



CITIZENS CHARTER

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RIZAL PROVINCIAL GOVERNMENT

Vision:

**A peaceful, eco-tourism province with a progressive, creative and sustained multi-sector economy;
The regional center for learning, culture and the arts;
endowed with equally accessible and advanced services and facilities for its God-loving, highly capable and empowered citizenry.**

Mission:

Towards that end, Rizal Province is committed to the promotion and modernization of socio-economic and environmental services by providing programs and activities for sustainable livelihood, multi-sector linkages and access to financing; proactive health care delivery, industry relevant education and values formation; dependable infrastructure

support and human resource development; ecological management and the preservation of cultural and historical sites achievable through effective, responsible and transparent governance.

PERFORMANCE PLEDGE

We, the officials and employees of the Rizal Provincial Government, solemnly pledge for:

- B** Better educational opportunities for the youth
- E** Enhancement of health and nutrition services
- S** Strengthening environmental management & protection
- T** Total commitment to promote the tourism potentials of the Province

- F** Focusing on the welfare of the children and women
- O** Opening up new markets and more trade prospects
- R** Recognizing the need for wider & efficient social services

- R** Responsive style of governance, reflective of the people's will
- I** Integrated infrastructure development
- Z** Zeroing on the fight against illegal drugs
- A** Agricultural productivity to attain food sufficiency
- L** Low-cost housing with livelihood opportunities

All these we pledge, because we want

ONLY WHAT IS BEST FOR YOU.

FEEDBACK AND REDRESS MECHANISMS

following: Please let us know how we have served you by doing the

- Accomplish our Feedback Form available at the front desk/
lobby and submit to the Human Resource Management Office.

- You may also visit our website at www.rizalprovince.gov.ph for an online feedback

- You can also upload our compliment/feedback form at the
RPG Citizens Charter Kiosk/computer provided for at
the Lobby

THANK YOU VERY MUCH for helping us continuously improved our services.

Kung walang kikibo, sino ang kikibo

Kung walang kikilos , sino ang kikilos

Tayo! ang Kikilos! Tayo! ang Kikibo!

Kung hindi ngayon ! Kailan?...

NGAYON NA! Kaibigan...

CITIZEN'S FEEDBACK FORM

Sapagkat hangad po namin na kayo ay mapaglingkuran ng mabilis tapat at mahusay na serbisyo, Kami po ay lubos na masisiyahan kung kami ay inyong matutulungan upang ibayong paglilingkod ang aming maihahandog sa inyo sa pamamagitan ng tapat na pagsagot sa mga katanungang nasa ibaba. I-tsek lang po sa kahon ang inyong kaukulang sagot.

1. Pangalan : -----

2. Tirahan : -----

 3. Tel./CP Number : -----

 3. Tanggapan na : -----

 Pinuntahan
 4. Uri ng Serbisyo : -----

 Kinailangan

A. TANGGAPAN / OPISINA

OO HINDI

- 5. Madali mo bang natangpuan ang tanggapan/opisina?
- 6. Malinis at maayos ba ang tanggapan/opisina na iyong pinuntahan?
- 7. Komportable ka ba sa panahon ng iyong pagpunta/pagbisita?
- 8. Mahaba ba ang pila sa tanggapan na inyong pinuntahan?

B. KAWANI / OPISYAL

OO HINDI

- 9. Maayos ba ang pagtanggap sa iyo ng kawani/empleyado?
- 10. Nakausap mo ba ang kawani/empleyado na pakay mo?
- 11. Tumugon ba ng agaran ang kawani sa iyong pangangailangan?
- 12. Sapat ba ang kaalaman ng kawani tungkol sa proseso at serbisyo na pakay mo?
- 13. Naroon po ba ang awtorisadong opisyal?
- 14. Mabagal ba ang serbisyo ng opisina na iyong pinuntahan?
- 15. Matagal ba bago napirmahan ang dokumento na iyong kailangan?
- 16. Pantay ba ang pag-aasikaso ng mga kawani/opisyal sa tanggapan na iyong pinuntahan?

C. MGA PUNA AT MUNGKAHI

Because we are committed to deliver exemplary service to the constituents, we would be very glad if you could help us improve on our performance by sincerely answering the following questions and checking on the tick box provided below.

- 1. Name : -----

2. Address : -----

3. Tel./CP Number : -----

3. Office Visited : -----

4. Service Availed : -----

A. PROVINCIAL GOVERNMENT OFFICE

YES NO

5. Did you find easy to locate the Office/Department?
6. Did you find the place clean and orderly?
7. Did you feel comfortable during your visit?
8. Was there a lengthy chain of customers waiting for their turn?

B. RPG FRONTLINERS AND OFFICERS

YES NO

9. Were you received properly?
10. Is the employee-in-charge available?
11. Is the employee-in-charge accommodating?
12. Did the employee-in-charge promptly respond to your needs?
13. Is the employee-in-charge well versed on the service/s and processes?
14. Is the authorized official available?
15. Did it take the official or signatory long to sign the documents?
16. Were all customers given equal treatment?

C. COMMENTS AND SUGGESTIONS

FRONTLINE SERVICES



RIZAL PROVINCIAL GOVERNMENT SERVICES

SERVICES	Transaction Time	Office Responsible
1. Granting of Scholarship from the Provincial Scholarship Program	1 hr & 25 mins.	Scholarship Secretariat
2. Employment at the Provincial Government on job rotation basis for Nurse, Nursing Attendant, Medical Technologist and X-ray Technicians.	35 minutes	HRMO
3. Provision of Drug Abuse Prevention and Rehabilitation Services	2 hrs & 15min	RADA0
4. Issuance of Legislative Documents / Provision of Library Services	30 minutes / 15 minutes	SP – Secretariat Provincial Library
5. Granting of Community Mortgage Program/Services	3 hrs & 45 mins	Housing & Resettlement
6. Provision of Legal Assistance/Counsel Services	5 hrs & 15 mins	PAO
7. Provision of Information Materials such as statistics, plans, maps and other Provincial Data.	37 minutes	PPDC
8. Provision of Assistance to Individual and Crisis Situation(AICS)	1 hr & 5 mins.	PSWD
9. Provision of Medical and Dental Mission	1 hour	Health Services
10. Application for House and Lot at the Provincial Housing Project	1 hr & 42 mins.	Economic Enterprise
11. Provision of Veterinary Services	1 hr. and 6 min	PVET
12. Planning, Programming and designing of Proposed Projects	9 hrs & 20 mins.	PEO
13. Provision of Continuous Education and Agricultural	1 hr & 40 mins.	PAG

Based Livelihood Program/Services		
14. Collection of Real Property Taxes.	15 minutes	PTO
15. Collection of Annual Fixed Tax on Delivery Vans/ Trucks.	25 minutes	PTO
16. Issuance of certified copies of tax declaration, certification of no improvement/with improvement.	25 minutes	PAS
17. Issuance of Tax Declaration for Simple Transfer of Ownership.	64 minutes	PAS
18. Booking of facilities / venue for corporate events / activities.	50 minutes	Ynares Sports Arena
19. Provision of OPD Medical Consultation	35 minutes	Provincial Hospital
20. Issuance of certified copies of quarry/ small scale mining permits.	1 hour	RENRO



SERVICE STANDARDS



RIZAL PROVINCIAL GOVERNMENT SERVICES

Provincial Scholarship Office

I. Granting of Scholarship from the Provincial Scholarship Program

Service About the Program The Rizal College Scholarship Foundation (RCSF) provides scholarships to poor but deserving students to attain quality education for their development, community building and country's economic prosperity under the maxim "*that those who have less in life shall have more in law*". The program is in partnership with Department of Education-province of Rizal and was enacted through Sangguniang Panlalawigan Ordinance No. 96-02.

