



Provincial Governors Office-Community Affairs Division



1. Attending to Borrower's Request of Service Vehicles

Facilitate Client's request of service vehicles by preparing trip tickets for the travel of the concern offices.

Office or Division:	Provincial Governors Office-Community Affairs Division			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	PGLDN Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (1 copy only)			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter	1. Receives request letter	None	2Minutes	Marie Lorraine Baclayon Community Affairs Assistant II
	1.1 Approves request	None	5 Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
2. Leaves the office (say thank you)	2. Advises the client to wait for the confirmation of the approved request	None	2Minutes	Marie Lorraine Baclayon Community Affairs Assistant II
TOTAL:		None	9 Minutes	



2.Streamer Printing

Receive Client's request for printing and coordinate to the person in-charge.

Office or Division:	Provincial Governors Office-Community Affairs Division			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	PGLDN Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter (4 Days before the activity)	1. Receives request letter	None	3 Minutes	Marie Lorraine Baclayon Community Affairs Assistant II
	1.1 Approves request	None	5 Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
	1.2 Printing of Streamers	None	7 Hours & 48 Minutes	Regner Valza Draftsman I
2. Awaits for the call	2. Informs client to pick up the Streamer	None	2 Minutes	Regner Valza Draftsman I
3. Receives the Streamer (say thank you)	3. Releases the Streamer	None	2 Minutes	Regner Valza Draftsman I
TOTAL:		None	8 Hours	



3.Preparation of Vouchers for Financial Assistance

Facilitate preparation of vouchers for the processing of financial assistance to the concern offices.

Office or Division:	Provincial Governors Office-Community Affairs Division			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	Municipalities & Barangays of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Solicitation Letter			Municipal/Barangay Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits Solicitation letter	1. Receives and reviews the document submitted	None	3Minutes	Area Coordinator Assigned
	1.1 Approves solicitation letter	None	5 Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
2. Leaves the office (say thank you)	2. Advises the client to wait for call/text for the release of the cheque	None	2 Minutes	Area Coordinator Assigned
TOTAL:		None	10Minutes	



4.Preparation of Vouchers for Burial Assistance

Facilitate preparation of vouchers for the processing of burial assistance to the concern citizens.

Office or Division:	Provincial Governors Office-Community Affairs Division			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Qualified Indigent Beneficiaries of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Client's profile			PGO-CAD Office	
2. Death Certificate			Municipality Office	
3. Certificate of Indigency			Barangay Office	
4. Birth Certificate (if the claimant daughter/ son of the late person)			PSA	
5. Marriage Contract (if the claimant husband/wife of the late person)				
6. Senior Citizen/PVHWs/ERU ID of the late			Client	
7. All documents submitted in 2 copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits documentary requirements	1. Receives and reviews all the documents submitted	None	1 Minutes	Ali Umpa Public Relations Assistant
	1.1If documents are incomplete returns to clients for completion	None	2 Minutes	Ali Umpa Public Relations Assistant
	1.2Interview clients for approval	None	5 Minutes	Area Coordinator Assigned
2. Leaves the office (say thank you)	2. Advises the client to wait for call/text for the release of the cheque	None	2 Minutes	Area Coordinator Assigned
TOTAL:		None	10 Minutes	



5. Issuance of Certification for Point of Service (POS)

Facilitate clients by issuing certifications for the availment of point of service.

Office or Division:	Provincial Governors Office-Community Affairs Division			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Qualified Indigent Beneficiaries of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of admission/referral letter			1. Provincial Hospital	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits Certificate of Admission/referral letter	1. Receives the certificate	None	2 Minutes	Ali Umpa Public Relations Assistant Rhona Mae Fulgueras Public Relations Officer I
	1.1 Interviews clients for approval	None	5 Minutes	Area Coordinator Assigned
2. Leaves the office (say thank you)	2. Issues certificate of POS	None	3 Minutes	Ali Umpa Public Relations Assistant Rhona Mae Fulgueras Public Relations Officer I
TOTAL:		None	10 Minutes	



6. Issuance of Certification for Medical Assistance for Indigent Program (MAIP)

Facilitate clients by issuing certifications for the availment of medical assistance.

Office or Division:	Provincial Governors Office-Community Affairs Division			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Qualified Indigent Beneficiaries of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of admission/referral letter			2. Provincial Hospital	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits Certificate of Admission/referral letter	1. Receives the certificate	None	2 Minutes	Ali Umpa Public Relations Assistant Rhona Mae Fulgueras Public Relations Officer I
	1.1 Interviews clients for approval	None	5 Minutes	Area Coordinator Assigned
2. Leaves the office (say thank you)	2. Issues certificate of POS/MAIP	None	3 Minutes	Ali Umpa Public Relations Assistant Rhona Mae Fulgueras Public Relations Officer I
TOTAL:		None	10 Minutes	



7.Approval of Request to PGLDN Band Performance

Facilitate Client's request for thePGLDN band performance and coordinate to the person in-charge.

Office or Division:	Provincial Governors Office-Community Affairs Division			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Municipal/Barangay & Other Agencies of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Request Letter			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter	1. Receives request letter	None	2Minutes	Marie Lorraine Baclayon Community Affairs Assistant I
	1.1 Approves request	None	5 Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
2. Leave the office (say thank you)	2. Advises the client to wait for the confirmation of the approved request	None	2Minutes	Ian Jay Carriaga Administrative Aide III Jesrel Bordios Administrative Aide III
TOTAL:		None	9 Minutes	



8.Approval of Request to Set-up PGLDN Sound System

Facilitate Client's request for the set-up of PGLDN sound system and coordinate to the person in-charge.

Office or Division:	Provincial Governors Office-Community Affairs Division			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Municipal/Barangay & Other Agencies of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter			Respective Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter	1. Receives request letter	None	2Minutes	Marie Lorraine Baclayon Community Affairs Assistant I
	1.1 Approves request	None	5 Minutes	Lyndon G. Calica Department Head Maria Alma Villame Senior Labor and Employment Officer
2. Leave the office (say thank you)	2. Advises the client to wait for the confirmation of the approved request	None	2Minutes	Ian Jay Carriaga Administrative Aide III Jesrel Bordios Administrative Aide III
TOTAL:		None	9 Minutes	



9. Attending to Clients:

- a. Client Inquiries
Receive, facilitate and respond to client's request, inquiry, and other concern.
- b. Client calls
Record, respond, and facilitate client's request, inquiry, and other concern.

Office or Division:	Provincial Governors Office-Community Affairs Division			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Lanao del Norte Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client Inquiries	1. Entertains Client	None	10 Minutes	PGO-CAD Staff
2. Client calls	2. Receives Call	None	10 Minutes	PGO-CAD Staff
TOTAL:		None	20 Minutes	