Guardian of PWDs	10 minutes	N/A
2	Fill out Mungkaing Proyekto form for (Livelihood Assistance)	Ms. Eva Alyssa P. Recaldo Administrative Assistant	Mungkahing proyekto form		
3	Forwarded to PGO - Governor's Office for Approval of the Request Letter	Ms. Eva Alyssa P. Recaldo Administrative Assistant	Request Letter 2x2 pictures Photocopy of valid I.D Picture of PWDs/ Parents or Guardian of PWDs Mungkahing Proyekto form (For Livelihood Assistance)	5 minutes	N/A
	Providing of letter request approved by the Governor	Ritchelle Bundang Administrative Assistant V Rexel Tuscano Executive Secretary	Request Letter	30 minutes	
4	Endorse to PSWDO for the conduct of Assessment and Interview for PWDs or Parents/ Guardian of PWDs	Social Worker from PSWDO		15 minutes	1 day
5	Conduct of Case Study				
	Recomending Approval of PSWDO Dept Head	Ms. Rosalina R. Lamoca, RSW PGDH/PSWDO	1. Case Study 2. Mungkahing proyekto (For Livelihood Assistance)	10 minutes	N/A
6	Endorse to PGO-PDAO for process of the Financial /Livelihood Assistance	Mr. Arnel Medico PPO 2	Request Letter 2x2 pictures Photocopy of valid I.D Picture of PWDs/ Parents or Guardian of PWDs Mungkahing Proyekto form (For Livelihood Assistance)	5 minutes	N/A

No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
7	Issuance of Obligation Request and Disbursement Voucher	Ms. Eva Alyssa P. Recaldo Administrative Assistant	1. Approved letter request 2. Approved Case Study	5 minutes	N/A
8	Forwarded to PGO for control of fund	Ms. Ma. Vanessa S. Veloria Administrative Aide/ Process Server	CAFOA and Disbursement Voucher	5 minutes	N/A
	Documents for control and signature/approval of the Provincial Governor's Office (PGO)	Ms. Marylou G. Cologan Executive Assistant V	CAFOA and Disbursement Voucher	5 minutes	1 day
	Control and signature of documents in Provincial Planning and Development	Mr. Anthony A. Dantis Ms. Leanne Orcas PPDO	CAFOA	Half day	1 day
	Control and signature of documents in Budget Office	Mr. Manuel T. Tria Jr. Provincial Budget Officer	CAFOA and Disbursement Voucher	Half day	1 day
	Control and signature of documents in Provincial Treasury Office (PTO)	Ms. Nancy J. Rubio Provincial Treasurer	CAFOA and Disbursement Voucher	Half day	1 day
	Control and signature of documents in Provincial Accountant's Office (PACCO) / final audit	Mr. Oscar O. Gallego Jr. CIC-Accountant	1. CAFOA and Disbursement Voucher 2. Letter Request	1 day	1 week
	Documents for intial - Internal Audit System (IAS)	Richard Obrador	General Intake Sheet	1 hour	1 day
	Documents for initial in the Provincial Governor's Office (PGO)	Ms. Marylou G. Cologan Executive Assistant V	Disbursement Voucher	5 minutes	1 day
	Documents for initial in the Administrative Office	Ms. Muriel Reguinding Provincial Administrator	Disbursement Voucher	1 hour	1 day
	Provincial Treasury Office (PTO) for issuance of cheque	Cash Division	Disbursement Voucher	Half day	1 day

LOCAL HOUSING DEVELOPMENT AND MANAGEMENT SECTION

Transaction: **Financial Assistance**

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Receiving of Documents	Mamburao - Admin. Aide Cristine Grace Real Jennilyn Sales Sablayan - Admin. Aide Marilou Sales San Jose - Community Affairs Assistant Veronica Esnillo	Consultation/ Validation/ Social Preparation/ Community Organizing & HOA Formation	5 minutes	1 day
2	Forwarding of Letter request to be approved by the Governor	Ritchelle Bundang	Letter request	2 days	1 day
3	Evaluation of Documents/Requirements	Joy C. Delfin	For Individual 1. Letter Request approved by the Governor 2. Original copy of certificate of Indigency 3. General Intake Sheet accomplished by PSWDO 4. Photocopy of Valid I.D 5. Original copy of incident report	10 minutes	
			For Group/Association to be registered in DHSUD 1. Letter request addressed to the LCE signed by the officers 2. Photocopy of SEC registration if registered 3. List of officers and members (with position, address and contact number) 4. Original copy of certificate of indigency (officers) 5. Minutes of the meeting which will serve as a proof or that will certify that they are all in agreement to have their association registered with the DHSUD 6. Letter authorizing that the financial assistance to be disbursed to their association through the issuance of check in the name of the association's president/ chairman and such other documents that may be required by the accounting and/or other department/s for the processing and approval of	30 minutes	