Those who wants to avail of the program may apply at the Scholarship Office located at the Lower Ground Floor of the New Capitol Building, Ynares Center Complex, Antipolo, Rizal Province The applicants must meet the following qualifications;

- A Filipino citizen and a resident of Rizal Province for at least three (3) years;
- Not over (23) years old;



Client

Requirements

- Must have grades of not lower than 85% in five (5) subject areas namely, Math , Science, English, Filipino and Makabayan, utilizing the 3rd grading period;
- Must be a graduate of public and private schools located in Rizal Province;
- Must be in good moral character and be in good health;
- An annual family income of P120,000.00

Must pass the qualifying examination and interview.

Poor but deserving students who will meet the above-mentioned qualifications and shall pursue a bachelor degree course.

- Certified copy of Birth Certificate;
- BIR Certificate of Tax Withheld or BIR Certificate of Tax Exemption and Brgy. Certificate of Indigency;
- Medical Certificate issued by a government physician;
- Certificate of good moral character from a local government authority and from the school;
- Certificate of residency from the Barangay;
- Certified copy of grade or copy of DepEd Form 138;
- Three (3) pcs 1x1 picture.



Service Schedule

Monday to Friday
8:00am – 12:00nn 1:00pm – 5:00pm



Total Processing Time

1 hour and 25 minutes
(exclusive time for written examination and interview)



Total Fees/Charges

None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Scholarship Office	Transaction Time	Responsible Person
1. Attend an orientations briefings conducted by the scholarship program secretariat.	Discusses the qualifications, requirements.	1 hour	Scholarship Office Staff/Officer
2. Secure application Form at the Scholarship Office and submit accomplished form together with the requirements.	Inform applicants to fill out the application form. Check the application submitted together with the supporting documents;	5 minutes	
3. Take note of the			Sc

<p>schedule/venue of the qualifying written examination to be administered by the scholarship program secretariat.</p> <p>Be present on the date of the examination</p>	<p>If qualified, advises applicants to take note of the schedule and venue of the qualifying written examination to be conducted. Also inform them to bring pencil, ballpen and ID picture on the date of the examination.</p>	<p>5 minutes</p>	<p>holarship Office Staff/Officer</p>
<p>4. Proceed to Scholarship Office one working day after the conduct of the qualifying written exams. Check if your name is on the list of those who are qualified.</p>	<p>Releases/posts, announce the test results and answers phone inquiries. Advice students who pass the qualifying written exam to take note of schedule for the 2nd phase examinations which is the interview.</p>	<p>5 minutes</p>	<p>Sc holarship Office Staff/Officer</p>
<p>5. Be present in the conduct of the 2nd Phase of the Examination (interview)</p>	<p>Administer the 2nd phase examination which is the interview.</p>	<p>5 minutes per student</p>	<p>Sc holarship Office Staff/Officer DepED Officials</p>
<p>6. Check / Inquire or call the Scholarship office for the results of the 2nd phase examinations. If passed and qualified submit the complete requirements for enrolment.</p>	<p>Upon validation and confirmation of the last phase examination, Instruct and advises qualified students to submit all the requirements for enrolment.</p>	<p>5 minutes</p>	<p>Sc holarship Office Staff</p>



RIZAL PROVINCIAL GOVERNMENT SERVICES






Office of the Human Resource and Management

I. Employment at the Provincial Government on Job Rotation basis for Nurses, Nursing Attendant, Medical Technologist, Midwife and X-ray Technicians.

About the Service

Employment opportunities in the Provincial Government are open to all qualified men and women provided that they meet the minimum requirement of the positions to be filled. Job vacancies are posted at the bulletin board of the Provincial Capitol for the information of the

employees as well as the perspective applicants. Application for the employment should be submitted to the Office of the Governor or to the Human Resource Management Office.

	Client Groups	Nurses, Medical Technologist, Midwife and X-ray Technicians
	Requirement	Application letter, Resume with latest passport size ID picture, Photocopy of Certificate of Eligibility/Eligibilities – if any, Photocopy of Transcript of Records, Other supporting documents – if any.
	Service Schedule	Monday to Friday 8:00am – 12:00nn 1:00pm – 5:00pm
	Total Processing Time	35 minutes
	Total Fees/Charges	None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the HRMO	Transaction Time	Responsible Person
1. Proceed to the Provincial Capitol Bldg. and check the Bulletin Board the list of Vacancies and/or inquire at the HRMO Officer in charge.	Answers queries on job vacancies.	5 minutes	H RMO Staff / Officer
2. Submit application letter specifying The position applied together with The requirements.	Receives application letter with the required documents. Advise the applicant to wait for an interview.	5 minutes	H RMO Staff / Officer
3. Submit yourself to a	Conduct interviews		

preliminary interview	and evaluates applicants qualification. If qualified; applicant is advise to return on the date specified and submit other pertinent papers/documents. Unqualified applicants will be given a referral to PESO Office for a job vacancy of other agencies.	10 minutes	Chief, HRMO
4. Upon return, submit the required documents to the HRMO staff in charge on appointment preparation.	Check & evaluates pertinent papers submitted by the applicant. Assist client to fill-up and accomplish the CSC / RPG Forms. Prepare appointment and endorse to the Chief HRMO for signature, to the Honorable Governor for approval and to the Civil Service Commission for confirmation. Advise applicant when to return for his/her new assignment.	10 minutes	HRMO Staff Chief, HRMO
5. Receive the new assignment and sign in the logbook.	Issues new assignment and/or detail order.	5 minutes	HRMO Staff








