



# Citizen's CHARTER

## OFFICE OF THE GOVERNOR

### 1 )Frontline Service: Request for Financial Assistance (Hospital bill, Medical, Burial) Official Guest/s

#### Schedule of Availability of Service:

(8:00 AM – 5:00 PM) Monday- Friday with no noon break

#### What are the requirements:

Hospital Bill Assistance: Photocopy of Medical Certificate or Certificate of Confinement (2 copies) Certificate of Indigency from the Punong Barangay Endorsement letter from the Mayor	Medical Assistance: Photocopy of Medical Certificate (2 copies) Certificate of Indigency from the Punong Barangay Endorsement letter from the Mayor Photocopy of Prescription Photocopy of I.D.	Burial Assistance: Photocopy of Death Certificate (2 copies) Certificate of Indigency from the Punong Barangay Endorsement letter from the Mayor Photocopy of I.D.
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#### How to avail the service:

STEP	CLIENTS/GUEST	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Presents request for financial assistance	checks if the client has complete requirements  if incomplete: provides list of requirements to comply  if complete: <u>for hospital bill below P30,000.00, medical assistance or burial assistance (in cash)</u> interviews the client, records data in the logbook, gives the referral slip and refers to PSWDO for interview  <u>for hospital bill over P30,000.00</u> advises the client to ask also for financial assistance from the SP members which the amount will be indicated in a pink slip  fills up the guarantee letter (3 copies), 1 for the hospital, 1 for PSWDO, 1 for GO file copy  records data in the logbook, gives the referral slip and refers to PSWDO for interview  <u>for burial assistance (provide transportation)</u> checks the availability of the Provincial Government of Guimaras (PGG) transportation and records the date, time and venue when it will be used and informs the driver	4-5mins.	G.O. Financial Assistance staff		
2	proceeds to PSWDO for interview	<u>for hospital bill</u> advises the client to return to hospital for clearance  <u>for medical or burial assistance</u> interviews and makes case study  reviews the case study and signs as recommending approval  forwards the case study to the Office of the Governor for the Approval	10-15mins	Social Worker Officer  PSWDOfficer		
3		approves the case study  makes necessary financial documents to process the financial assistance  processes for signatories and forwards to finance offices	2-3 minutes  1-2 days	Governor  G.O. Finance Section staff		
4	receives the assistance	informs the applicant by texting their contact numbers  In case that the applicant has no contact number: requests the special agents assigned per municipality to inform the concerned applicant that his/her check is ready for releasing  releases the check to the client after he/she presents a valid I.D. and affix his/her signature to the voucher	1-2 days	Provincial Treasurer's Office staff  Special Agents  Provincial Treasurer's Office staff		
<b>END OF TRANSACTION</b>						

### Frontline Service: Request for Scholarship -College Student and Financial Assistance for Tuition Fees and Allowances (1 time transaction only)

Schedule of availability of Services : Monday to Friday / 8:00am-12:00NN 12:30PM-4:30PM

#### HOW TO AVAIL OF THE SERVICE

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submits required documents to the Office of the Governor Letter request addressed to the Governor (must be specify what is requested) Certificate of Indigency Registration Form (RF) Copy of Grades I.D.	stamps the application received indicating the received date, time and his/her signature  encodes the received application to the series of incoming communications  forwards the documents to the Special Concerns Section	2-3 minutes	G.O. Receiving Staff		
2		checks the documents submitted and interviews the applicant for verification  if incomplete: provides list of requirements to comply  if complete: attaches a routing slip and forwards the application for the approval of the governor	4-5 minutes	G.O. Special Concerns Section Staff  Executive Assistant		
3		reviews, approves the application and indicates amount to be provided	2-3 minutes	Governor		
4		makes necessary financial documents to process the scholarship or financial assistance  process for signatories and forwards to finance offices	2-3 minutes  1-2 days	G.O. Finance Section staff		
5	receives the assistance	forwards the check to the school of the provincial scholars  informs the applicant by texting their contact numbers  In case that the applicant has no contact number: requests the special agents assigned per municipality to inform the concerned applicant that his/her check is ready for releasing  informs the person concerned in their locality  PTO staff releases the check to the applicant after he/she presents a valid I.D. and affix his/her signature to the voucher	1-2 days  1-2 days  4-5 minutes	Provincial Treasurer's Office staff  Special Agents  Provincial Treasurer's Office staff		
<b>END OF TRANSACTION</b>						



# Citizen's CHARTER

## OFFICE OF THE GOVERNOR

### Frontline Service: Request for Governor's Attendance or Presence in Special Activities

**Schedule of Availability of Service:** Monday to Friday (8:00AM-4:30PM)

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	files written request or invitation and program with the receiving clerk	stamps the letter request or invitation received indicating the received date, time and his/her signature  encodes the received application to the series of incoming communications  forwards the documents to the Executive Assistant	4-5 minutes	G.O. Receiving Staff		
2	receives information if the Governor is available or not	attaches a routing slip and forwards the letter request or invitation to the governor  indicates if available or not in the routing slip  records the schedule of governor's appointment and informs the concerned person or agency requesting for the attendance of the Governor	1-2 minutes  1-2 minutes  1-2 minutes	Executive Assistant  Governor  G.O Staff		
END OF TRANSACTION						

### Frontline Service: Request for Recommendation

**Schedule of availability of Services :** Monday to Friday / 8:00am-12:00NN 12:30PM-4:30PM  
**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	informs the staff with the intention to request for recommendation	if the client did not bring any bio-data or personal data sheet : gives a blank personal data form for the client to fill-up  refers the request to the staff concerned	1-2 minutes  1 minute  1-3 minutes	G.O. Receiving Staff		
2	receives the recommendation requested	prepares the recommendation  signs the recommendation  files a copy and releases it to client		G.O. Clerk  Governor  G.O. Clerk		
END OF TRANSACTION						

### Frontline Service: Incoming Communications Addressed to the Provincial Government of Guimaras

**Schedule of Availability of Service:** Monday to Friday (8:00AM-4:30PM)

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	presents incoming communication with the receiving clerk	stamps the incoming communication received indicating the received date, time and his/her signature  encodes the received incoming communication to the series of incoming communications  forwards the documents to the Executive Assistant	4-5 minutes	G.O. Receiving Staff		
2		attaches a routing slip and forwards the incoming communication to the governor and/or the concerned offices for their action  indicates action to be taken  forwards the documents to the concerned agencies/office/ person	1-2 minutes  1-2 minutes  1-2 minutes	Executive Assistant  Governor  G.O Staff		
END OF TRANSACTION						