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proceso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
			<p>For group / association requesting for survey and subdivision plan</p> <ol style="list-style-type: none"> 1. Letter request addressed to the LCE signed by the officers 2. Photocopy of SEC registration / DHSUD if registered. 3. List of officers (with position and contact numbers) and members (name and address), 4. Minutes of the meeting which will certify of their unified intention to request for the survey of their land, photocopy of bank account and such other documents that may be required by the accounting and/or other departments for the processing and approval of their request. 5. In case the association has no bank account, the association shall issue a letter authorizing that the financial assistance to be disbursed to the association, through the issuance of check in the name of the association's president / chairman. 		

			<p>For group / association requesting for upgrading and site development</p> <ol style="list-style-type: none"> 1. Letter request addressed to the LCE signed by the officers, 2. Photocopy of SEC registration / DHSUD if registered, 3. List of officers (with position and contact number.) and members (name and address), 4. Minutes of the meeting as proof that they all agree in requesting project/s for the development of their community, 5. Photocopy of bank account, 6. Program of works and such other documents that may be required by the accounting and/or other department/s for the processing and approval of their request. 7. In case the association has no bank account, the association shall issue a letter authorizing that the financial assistance to be disbursed to the association, through the issuance of check in the name of the association's president / chairman 		
4	Issuance of Obligation Request and Disbursement Voucher	Cristine Grace Real Jennilyn Sales	All requirements provided	10 minutes	1 day
5	Document tracking system	Cristine Grace Real Jennilyn Sales	certification on appropriations, funds, and obligation of allotment	5 minutes	1 day
6	Documents for intia and signature of CAO Division Chief and Department Head	Juvilyn Z. Topko Marylou Cologan	certification on appropriations, funds, and obligation of allotment	5 minutes	half day
7	Controlling and signature of documents - Provincial Planning and Developemnt office (PPDO)	Leanne Orcas Anthony A. Dantis	certification on appropriations, funds, and obligation of allotment	half day	1 day
8	Controlling and signature of documents - Provincia Budget office (PBO)	Manuel T. Tria, Jr.	certification on appropriations, funds, and obligation of allotment	half day	1 day
9	Documents for intial - Internal Audit System (IAS)	Richard Obrador	General Intake Sheet	half day	1 day
10	Documents for approval/initial- Administrative Office	Muriel M. Regulding	General Intake Sheet	half day	1 day

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
11	Control and signature of documents - Provincial Accountant's Office	Oscar O. Gallego	Disbursement Voucher	half day	1 day
12	Controlling and signature of documents - Provincial Treasury Office (PTO)	Nancy J. Rubio	Disbursement Voucher	half day	1 day
13	Documents for initial Administrative Office	Muriel M. Regunding	Disbursement Voucher	half day	1 day
14	Provincial Treasury Office (PTO) for issuance of cheque	Cash Division	Disbursement Voucher	1 day	1 day

Transaction: **Homeowners' Department of Human Settlements and Urban Development Registration** (Technical Assistance)

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may
1	Preparation of documents	Veronica Espillo	1. HOA list of officers and members 2. Minutes of the meeting	1 week	2 days
2	Signing of documents (HOA officers and members)	Veronica Espillo Joy C. Delfin	1. Documents for registration 2. Photocopy of ID for signature verification	2 days	1 day
3	Forwarding of Documents in DHSUD HOA Division	Veronica Espillo Joy C. Delfin	Documents	3 days	1 day
4	Document Evaluation	DHSUD HOA Division	Documents	1 week	1 week
5	Re-submission of Documents (if there are findings)	Veronica Espillo Joy C. Delfin	Revised Documents	3 days	1 day
6	Final Documents preparation (6 sets)	Veronica Espillo Joy C. Delfin	Documents	3 days	1 day
7	Forwarding of Documents in DHSUD HOA Division	Veronica Espillo	Documents	3 days	1 day
8	Approval	DHSUD HOA Division	Documents	1 week	1 week
9	Payment processing and assessment fee (DHSUD)	Veronica Espillo will assist the HOA treasurer	Billing and payment	1 hour	1 day
10	Release of Certification of Registration	Veronica Espillo		1 week	1 week
11	BIR registration of HOA	Veronica Espillo Joy C. Delfin (Assist HOA)	1. Certificate of registration 2. By Laws	half day	1 day