RIZAL PROVINCIAL GOVERNMENT SERVICES

Rizal Anti-Drug Abuse Office

I. Provision of Drug Abuse Prevention and Rehabilitation Services

This service pertains to the Public's awareness on

Service	About the	the true dimension of the drug abuse problem and to provide them with appropriate strategies on its Prevention. It also provides Assessment, Treatment and Rehabilitation of drug dependents.
 Client Groups	Client	<ol style="list-style-type: none"> 1. <u>For Seminars:</u> General Public (Parents, Teachers, Students, Youth Groups, Barangay Officials, NGO's, Cooperatives, Workplaces and other Sectors) 2. <u>For Treatment and Rehabilitation:</u> Drug Dependents and Co-dependents (immediate family members)
 Requirements	Requirements	<ol style="list-style-type: none"> 1. <u>For Seminars:</u> Request Letter to the Governor 2. <u>For Treatment and Rehabilitation:</u> Personal appearance of the drug dependent, together with Co-dependents
 Schedule	Service	Monday to Friday 8:00am – 12:00nn 1:00pm – 5:00pm
 Total Processing Time	Total	<ol style="list-style-type: none"> 1. <u>For Seminars:</u> 30 minutes 2. <u>For Treatment & Rehabilitation:</u> 1 hour & 45 minutes
 Total Fees/Charges	Total	None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the RADAO	Transaction Time	Responsible Person
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<p style="text-align: center;">A. For Seminars</p> <p>1. Contact or proceed to RADAO and give the request letter for the conduct of lecture/ seminar on drug abuse, prevention and control.</p>	<p>Accommodate the Client and interview to know the details of the request.</p> <p>Give the format of the program/seminar and prepare the schedule.</p>	<p style="text-align: right;">20 minutes</p>	<p style="text-align: right;">RAD AO Prev entive Education Pers onnel</p>
	<p>Review and approve the schedule of the Seminar</p>	<p style="text-align: right;">4 minutes</p>	<p style="text-align: right;">Chie f RADAO</p>
<p>2. Receive the request schedule of the seminar.</p>	<p>Release and post the schedule of the seminar.</p>	<p style="text-align: right;">1 minute</p>	<p style="text-align: right;">RAD AO Prev entive Education Pers onnel</p>
<p style="text-align: center;">B. For Rehabilitation Services</p> <p>1. Proceed to RADAO and request for the treatment of the concerned drug dependent / patient</p>	<p>Get the information about the patient's character, habits, etc.</p> <p style="padding-left: 40px;">a. Intervie w the co-dependents</p> <p style="padding-left: 40px;">b. Intervie w the patient</p>	<p style="text-align: right;">15 minutes</p> <p style="text-align: right;">15 minutes</p>	<p style="text-align: right;">Trea tment and Rehab Staff</p>
<p>2. Receive the documents</p>	<p>Counsel the Co-dependents and the Patient</p> <p>Assess, Approve and Sign the appropriate documents</p> <p>Release the document</p>	<p style="text-align: right;">1 hour</p> <p style="text-align: right;">10 minutes</p> <p style="text-align: right;">5 minutes</p>	<p style="text-align: right;">Psyc hologist</p> <p style="text-align: right;">Chie f of RADAO</p> <p style="text-align: right;">Trea tment and Rehab Staff</p>



RIZAL PROVINCIAL GOVERNMENT SERVICES

Sangguniang Panlalawigan - Secretariat

I. Issuance of Legislative Documents.

	Service	About the Issuance of certified copies of Legislative Documents can be obtained from this office.
	Client Groups	Private individuals/entities. corporation, NGO's/PO's, LGU's, Students, National Agencies, Offices/Department within the Rizal Provincial Government
	Requirements	Letter of Intent
	Service Schedule	Monday to Friday 8:00am – 12:00nn 1:00pm – 5:00pm
	Total Processing Time	30 minutes
	Total Fees/Charges	None

PROCES OF AVAILING THE SERVICES:

Steps Involved	Action of the SP - Secretariat	Transaction Time	Responsible Person
1. Convey your request at the Sangguniang Panlalawigan – Secretariat staff and submit the requirements.	Accommodate clients request and receive the requirements. Advise client to pay the corresponding fee at the PTO Office and return to claim the documents.	5 minutes	Receiving Clerk
	Prepares copy of the requested document	20 minutes	Records Officer

claim the 2. Present O. R. and documents.	Releases requested documents	the	5 minutes	Records Staff / Officer
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RIZAL PROVINCIAL GOVERNMENT SERVICES

Sangguniang Panlalawigan - Secretariat

Office of the Provincial Library

II. Provision of Computer Services in the Provincial Library

	About the	The Provincial Library provides and entertains any individual, students, professionals, out of school youths whose hobbies are to read books, magazines etc., borrow books and to use Community e center facilities for research.
 Service Groups	Client	General Public
 Requirements	Requirements	Any valid ID's
 Schedule	Service	Monday to Friday 8:00am – 12:00nn 1:00pm – 5:00pm
 Total Processing Time	Total	15 minutes
 Total Fees/Charges	Total	None

PROCES OF AVAILING THE SERVICES:

Steps Involved	Action of the Provincial Library Office	Transaction Time	Responsible Person
1. Present identification card at the information clerk. Tell the staff your purpose/inquiry.	Verify name on file. If none, make card catalogue for the new client.	5 minutes	Library Staff







2. Proceed to the computer room or CeC of the Provincial Library.	Assist the researcher in the computer room and brief the client with the rules and regulations of the library and in using the computer unit.	10 minutes	Librarian Aide/officer
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RIZAL PROVINCIAL GOVERNMENT SERVICES

Office of the Provincial Administrator
Housing and Resettlement Division

I. Granting of Community Mortgage Program/Services

	Service	About the	Assists legally registered organized associations of under privileged and homeless/landless citizens to purchase and develop land under the concept of the community mortgage program.
	Client Groups	Client	Land Owners/Community Association
	Requirements	Requireme	MOA between Community Association and Landowner; MOA between Community Association and RPG; Proposed Subd. Plan; Dev't. Permit; Application to Social Housing and Finance Corp. signed by the Governor
	Service Schedule	Service	Monday to Friday 8:00am – 12:00nn 1:00pm – 5:00pm
	Total Processing Time	Total	3 hours and 45 minutes
	Total Fees/Charges	Total	None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Housing and Resettlement Office	Transaction Time	Responsible Person
1. Proceed to Housing Office and submit letter request address to the Provincial Governor, together with all the requirements and supporting documents from the	Receives/evaluate the request and endorse to the Provincial Governor for instruction and approval.	20 minutes	Housing Staff Officer Governor

association			
<p>2. * Extend assistance/cooperate with the Housing Field Staff Officer in the conduct of CENSUS Operation.</p> <p>*Take down notes on the schedule of a series of meetings to be conducted by the concerned parties and in the conduct of signing of memorandum of agreement.</p>	<p>Upon approval of the Governor, Conduct interview with the community association officers/landowners, check accreditation of association, subdivision plan and master list of beneficiaries. Check and verify the completeness, correctness of all pertinent documents including the MOA. Advises client on the schedule in the conduct of a series of meetings and in the signing of Memorandum of Agreement</p>	2 hours	<p>Ho using Staff / Officer</p> <p>Ex ecutive Officer</p>

PROCESS OF AVAILING THE SERVICES

Steps Involved	Action of the Housing and Resettlement Office	Transaction Time	Responsible Person
<p>*Make sure to know the date and place where the awarding of CMP certificate is to be held.</p>	<p>Endorse all Documents/MOA to the Technical Services Group of SHFC to verify the completeness and the correctness of the CMP documents for approval.</p> <p>If APPROVED: The Office of the Governor will receive a letter of guarantee. Coordinates & inform all concerned parties the Project organizer / Officer for the awarding of certificates to all members /beneficiaries.</p> <p>If NOT: Gather all other requirements, re-evaluate / verify the completeness & the correctness of other documents and re-submit to Technical Service Group of SHFC for approval.</p>	<p>30 minutes</p> <p>10 minutes</p> <p>40 minutes</p>	<p>Ho using Staff Officer</p> <p>Ho using Staff Officer</p>
<p>3. Claim / receive the CMP certificate</p>	<p>Releases the certificate.</p>	<p>5 minutes/ Beneficiary (with program proper)</p>	<p>Ex ecutive Officer</p> <p>Go vernor</p>



RIZAL PROVINCIAL GOVERNMENT SERVICES

Office of the Provincial Attorney

I. Provision of Legal Assistance /Counsel Services

	Service	About the constituents of the Province of Rizal as referred by the Governor, in all courts or tribunals, prosecution offices, and other quasi-judicial bodies where the client's case is pending investigation.
	Client Groups	by Constituents of the Province of Rizal referred the Governor.
	Requirements	Indorsement from the Governor; Pertinent documents appropriate for the purpose; such as letter request addressed to the Governor, Copies of the complaint, affidavit-complaints, summons, subpoena, information, and the like.
	Service Schedule	Monday to Friday 8:00am – 12:00nn 1:00pm – 5:00pm
	Total Processing Time	5 hours and 15 minutes



Total Fees/Charges

None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the PAO	Transaction Time	Responsible Person
1. Present Governor's endorsement or referral	<p>a. Interview.</p> <p>b. With Complete Documents; preparation of counter-affidavit or answer and affidavits of witnesses.</p> <p>c. With Incomplete Documents; client is advised to returned on a scheduled date.</p>	<p>60 minutes</p> <p>180 minutes</p> <p>15 minutes</p>	Lawyer, Legal Assistant/ Researcher
2. Proceed to court or prosecution office, as the case may be.	Filing of the answer in court or submission of counter-affidavit at the preliminary investigation at the prosecutor's office.	60 minutes	Lawyer, legal assistant, or client



RIZAL PROVINCIAL GOVERNMENT SERVICES

Office of the Provincial Planning and Development

I.Provision of information materials such as statistics, plans, maps and other provincial data.

Service About the **Service** The Provincial Planning & Development Office keeps information about the province such as Comprehensive Development Plans, Provincial Physical Framework Plans, Provincial SocioEconomic Profile, component LGUs' Comprehensive Land Use Plans, Zoning Ordinances and socioeconomic profiles, statistical data, thematic maps, feasibility studies, provincial governance data and other reference materials. These reference materials are available for public consumption.



Client Groups

Any interested individual or group of persons, public or private



Requirements

- 1. Identification card
- 2. Formal letter (on a case to case basis)



Service Schedule

Monday to Friday
8:00 A.M. to 5:00 P.M.



Total Processing Time

37 minutes

Total Fees/Charges

P20.00/page If requesting for photocopied documents – (pursuant to chapter III, Art. A. Sec. 3a.01 (d), (e) of Ord. # 2008-001 or Revenue Code).

POCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the PPDO	Transaction Time	Responsible Person
1. Clients fill-up PPDO Client Action Sheet and request for information materials.	Shows available materials to the client – for room use only	10 minutes	Front Desk Staff / Officer
2. Clients identify/specify documents for reproduction	Fills-up Payment Request Form and instruct client to pay the corresponding fees at the PTO. Reproduces/Photocopies requested documents	5 minutes 20 minutes Or more depending on the volumes of the documents	Admin. Division staff
3. Clients return to PPDO, show official receipt & claim/receive the documents.	Releases requested documents.	2 minutes	Admin. Division Staff



RIZAL PROVINCIAL GOVERNMENT SERVICES

Office of the Provincial Social Welfare and Development

I. Provision of Assistance to Individual during Crisis Situation (AICS)

Service About the Office extends emergency financial / foods / construction materials / disaster relief & rehabilitation / wheel chair / assistance to indigent individual and families. This service also covers the provision of health cards, livelihood, burial and medical assistance.



Client Groups Indigent individuals and families / communities / groups / victims of calamities and/or emergencies.



Requirements

For Health Cards – 2 x 2 ID picture, voter’s ID

For Burial Assistance – Photo copy of Death Certificate (claimant should be any immediate member of the family of the deceased)

For Medical Assistance – Doctors prescription and/or

Medical certificate

For Victims of Calamities –BDCC, C/MDCC and/or C/MSWDO report on damage of the calamity.

For Fire Victims – incident report by the fire department and/or barangay, form 202(individual report on the extent of

damage signed by the barangay captain and/or representative BDCC co-chair and by the MDCC chairman and/or by the mayor.

General requirements:

- intake sheet and/or case study, feedback/assessment report
- certificate of eligibility
- barangay certificate of indigency



Service Schedule

Monday to Friday – 8:00 am – 12:00 nn /1:00 pm – 5:00pm
(Saturday-Sunday-Holiday) During Calamity time 24 hours



Total Processing Time

1 hour and 5 minutes



Total Fees/Charges

None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the PSWD Office	Transaction Time	Responsible Person
1. Submit letter request addressed to the Hon. Governor for his information and instruction.	The PSWD receives and records the letter request. Conduct interview with client.	30 minutes	P SWD Staff/Officer
	Verification and coordination with the barangay and C/MSWDO.	15 minutes	
	Preparation of social case study report (AICS form)	15	

	<p>In case approved- Preparation of voucher</p> <p>If not – the clients are advised that they will be informed by the availability of assistance.</p>	<p>minutes</p> <p>5 minutes</p>	
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RIZAL PROVINCIAL GOVERNMENT SERVICES

PHO – Health Services

I. Provision of Medical and Dental Missions

Service

About the

The Provincial Government of Rizal offers free medical and dental services through the conduct of medical and dental mission provincewide. The scheduled areas will be provided with free medicines, medical, dental and reflexology services.



Groups

Client

General Public



Requirements

Letter request duly noted by the Hon. Governor



Service Schedule

Monday to Friday (including Saturdays & Sundays)
8:00am – 12:00nn 1:00pm – 5:00pm



Total Processing Time

One (1) hour



Total Fees/Charges

None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the PHO-Health Services Office	Transaction Time	Responsible Person
1. Client will submit a written request addressed to the Hon. Governor at least two (2) months before the desired date.	Upon the receipt of the request duly noted by the Hon. Governor, the PHO staff will handle the screening & clearance of the proposed schedule (segregation of request per barangay and per municipality).	30 minutes	PHO-Staff Mission Coordinator
2. Follow-up the status of the request with the mission coordinator. If the schedule is approved: Take note of the preparation details If not: Wait for the re-scheduling of the request. Be present in the conduct of the the Medical Mission.	Advise the requesting party on the schedule and preparation in the conduct of the medical and dental mission. Prepare all necessary documents, materials, medicines, equipments needed for the medical mission.	30 minutes	Medical Mission Staff/Coordinator/Officer



RIZAL PROVINCIAL GOVERNMENT SERVICES

Economic Enterprise Office

I. Application for House and Lot at the Rizal Provincial Housing Project.

The Rizal Provincial Government has two housing projects at the Ynares Village Housing Project (twenty five hectares Provincially owned subdivision), in Pinugay, Baras, Rizal namely, the Habitat for Humanity and the Rotary Homes Project. Application for house and lot

project is jointly undertaken by the province in partnership and/or Rotary District 3800. The house component is undertaken by the HABILITAT and ROTARY, while the lot component is undertaken by the province, being the owner of the subdivision. After submission of all the requirements. the target beneficiaries are validated as to their qualification.

Client Groups

:

Urban poor residents of the Province

Requirements

:

1. Letter of intent

RIZAL PROVINCIAL GOVERNMENT SERVICES

Office of the Provincial Veterinary

I. Provision of Veterinary Services

□

About the Service

:□Veterinary Services rendered to ensure and promote

Veterinary Services rendered to ensure and promote animal health. These services include diagnosis and treatment of disease, deworming, iron and vitamins administration. Vaccination against priority diseases such as Rabies, Hog Cholera, Hemosepticemia, and Foot and Mouth Disease is also being done to prevent these diseases. Veterinary Mission in areas or Barangays conducted to reach and serve far-flung localities. Livestock farms are evaluated regularly. This includes inspection of farm equipments, waste disposal system, feed mill, farm disease management program and biosecurity. Information and education campaigns focusing on prevention & control of diseases are also conducted in schools, Barangays and

bout
the
Service

villages/ subdivisions. 