Transaction: **Homeowner's Association Formation**

No.	Hakbang (Steps)	Teong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may
1	Providing of letter request approved by the LCE	Ritchelle Bundang	Letter request	1 day	1 week
2	Social preparation / community organizing / validation and consultation	Joy C. Delfin		1 month	3 months
3	HOA Formation	Joy C. Delfin		1 day	1 day
4	Orientation (for community mortgage program)	Joy C. Delfin		2 weeks (Coordination with Social housing and finance corporation)	1 week

OFFICE OF THE SENIOR CITIZEN AFFAIRS

Transaction: **Provision of Medical Assistance**

No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Received request letter address to Provincial Governor re: Financial / Livelihood Assistance	Menandro T. Regudo OSCA Focal Person	Request Letter Certification of Brgy. regarding of existence of the association	5-10minutes (For review)	
2	Forwarded to PGO for Approval of request by the Provincial Governor	Lyka Roselle A. Tomenia Administrative Assistant	List of Senior Citizen officers and members Resolution of association.	5 minutes	
3	Endorse to PSWDO for assessment and interview of Senior Citizen concern	Ms. Lyka Roselle A. Tomenia Administrative Assistant		5 minutes	
4	Fill out Mungkahing Proyekto form for Livelihood Assistance	Social Worker from PSWDO		15 minutes	
5	Conduct of case study			15 minutes	2-3days
6	Recommending approval of PSWDO Dept. Head	Ms. Rosalina R. Lamoza, RSW PGDH/PSWDO		10 minutes	
7	Issuance of CAFOA and Disbursement Voucher for Financial/Livelihood Assistance given to client	Ms. Lyka Roselle A. Tomenia Administrative Assistant		5 minutes	
8	Forwarded to PGO for control of fund	Ms. Lyka Roselle A. Tomenia Administrative Assistant		5 minutes	
9	Documents for control, initial and approval in the Provincial Governor's Office (PGO)	JUVIYN Z. TOPICO Camille Alcaide Ms. Marylou G. Cologan Executive Assistant V	CAFOA and Disbursement Voucher	10 minutes	1 day
10	Controlling and signature of documents in Provincial Planning and Development Office (PPDO)	Ms. Leanne Orcas	CAFOA	Half day	1 day
		Mr. Anthony A. Dantis PPDC			
11	Controlling and signature of documents in Budget Office	Mr. Manuel T. Tria Jr. Provincial Budget Officer	CAFOA and Disbursement Voucher	Half day	1 day
12	Controlling and signature of documents in Provincial Treasury Office (PTO)	Ms. Nancy J. Rubio Provincial Treasurer	CAFOA and Disbursement Voucher	Half day	1 day
13	Controlling and signature of documents in Provincial Accountant's Office (PACCO)	Mr. Oscar O. Gallego Jr. OIC-Accountant	1. CAFOA and Disbursement Voucher 2. Letter Request	1 day	1 week
14	Documents for initial - Internal Audit System (IAS)	Richard Obrador	General Intake Sheet	half day	1 day
15	Documents for initial in the PGO	Ms. Marylou G. Cologan Executive Assistant V	Disbursement Voucher	5 minutes	1 day
16	Documents for initial/approval of the Provincial Administrator	Ms. Muriel Reguinding Provincial Administrator	Disbursement Voucher	5 minutes	1 day
17	Provincial Treasury Office (PTO) for issuance of cheque	Cash Division	Disbursement Voucher	Half day	1 day

AKAP-HUB

Transaction: **Medical Assistance**

No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagel ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Receiving documents/concerns from clients	Tabirao, Maureen Pearl T. Jongay, Mercy J.	Letter Request	5 minutes	
2	Approval of Letter Request of AKAP-HUB Focal Person	Hon. Eduardo B. Gadiano Governor	Letter Request	15 minutes	2 days
3	Controlling and Recording the approved request for tracking and forwarding of documents to PSWDO or AKAP-HUB Stations.	Jongay, Mercy J.	Letter Request Medical Certificate/Medical Abstract Barangay Indigency Prescription	10 minutes	1 day

PROVINCIAL COOPERATIVE AND DEVELOPMENT OFFICE

Transaction: **Pre- Registration Seminar, Pre-Membership Education Seminar**

No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may
1	Receipt of request letter addressed to the governor through the Provincial Cooperative Development Office (PCDO)	Staff of the day	Request letter indicating the following information: - Name of group/ cooperative - Contact person and contact number Address - Date, Time, and Venues Title of the Seminar and its purpose	2 minutes	1 day
2	Interview regarding the request and set tentative schedule for the seminar.	Sheryl Uayan		15 minutes	
3	Endorsement to the PCDO Focal Person for the approval	Sheryl Uayan		3 minutes	
4	Endorsement to the Governor for its approval	Sheryl Uayan		1 day	1 day
5	Inform through text message if confirmed by the Office	Sheryl Uayan		1 minute	
6	Conduct the seminar.	Adelfa D. Hornilla PCDO Focal Person		depending on the approved training	

Transaction: **Mandatory Trainings and In-House Training**

No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may
1	Receipt of request letter addressed to the governor through the Provincial Cooperative Development Office (PCDO)	Staff of the day	Request letter indicating the following information: - Name of group/ cooperative - Contact person and number Address - Date, Time, and Venues Title of the Seminar and its purpose Training Design, Schedule of Activities	1 minute	
2	Interview regarding the request and set tentative schedule for the seminar	Sheryl C. Uayan		15 minutes	
3	Preparation of Training Design	Adelfa D. Hornilla		15 minutes	
4	Endorsement to the PCDO Focal Person for the approval			half day	
5	Seek approval from the Provincial Governor			30 seconds	
6	Inform through text message	Sheryl C. Uayan		8-16hours	1 day
7	Conduct the seminar	PCDO Team			

Transaction: **Cooperative Formation Assistance**

No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Receipt of request letter addressed to the governor through the Provincial Cooperative Development Office (PCDO)	Staff of the day	Request letter indicating the following information: Name of group/ association Contact person and number Address; Date, Time & Venue; Title of the Seminar and its purpose; Number of possible members.	1 minute	
2	Interview regarding the request and set tentative schedule for the orientation;	Sheryl C. Uayan		15 minutes	
3	Endorsement to the Designated PCDO for the approval;			5 minutes	
4	Seek approval from the Provincial Governor;	Adelfa D. Hornilla		30 minutes	
5	Inform through text or call if confirmed by the office;	Sheryl C. Uayan		30 seconds	
6	Conduct orientation;	PCDO Team		4-6 hours	
7	Followed by frequent; visitation for assistance;				
8	Documentation/Preparation of Documents;	Sheryl C. Uayan		5-7 days	
9	Monitoring / Incubation Period;	PCDO Team		3-6 months	
10	Documentation / Preparation of documents;	Sheryl C. Uayan		5-7 days	
11	Registration to CDA;				
12	Registration to BIR;	Adelfa D. Hornilla		14 days	
13	Conduct of the 1 st General Assembly after registration.	PCDO Team		7 days	
14	Continuous Monitoring.				1 day

Transaction: **On-Line filing of Reportorial requirements to the CDA (CAPR, CAPRIS, TIMTA and etc.)**

No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Receipt of request letter addressed to the governor through the Provincial Cooperative Development Office (PCDO)	Staff of the day	Request letter indicating the following information: Name of cooperative Contact person and number, Address; Date, Time & Venue; Cooperative Profile	1 minute	
2	Interview regarding the request and set tentative schedule for the mentoring;	Sheryl C. Uayan		30 minutes	
3	Endorsement to the Designated PCDO for the approval;	Adelfa D. Hornilla		1-2 hours	
4	Seek approval from the Provincial Governor;				
5	Inform through text or call if confirmed by the office;	Sheryl C. Uayan		30 seconds	
6	Conduct mentoring	PCDO Team		1-2 days	
7	Assist on filing.	PCDO Team		2 weeks	

Transaction: Management Consultation

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Receipt of request letter addressed to the governor through the Provincial Cooperative Development Office (PCDO)	Staff of the day	Request letter indicating the following information: Name of cooperative Contact person and number Address; Date, Time & Venue; Cooperative Profile		
2	Interview regarding the request and set tentative schedule for the assessment	Sheryl C. Uayan		30 minutes	
3	Endorsement to the Designated PCDO for the approval;	Adelfa D. Hornilla		2-3 hours	
4	Seek approval from the Provincial Governor			5 minutes	
5	Inform through text or call if confirmed by the office;	Sheryl C. Uayan		30 minutes	
6	Conduct consultation;				
7	Monitor.				