□ □

□

Client Groups

:□

Livestock Farmers/ Animal Raisers
Farm Owners, Students / Barangay residents



□ □

□

Requirements

:□

Request letter from farmer, barangays, schools



□ □

□

Service Schedule

:□

Monday to Friday
8:00 am to 5:00 pm



□ □



Total Processing Time

:

1 hour & 6 minutes



Total Fees/Charges

:

None



PROCESS OF AVAILING THE SERVICE:

	Steps Involved	Action of the PVO	Transaction Time	Responsible Person	Treatment
Treatment					

1. Interview the clients particularly on the signs and symptoms of the affected animal.

Assess the gravity of sickness and make recommendations or instructions.

20 minutes

- PVO Technical Staff 2. Set schedule for administering the service requested except for emergency cases. Prepare the veterinary kit necessary for the treatment of animal/s.
- 2. Set schedule for administering the service requested except for emergency cases. Prepare the veterinary kit necessary for the treatment of animal/s.
- 2. Set schedule for administering the service requested except for emergency cases. Prepare the veterinary kit necessary for the treatment of animal/s.
- Prepare the veterinary kit necessary for the treatment of animal/s.

For emergency cases

Proceed to the area where the affected animal is located. 10 minutes

10 minutes

Immediate action PVO Technical Staff **Vaccination**
 PVO Technical Staff **Vaccination**

Vaccination
Vaccination

- 1. Submission of request letter addressed to the Hon. Governor.

Receives and process the request

3 minutes

PVO Admin Staff

- 2. Set schedule for vaccination. Prepares the schedule in the conduct of mass vaccination as agreed upon by the client and the office.
- 2. Set schedule for vaccination. Prepares the schedule in the conduct of mass vaccination as agreed upon by the client and the office.
- 2. Set schedule for vaccination. Prepares the schedule in the conduct of mass vaccination as agreed upon by the client and the office.
- Prepares the schedule in the conduct of mass vaccination as agreed upon by the client and the office.

15 minutes

PVO Technical staff **Public Awareness Seminar & Audio Visual Presentation**
 PVO Technical staff **Public Awareness Seminar & Audio Visual Presentation**
Public Awareness Seminar & Audio Visual Presentation
Public Awareness Seminar & Audio Visual Presentation

- 1. Submission of request letter addressed to the Hon. Governor.

Receive and process the request

3 minutes

PVO Admin Staff 2. Set schedule for public awareness seminar./information education campaign. Advise client of the schedule in the conduct of seminar and or audio visual presentation including the equipments and materials needed.

2. Set schedule for public awareness seminar./information education campaign. Advise client of the schedule in the conduct of seminar and or audio visual presentation including the equipments and materials needed.

2. Set schedule for public awareness seminar./information education campaign. Advise client of the schedule in the conduct of seminar and or audio visual presentation including the equipments and materials needed.

Advise client of the schedule in the conduct of seminar and or audio visual presentation including the equipments and materials needed.

15 minutes PVO Public Awareness Coordinator
PVO Public Awareness Coordinator



RIZAL PROVINCIAL GOVERNMENT SERVICES

Office of the Provincial Engineer

Planning, Programming and designing of Proposed Projects

About the Service

: The Provincial Engineers Office is responsible for planning, Programming and Designing of the

proposed projects to be implemented in the Province of Rizal.



The Provincial Engineers Office is responsible for planning, Programming and Designing of the proposed projects to be implemented in the Province of Rizal.



Client Groups

:

General Public



Requirements

: Documentary requirements (in re:site pf proposed project)
Documentary requirements (in re:site pf proposed project)

- 1. Government owned property:**
 - a. Proof/Evidence of Ownership of the Government
 - b. Certification that they (Owner-Government Agency) were coordinated and interpose no objection for the proposed project.

- 2. Private owned property:**
 - a. Proof/Evidence of ownership
 - b. Intent to turn-over/convey/donate to the government
 - c. Resolution of the concerned government agency to accept the turn-over/conveyance/donation
 - d. Authority of the concerned government official to accept the turn-over/conveyance/donation
 - e. Official/formal document of turn-over/ conveyance/ Deed of Donation
 - f. Certification that they (new owner-government agency) were coordinated and interpose no objection for the proposed project

- 3. Other documents/clearances when necessary:**
 - a. LLDA Clearance.
 - b. DPWH Clearance/Right-of-way
 - c. Demolition Permit from concerned government agency
 - d. Subdivision/Survey Plan of the subject property
 - e. Accreditation Documents (Association).





Service Schedule

:

Monday to Friday

8:00am – 12:00nn 1:00pm – 5:00pm



Total Processing Time

:

9 hours and 20 minutes (working hours)

(Exclusive of the corresponding targeted hours of work)



=

=

Total Fees/Charges

:

None **PROCESS OF AVAILING THE SERVICES**
PROCESS OF AVAILING THE SERVICES
PROCESS OF AVAILING THE SERVICES
PROCESS OF AVAILING THE SERVICES
PROCESS OF AVAILING THE SERVICES
PROCESS OF AVAILING THE SERVICES
PROCESS OF AVAILING THE SERVICES
PROCESS OF AVAILING THE SERVICES

Steps Involved Action of the PEO Transaction Time Responsible Person
Action of the PEO Transaction Time Responsible Person
Transaction Time Responsible Person
Responsible Person

1. Submit letter request
address to the Office
of the Prov'l. Governor.

Upon approval of the Hon. Governor, the request is being forwarded to this office with marginal note for action.

Records and checks of the correctness and completeness of the requirements of the request.

Distribution of assignment and scheduling of site inspection

Site Inspection or coordination with the requesting party and other concerned officials.

Corresponding advice is issued to requesting party for compliance and submission.

Preparation of Report/ Estimates/ Program of works

Draft of plans

Endorse to the Office of the Honorable Provincial Governor the prepared program of works and cost estimate for consideration and approval.