PROVINCIAL PEACE, ORDER, AND SAFETY OFFICE

Transaction: **Retooled Community Support Program-Provision of Community Development Programs and Livelihood Assistance**

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may
1	Attend and Participate to Ugnayan sa Barangay	Voltaire Valdez	Invitation Letter	5-10 minutes	1 hour
	Provide assistance for organizing P.O / NGO to qualify for Livelihood assistance and other intervention	Voltaire Valdez	Documents required for registration / Templates of necessary documents for registration	10-30 minutes	1 hour
2	Submit request letter or resolution to LCE the priority issues and concerns raised during Ugnayan	Joana Marie Eda Received the Request	Original copy of request	3 minutes	1 hour
		Geryl Ben Estoya Provide endorsement letter to the LCE, cc Division head and Dept. Head	Attached letter request and certificate of registration of the P.O / NGO	5 minutes	1 hour
3	Submit complete requirements based on the	Voltaire Valdez	Checklist of required documents	5-10minutes	1 hour
	Upon review on the completeness of requirements the request will forwarded to the Division Head for final verification.	Geryl Ben Estoya	Original copy and photocopy of all documents	5 minutes	1 hour

Transaction: **Anti-Criminality, Anti-Illegal Drugs, Anti-Terrorism and Anti-Insurgency**

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may
1	Submit request for fund release to operation and implementation of the program of partner agencies	Richard Delos Reyes -Anti-Criminality -Anti - Illegal Drugs Rhiezel Tupaz -Anti- Insurgency Anti-Terrorism	Activity proposal signed by the head / end-user of the agency	5-10 minutes	1 hour
2	Submit complete requirements	Voltaire Valdez	Original Copy of required documents	5 minutes	1 hour
3	Forwarded to Division Head and Department Head for verification and approval	Voltaire Valdez	Request letter and list of materials / items to be purchased	3-5 minutes	1 hour
4	Request for PR/P.O	Voltaire Valdez	Request letter and list of materials / items to be purchased	3-5minutes	1 hour

Transaction: **Enhanced Comprehensive Local Integrated Program (ECLIP)**

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Undergo Interview (Conduct of interview to gather data / personal information as stipulated to ECLIP form)	Voltaire Valdez/Jacob Cruz	ECLIP Form	15-30 minutes	1 hour
2	Meeting of the JAPIC Members and approval of ECLIP Documents (Assess / validate data or information on the form)	Jacob Cruz Rosalina Lamoca (PSWDO)	ECLIP Form	5-10 minutes	1 hour
	Provide endorsement form to be signed by the ECLIP Committee members headed by the Provincial Governor	Rosalina R. Lamoca PSWDO	Endorsement Form	5 minutes	1 hour
	All required documents will submit to the office of the Provincial Director of DILG	Rosalina R. Lamoca PSWDO	Required documents for ECLIP	5 minutes	1 hour
	Scheduling of awarding of benefits after the approval of the concerned agencies	Rosalina R. Lamoca PSWDO	Invitation for ECLIP cluster members and PTF ELCAC members	5 minutes	1 hour
3	Received benefits, organize the awarding ceremony and prepare required documents for release of check	Jacob Cruz / Voltaire Valdez	ECLIP Documents	5-10 minutes	1 hour

IP AFFAIRS OFFICE

Transaction: **Provision of Assistance**

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Submit request letter and other requirements	Lala Obrador	Letter Request Pictures, if any	5-10 minutes	1 hour
2	Submit complete requirements to the Office of the Governor, for approval	Lala Obrador Ritchelle Bundang	Original Copy of required documents	5 minutes	1 hour
3	Forwarded to Division Head and Department Head for verification and approval	Lala Obrador	CAFOA Request letter and list of materials / items to be purchased	3-5 minutes	1 hour
4	Request for PR/P.O, if funded	Lala Obrador	CAFOA, PR and Request letter and list of materials / items to be purchased	3-5minutes	1 hour

TOURISM DIVISION

Citizen's Charter

Vision: A progressive Occidental Mindoro, the premier tourist destination of MIMAROPA where guests and tourists take pleasure from a quick and comfortable travel, high standard tourism facilities. Ecological, friendly and safe environment, efficiently available banking, communication and transportation services, made possible through support of hospitable, friendly, disciplined and well-informed communities.