30 minutes

30 minutes

8 hours

As per attached List of Structure with corresponding targeted days/ hours of work

As per attached List of Structure with corresponding targeted hours of work

20 minutes

Head of Division-Technical Staff

Technical Staff

Technical Staff
Head of Division

Technical Staff
Head of Division

Division Head/ Provincial Engineer




RIZAL PROVINCIAL GOVERNMENT SERVICES
Office of the Provincial Agriculturist

I. Provision of Continuous Education and Agricultural Based Livelihood Program/Services

□

About the Service

:□ To Train and update farmers/fisherfolks/cooperatives and homemakers on new technologies on Rice, Corn and Vegetable Production. Post Harvest handling and Marketing Strategies; lecture demo and

demo on food processing.  □

To Train and update farmers/fisherfolks/cooperatives and homemakers on new technologies on Rice, Corn and Vegetable Production. Post Harvest handling and Marketing Strategies; lecture demo and demo on

food processing. □ □

□ □

□ □

□

Client Groups

:□

Farmers, Fisherfolks, Cooperatives/Homemakers



□ □

□ □

□

Requirements

:□ **Provision of Continuous Education:**

Provision of Continuous Education:

Request Letter/Resolution

Agricultural Based Livelihood Program:

Board Resolution, Project Proposal, Financial Statement,



Copy of Certificate of Registration. □ □

□ □

□ □

□

Service Schedule

:□

Monday to Friday

8:00am – 12:00nn 1:00pm – 5:00pm



□ □

□ □

□

Total Processing Time

:□

1 hour and 40 minutes
(Exclusive time of the actual /demo/lecture/training



Total Fees/Charges

:□

None □ **PROCESS OF AVAILING THE SERVICE:**

□ **PROCESS OF AVAILING THE SERVICE:**

□ **PROCESS OF AVAILING THE SERVICE:**

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Provincial Agriculture's Office	Transaction Time	Responsible Person	Request for conduct
	Action of the Provincial Agriculture's Office	Transaction Time	Responsible Person	Request for conduct
		Transaction Time	Responsible Person	Request for conduct
		Responsible Person	Request for conduct	

Request for conduct

1. Request for conduct

Lectures/seminar on

a. FFS – Rice

b. FFS – Corn

c. FFS – Vegetables

Production

d. Fish - Production and

Processing

e. Livelihood Projects

Records and Check the request

• Records and Check the request

• Check availability of inputs.

• Set schedule to conduct field validation and coordination with the Municipal Office

re:counter parting scheme.

• Prepare necessary documents, supplies and material needed during

the/demo/lecture/training

40 minutes

Pool of Trainor's/
Div. Chief/
Program Coordinator

	Steps Involved	Action of the Provincial Agriculture's Office	Transaction Time	Responsible Person
			2. Proceed to Ground working Activity (a week after validation)	
Steps Involved	Action of the Provincial Agriculture's Office	Transaction Time	Responsible Person	
			2. Proceed to Ground working Activity (a week after validation)	
Steps Involved	Action of the Provincial Agriculture's Office	Transaction Time	Responsible Person	
			2. Proceed to Ground working Activity (a week after validation)	
Action of the Provincial Agriculture's Office	Transaction Time	Responsible Person		2.
Proceed to Ground working Activity (a week after validation)				
Transaction Time	Responsible Person			2. Proceed to Ground working Activity (a week after validation)
validation)				
Responsible Person				2. Proceed to Ground working Activity (a week after validation)
2. Proceed to Ground working Activity (a week after validation)				
2. Proceed to Ground working Activity (a week after validation)				

Note: Be Present on the date of the actual Launching Program
 Discuss and Advise requesting party/that a communication will be sent to inform them the schedule and date of the launching / take off duty
 Discuss and Advise requesting party/that a communication will be sent to inform them the schedule and date of the launching / take off duty

15 minutes

15 minutes

Pool of Trainor's/
Pool of Trainor's/
Prov'l/Mun.
Coordinators

For Cooperative/ Farm

For Cooperative/ Farm

**For Cooperative/ Farm
Mechanization**

- 1. Submission of Request
- 1. Submission of Request

- 1. Submission of Request

- 1. Submission of Request
- 1. Submission of Request
- 1. Submission of Request for Loan Assistance/Farm

Equipments

(For Cooperative Only)

2. Pre-Membership
Education Seminar (PMES)
to new members/cooperative

3. Submission of required
pertinent documents

4. Schedule for the awarding of
Loan.

Validate request/interview with requesting party.

- Validate request/interview with requesting party.

- Conduct Orientation/Seminar to applicants
(New Members/Cooperative)

- Review/Check as to the completeness of the documents

- Endorse application for
approval of the Honorable
Governor.

- Releases Approved Loan

10 minutes

10 minutes

Per targeted time/schedule

Of Orientation

10 minutes

15 minutes

10 minutes Cooperative & Livelihood Mgt. Division
Cooperative & Livelihood Mgt. Division
Officer/Staff

CLMD Officer/Staff

CLMD Officer/Staff
Chief Executive

Chief Executive
CLMD Officer/Staff



RIZAL PROVINCIAL GOVERNMENT SERVICES

Office of the Provincial Treasurer

I. Collection of Real Property Taxes

□

About the Service

:□Real Property Tax is imposed on owners of real properties such as land, buildings and machineries should pay real property taxes yearly based on the assessments made by Assessor’s Office. Payments should be made either in the Municipal Treasurer’s Office where the property is located or at the Provincial Treasurer’s Office. Discounts of 20% or 10% can be availed of if real property taxes are paid before January 1 and on due



dates either quarterly or yearly respectively provided there are no delinquencies. □ □

Real Property Tax is imposed on owners of real properties such as land, buildings and machineries should pay real property taxes yearly based on the assessments made by Assessor’s Office. Payments should be made either in the Municipal Treasurer’s Office where the property is located or at the Provincial Treasurer’s Office. Discounts of 20% or 10% can be availed of if real property taxes are paid before January 1 and on due

dates either quarterly or yearly respectively provided there are no delinquencies. □ □

□ □

□

Client Groups

:□

Individuals, partnerships or corporations who owns real properties in the Province.



□ □

□

Requirements

:□

Last Official Receipts should be presented or a Statement of Accounts provided by the different Municipal Treasurers’ Office. In case of newly assessed real property, a copy of the newly issued tax declaration from the Assessor’s Office.




□ □



Service Schedule

:□

Monday to Friday

8:00am – 12:00nn 1:00pm – 5:00pm □  □

□ □

□

Total Processing Time

:□

Maximum of 15 minutes per official receipt based on the existing manual system of collection and real

property tax is not delinquent. □



□

□ □

□

Total Fees/Charges

:□

2% of the Assessed value as appearing in the tax declaration.

□

□

PROCESS OF AVAILING THE SERVICE:

Steps Involved Action of the PTO Transaction Time Responsible Person 1. Present last OR or statement

Action of the PTO Transaction Time Responsible Person 1. Present last OR or statement

Transaction Time Responsible Person 1. Present last OR or statement

Responsible Person 1. Present last OR or statement

1. Present last OR or statement

1. Present last OR or statement of account on the designated

window Verify year of last payment and prepare computation of tax

Verify year of last payment and prepare computation of tax

- 10 minutes Revenue Collection Clerk 2. Pay the amount computed by Revenue Collection Clerk 2. Pay the amount computed by
2. Pay the amount computed by
 2. Pay the amount computed by the RCC and received the corresponding OR and the previous OR or statement of account

Accept payment and issue OR (AF 56)

5 minutes

Revenue Collection Clerk



RIZAL PROVINCIAL GOVERNMENT SERVICES

Office of the Provincial Treasurer

II. Collection of Annual Fixed Tax on Delivery Vans/Trucks.

□

About the Service

:□An annual tax is imposed on every delivery trucks/vans delivering articles of commerce to wholesalers or retailers within the Province of Rizal. The tax in due on the first 20 days of January every year and a penalty of 2% per month is imposed for failure to pay the tax on time.

An annual tax is imposed on every delivery trucks/vans delivering articles of commerce to wholesalers or retailers within the Province of Rizal. The tax in due on the first 20 days of January every year and a penalty of 2% per month is imposed for failure to pay the tax on time.



□

□

□

Client Groups

:□Proprietors, Partnerships and Corporations whose business requires the use of delivery trucks/vans in the delivering their commodities to wholesalers or retailers in the Province of Rizal.