Mission:

1. Preservation of cultural heritage, historical landmarks, and rich natural resources.
2. Identify and develop new, unique and highly competitive tourist destinations within the province.
3. Make possible the construction/repair/improvement of road and bridges leading to major tourist destinations to make travel easier/faster and convenient.
4. Enable tourist related establishments meet the standards set by the DOT.
5. Ensure a safe and secured environment to guests and tourists, and the entire populace, as well.
6. Enhance the awareness and involvement of communities in the development of tourism as an alternative industry of the Province.
7. Increase tourist arrivals and receipts in the province through building strong alliance/linkage.
8. Tourist and guests are assured of efficient banking, communication and transportation service.

Transaction: Provision of Tourism-Related Information and Data

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Send formal request or inquiry through email or personally submit to PGO-Tourism Division	Ryan R. Tajonera TOO II Raezelle Ann Florida Staff	Request Letter	1 hr upon receipt of complete documents 15 mins, if submitted online	1 hr.
2	Approval of the Provincial Tourism Officer	Ma. Isabel J. Castillo Senior Tourism Operations Officer	Request Letter	10 mins	1 day
3	Issuance/release of data to client	Ryan R. Tajonera TOO II	Data Requirement	1 day <i>depending on the requested data</i>	1 day

Transaction: **Assistance in the Accreditation of Primary and Secondary Tourism Enterprises**

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Get the list of DOT-Accreditation Requirements to PGO-Tourism Division	<p>Blessed F. Montafio STOO</p> <p>Ryan R. Tajonera TOO II</p>		5 minutes	30 mins
2	Accomplish Application and Assessment Forms for DOT-Accreditation		Application Form Assessment Form	5 minutes	1 day
3	Submit complete documentary requirements		<p>New Application: Accomplished Application Form Accomplished Assessment Form Valid Mayor's/Business Permit Letter of Intent Sworn Statement of Undertaking Valid Waste Water Discharge Permit</p> <p>Renewal: HRA or MAB Application Form Accomplished Self-Assessment Form Letter of Intent Sworn Statement of Undertaking Valid Waste Water Discharge Permit</p>		1 day
4	Submit application to DOT through email for evaluation and conduct of physical/virtual inspection			15 minutes	1 day

Transaction: Tourism-related Projects					
No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Visit PGO-Tourism Division for discussion of the proposed project or send request letter with the proposal through email	Ma. Isabel J. Castillo STOO II	Project Proposal	1hr	2 days
2	Endorsement of the proposed project to the Office of the Governor	Ryan R. Tajonera TOO II	Endorsement Letter and Project Proposal	1hr	30 minutes
3	Approval for endorsement of the LCE	Ritchelle Bundang	Endorsement Letter and Project Proposal	30 mins	
4	Coordination and linkage of the PGO-Tourism Division to Tourism Stakeholders and concerned national agencies	Ma. Isabel J. Castillo STOO II Ryan R. Tajonera TOO II	Project Proposal Endorsement of the LCE	2 hrs	1 day

Transaction: Assistance In the Promotion of Local Products					
No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Visit PGO-Tourism Division for a dialogue or send us an email with the details of the products	Ma. Isabel J. Castillo STOO II	Request Letter Product Catalogue	1hr	half day
2	Coordination to Municipal Tourism Officers for the promotion of local products	Blessed F. Montafio Staff	Product Catalogue	1hr	half day

Transaction: Request for Meetings/Seminars/Trainings					
No.	Hakbang (Steps)	Taong lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Visit PGO-Tourism Division for a dialogue or send us an email with the details of requests	Ma. Isabel J. Castillo STOO II Blessed F. Montafio Staff		30 minutes	1hr
2	Approval of the Provincial Tourism Council Chairperson/LCE	Ritchelle Bundang	letter request Notice of Meeting Agenda	1hr	half day
3	Issuance of Notice of Meeting and Invitation Letter to members and guests	Ma. Isabel J. Castillo STOO II	Notice of Meeting Agenda	1hr	half day

Provincial Youth Development Office

Citizen's Charter

Transaction: **Scholarship Programs**

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Inquiry for Requirements of Scholarship	Ma. Lucille B. Hernandez PYDO	List of Requirements	1 minute	N/A
2	Submission of Documents/Scholarship's Requirements (GAD and PEAP)	Ma. Lucille B. Hernandez PYDO	<ol style="list-style-type: none"> 1. Letter of Intent / Application addressed to Gov. Eduardo B. Gadiano thru the Provincial Youth Development Officer. 2. Duly accomplished The Tulong sa Pagsunong ng Edukasyon Para sa Kababaihan Program (GAD) Form No. 1 and Form No. 2 3. Copy of Registration Form for Current Semester (for college students and HS students) / Certificate of Enrollment (for Private and Public / Government high School students) Academic Year 2021-2022 4. Statement of Billing / Certificate of Matriculation or COR (Certificate of Registration) 5. Original Certificate of Grades / Copy of Grades duly signed by School / College registrar with dry seal 6. Copy of Certificate of Live Birth (PSA) 7. Original Certificate of Indigency from the Barangay 8. Original Barangay Clearance, with dry seal 9. Photocopy of valid ID (School ID or any government issued ID) 	3-5 minutes	1 day

No.	Hakbang (Steps)	Taong Lalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstansyon ng Paghihintay kung may problema
3	Submission of Documents / Scholarship's Requirements (EAM - Educational Assistance for Medica; Students Medicine Proper)	Ma. Lucille B. Hernandez PYDO	1. Letter of Intent / Application addressed to Governor Eduardo D. Gadiano thru the Provincial Youth Development Officer. 2. Duly accomplished EAM Form 3. Copy of Registration Form for Current Semester (for college students and HS students) / Certificate of Enrollment (for Private and Public / Government high School students) Academic Year 2021-2022 4. Statement of Billing / Certificate of Matriculation or COR (Certificate of Registration) 5. Original Certificate of Grades / Copy of Grades duly signed by School / College registrar with dry seal 6. Copy of Certificate of Live Birth (PSA) 7. Original Certificate of Indigency from the Barangay 9. Photocopy of valid ID (School ID or any government issued ID)	3-5 minutes	1 day
4	For approval of the Governor	Ritchelle Bundang Administrative Assistant - PGO	Masterlist of Scholarship applicants	2 days	1 day

Transaction: **Financial Assistance (Provincial Youth Development Office)**

(Assistance for Youth Organization, Youth Development Programs, Youth Activities and other Educational-Related purposes)

No.	Hakbang (Steps)	Taong Isalapitan (Concerned Individual)	Kailangang Dalhin (Requirements / Documents needed)	Tagal ng Proseso (Duration of Process)	Ekstensyon ng Paghihintay kung may problema
1	Letter request to be approved by the Governor	Bundang, Ritchelle	Letter Request (Youth Organizations, and Schools)	3 days	1 day
2	Issuance of Obligation Request and Disbursement Voucher	Hernandez, Lucille	1. Approved Letter Request 2. List of Officers 3. Copy of Program of the Activity	3 minutes	1 day
3	Controlling and signature of documents in Provincial Planning and Development Office (PPDO)	Orcas, Leanne	Obligation Request	Half day	1 day
4	Controlling and signature of documents in Budget Office	Tria, Manuel T., Jr.	Obligation Request approved by the PBO	Half day	1 day
5	Controlling and signature of documents in Accounting office	Ballego, Oscar O., Jr.	1. Disbursement Voucher 2. Letter Request 3. Endorsement from Division Office signed by the SDS	1 day	3 days
6	Controlling and signature of documents in Provincial Treasury Office (PTO)	Rubio, Nancy J.	Disbursement Voucher	Half day	1 day
7	Documents for initial in the Provincial Governor's Office (PGO)	Cologan, Marylou B.	Disbursement Voucher	5 minutes	1 day
8	Documents for initial in the Administrative Office	Reguinding, Muriel M.	Disbursement Voucher	5 minutes	1 day
9	Provincial Treasury Office (PTO) for issuance of cheque	Cash Division	Disbursement Voucher	3 days	1 day