Proprietors, Partnerships and Corporations whose business requires the use of delivery trucks/vans in the delivering their commodities to wholesalers or retailers in the Province of Rizal.



□

□

□

Requirements

:□ *Xerox copies of OR/CRs of delivery trucks/vans or list of plate nos. of delivery trucks/vans assigned in the Province of Rizal

*Xerox copies of OR/CRs of delivery trucks/vans or list of plate nos. of delivery trucks/vans assigned in the Province of Rizal



*Community Tax Certificate □

□

□

□

□

Service Schedule

:□

Monday to Friday (including Saturdays & Sundays)

8:00am – 12:00nn 1:00pm – 5:00pm □



□

□

□

□

Total Processing Time

:□

25 minutes for the issuance of stickers, governor's permit will be delivered thru mail.



□

□

□

□



Total Fees/Charges

- :Php 500.00 per delivery truck/van
- Php 500.00 per delivery truck/van
- Php 50.00 for governor's permit
- A penalty of 2% per month is imposed for failure to pay the tax within the the first 20 days of January.

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the PTO	Transaction Time	Responsible Person
----------------	-------------------	------------------	--------------------

- | | | | |
|--|---|------------|-----------------------------------|
| 1. Present the List of Plate Nos. of DT/V and fill up the application form | Verify the list presented and compute the total taxes/fee due | 15 minutes | LTO I, Revenue Operation Division |
| 2. Pay the corresponding taxes | 2. Pay the corresponding taxes and get the official receipt | 5 minutes | RCC, Cash Receipt Division |
| 3. Present the Official Receipt | 3. Present the Official Receipt and secure the stickers | 5 minutes | LTO I, Revenue Operation Division |




RIZAL PROVINCIAL GOVERNMENT SERVICES

Office of the Provincial Assessor

with improvement.

□

About the Service

: Certified true copies of tax declarations certifications of no improvement or with improvement, certifications of “razed by fire” and other kinds of certifications may be obtained from this division. □ 

□

Certified true copies of tax declarations certifications of no improvement or with improvement, certifications of “razed by fire” and other kinds of certifications may be obtained from this division. □
□


□

□

□

Client Groups

:


Real property owners/ representatives □  □

□

□

□

Requirements

: Payment of Real Property Tax for TDs (memo of Gov. dated 03-07-05), Affidavit duly notarized for certificate of no improvement. (Revenue Audit Memo #1-88 dated 08-04-88) □  □
Payment of Real Property Tax for TDs (memo of Gov. dated 03-07-05), Affidavit duly notarized for

certificate of no improvement. (Revenue Audit Memo #1-88 dated 08-04-88) □ □

□

□

□

Service Schedule

:

Monday to Friday

8:00am – 12:00nn 1:00pm – 5:00pm



□ □

□

Total Processing Time

:

25 minutes



□ □

□

Total Fees/Charges

:

P 50.00 / rpu (SP Ordinance # 2008-001)

□□

□

□

□

□

□

□

□

PROCESS OF AVAILING THE SERVICE:

- | Steps Involved | Action of the PAS | Transaction Time | Responsible Person |
|------------------------------------|---|-------------------------|------------------------------------|
| Assessors Office | | | 1. Proceed to the Assessors Office |
| | Action of the PAS | Transaction Time | Responsible Person |
| | | | 1. Proceed to the Assessors Office |
| | Responsible Person | Transaction Time | Responsible Person |
| | | | 1. Proceed to the Assessors Office |
| 1. Proceed to the Assessors Office | | | |
| | 1. Proceed to the Assessors Office and request for certified copies of TDs/ Certifications. | | |

2. Pay the corresponding fee at PTO Verifies records and types TDs/ Certifications.
Verifies records and types TDs/ Certifications.

Advise client to pay the corresponding fee at the Provincial Treasurer's Office

20 minutes

Admin. Clerk VI

Assm' Clerk II 3. Present official receipt

3. Present official receipt

3. Present official receipt

Reviews/ signs copy of TD/ Certifications 3 minutes L A O O- IV

Reviews/ signs copy of TD/ Certifications 3 minutes L A O O- IV

3 minutes L A O O- IV

L A O O- IV

L A O O- III

4. Receive the requested documents

4. Receive the requested documents

4. Receive the requested documents

and sign the logbook.

Issues the copies of TD/ Certifications. 2 minutes L A O O – II

Issues the copies of TD/ Certifications. 2 minutes L A O O – II

2 minutes L A O O – II

L A O O – II

Admin. Aide VI



RIZAL PROVINCIAL GOVERNMENT SERVICES

Office of the Provincial Assessor

II. Issuance of Tax Declaration for Simple Transfer of Ownership

□

About the Service

: For purposes of Taxation, real property shall be assessed in the name of the owner or anyone who has legal interest on the property. Therefore, tax declaration will be issued in the name of the person holding valid claim of ownership over the property. Further, every time ownership of real property changes, the tax



declaration covering it shall be transferred to the new owner. □ □

For purposes of Taxation, real property shall be assessed in the name of the owner or anyone who has legal interest on the property. Therefore, tax declaration will be issued in the name of the person holding valid claim of ownership over the property. Further, every time ownership of real property changes, the tax

declaration covering it shall be transferred to the new owner. □ □



□

Client Groups

:

Real property Owners/ Representative



□

□

□

□

□

Requirements

: Certified Xeroxed Copy of Title, Certified Xeroxed Copy of Deed conveyance, Certified Xeroxed Copy Authorizing Registration, Certified Xeroxed Copy of Transfer Tax Receipt, Certified Xeroxed Copy of

Real Property Tax Receipt, Accomplished Sworn Statement, other relevant documents.



□

□

Certified Xeroxed Copy of Title, Certified Xeroxed Copy of Deed conveyance, Certified Xeroxed Copy Authorizing Registration, Certified Xeroxed Copy of Transfer Tax Receipt, Certified Xeroxed Copy of Real

Property Tax Receipt, Accomplished Sworn Statement, other relevant documents.

□

□

□

□

□

Service Schedule

:

Monday to Friday, 8:00 am – 12 nn / 1:00 pm – 5:00 pm



□

□

□

□

□

Prepare Field \appraisal and Assessment Sheet and Type Tax Declaration
Prepare Field \appraisal and Assessment Sheet and Type Tax Declaration
Prepare Field \appraisal and Assessment Sheet and Type Tax Declaration
25 minutes

25 minutes
LAOO-II/III
LAOO-II/III
Assessment Clerk/Admin Aide

Steps Involved Action of the PAS Transaction Time Responsible Person Advise client to pay late filing fee for Sworn Statement and/or Processing Fee for building processing fee for building with "0" Assessment Level to the Provincial Treasurer's Office.

Action of the PAS Transaction Time Responsible Person Advise client to pay late filing fee for Sworn Statement and/or Processing Fee for building processing fee for building with "0" Assessment Level to the Provincial Treasurer's Office.

Transaction Time Responsible Person Advise client to pay late filing fee for Sworn Statement and/or Processing Fee for building processing fee for building with "0" Assessment Level to the Provincial Treasurer's Office.

Responsible Person Advise client to pay late filing fee for Sworn Statement and/or Processing Fee for building processing fee for building with "0" Assessment Level to the Provincial Treasurer's Office.

Advise client to pay late filing fee for Sworn Statement and/or Processing Fee for building processing fee for building with "0" Assessment Level to the Provincial Treasurer's Office.

Advise client to pay late filing fee for Sworn Statement and/or Processing Fee for building processing fee for building with "0" Assessment Level to the Provincial Treasurer's Office.

Advise client to pay late filing fee for Sworn Statement and/or Processing Fee for building processing fee for building with "0" Assessment Level to the Provincial Treasurer's Office.

Review/Initialed the prepared FAAS and TD for submission and approval of the Provincial Assessor.

15 minutes

LAOO IV/III
Provincial Assessor

Assign assessment of real property number/record information on record assessment.
Assign assessment of real property number/record information on record assessment.

Assign assessment of real property number/record information on record assessment.
Assign assessment of real property number/record information on record assessment.

5 minutes

5 minutes
LAOO II/III of ARMD
LAOO II/III of ARMD

Stamps pertinent markers such as ARP number and date registered.
Stamps pertinent markers such as ARP number and date registered.
Stamps pertinent markers such as ARP number and date registered.
Stamps pertinent markers such as ARP number and date registered.
5 minutes

5 minutes
Admin. Aide IV/
Admin. Aide IV/
Assessment Clerk II of ARMD
3. Receive the documents and

3. Receive the documents and
3. Receive the documents and
sign the logbook
Release the New Tax Declaration to taxpayer/Representative
Release the New Tax Declaration to taxpayer/Representative
2 minutes

2 minutes
Admin. Aide/Clerk II
Admin. Aide/Clerk II
Of ARMD



RIZAL PROVINCIAL GOVERNMENT SERVICES
Ynares Sports Arena

I. Booking of facilities and venue for corporate events / activities

□

About the Service

:

The Ynares Sports Arena one of the state of the art facilities of Rizal Provincial Government located along Shaw Blvd., beside the entrance of the old capitol compound in Pasig City. It caters any corporate events or activities particularly basketball games, sports competitions, variety shows, conventions, etc. □



□

Client Groups

:

Private and Public entities, Religious group, Schools and other Peoples organizations.



□

□

□

Requirements

:



Rizal Provincial Government/Municipal Permit □

□

□

□

Service Schedule

:

Monday to Friday (Saturday-Sunday)

8:00am – 12:00nn 1:00pm – 5:00pm □



□



□

Total Processing Time

:

50 minutes □



□

□

□

□

Total Fees/Charges

: Corporate Events/Complete Facilities:

Corporate Events/Complete Facilities:

P 60,000.00 Rental first (4) hours

P 30,000.00 Performance Bond/rentals

Practice / Training: With Aircon Php 10,000.00/hr

W/o Aircon Php 2,000.00/hr. □ **PROCESS OF AVAILING THE SERVICE:**

□ **PROCESS OF AVAILING THE SERVICE:**

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Ynares Sports Administrator	Transaction Time	Responsible Person
	1. Visit the Ynares Sports Arena,		1. Visit the Ynares Sports Arena,
	Ynares Sports Arena,		1. Visit the Ynares Sports Arena,
	1. Visit the Ynares Sports Arena,		1. Visit the Ynares Sports Arena,
	1. Visit the Ynares Sports Arena, make an ocular inspection of the facilities.		1. Visit the Ynares Sports Arena, make an ocular inspection of the facilities.
	Show to the client the different facilities of the YS arena and explain the services being offered.	10 minutes	YSA Administrator/Staff
	Show to the client the different facilities of the YS arena and explain the services being offered.	10 minutes	YSA Administrator/Staff
	10 minutes	YSA Administrator/Staff	□2. Submit Proposal or request for
	YSA Administrator/Staff	□2. Submit Proposal or request for	YSA Administrator/Staff
	□2. Submit Proposal or request for		□2. Submit Proposal or request for
	2. Submit Proposal or request for Booking		Check the date being requested if available or open.
	Check the date being requested if available or open.	5 minutes	YSA Staff
	5 minutes	YSA Staff	□
	5 minutes	YSA Staff	□
	YSA Staff	□	YSA Staff

□

(For Corporate Events) Explain to the client the rental fees, performance bonds, rules and regulations of the facilities/arena 10 minutes YSA Executive Officer/Administrator □3. Be present for the Negotiation Draft/review the contract and forward to the Legal Office for final review and approval. 15 minutes Executive Officer

Explain to the client the rental fees, performance bonds, rules and regulations of the facilities/arena 10 minutes YSA Executive Officer/Administrator □3. Be present for the Negotiation Draft/review the contract and forward to the Legal Office for final review and approval. 15 minutes Executive Officer

10 minutes YSA Executive Officer/Administrator □3. Be present for the Negotiation Draft/review the contract and forward to the Legal Office for final review and approval. 15 minutes Executive Officer

YSA Executive Officer/Administrator □3. Be present for the Negotiation Draft/review the contract and forward to the Legal Office for final review and approval. 15 minutes Executive Officer

□3. Be present for the Negotiation Draft/review the contract and forward to the Legal Office for final review and approval. 15 minutes Executive Officer

3. Be present for the Negotiation Draft/review the contract and forward to the Legal Office for final review and approval. 15 minutes Executive Officer

Draft/review the contract and forward to the Legal Office for final review and approval. 15 minutes Executive Officer

15 minutes Executive Officer

Executive Officer

Legal Officer □4. Pay to the YSA Collection Officer

□4. Pay to the YSA Collection Officer

4. Pay to the YSA Collection Officer

The corresponding rental and other

fees. Accept payment and issues official receipt 5 minutes Revenue Collection Clerk/Officer-

YSA □6. Received the Approved Contract/

Accept payment and issues official receipt 5 minutes Revenue Collection Clerk/Officer-YSA □6. Received the Approved Contract/

5 minutes Revenue Collection Clerk/Officer-YSA □6. Received the Approved Contract/

Revenue Collection Clerk/Officer-YSA □6. Received the Approved Contract/

□6. Received the Approved Contract/

6. Received the Approved Contract/

Schedule & sign the logbook.

Check O.R. and issues the documents. 5 minutes Sports Arena Staff □



Check O.R. and issues the documents. 5 minutes Sports Arena Staff □

5 minutes Sports Arena Staff □

Sports Arena Staff □

□



RIZAL PROVINCIAL GOVERNMENT SERVICES

Rizal Provincial Hospital

I. Provision of OPD Medical Consultation

□

About the Service

: OPD Consultation and Minor operation at the hospital wherein outpatients registered for proper

recording of information and the necessary medical procedure to be undertaken. □  □

OPD Consultation and Minor operation at the hospital wherein outpatients registered for proper


recording of information and the necessary medical procedure to be undertaken. □ □

□ □

□

Client Groups

:

All Patients □  □

□ □

□

Requirements

:

None □  □



□ □

□

Service Schedule

: General consultation and Dental Services:
General consultation and Dental Services:
Monday to Friday 8:00 am to 5:00 pm

Surgery – Monday to Friday 8:00 am to 5:00 pm
Internal Medicine – Monday to Friday 8:00 am to 5:00 pm
Pedia – Monday to Friday 8:00 am to 5:00 pm
Pre- natal Check Up – Monday to Friday 8:00 am to 5:00 pm (6:30 to 7:30 am listing)
Gyne Cases – Tuesday and Thursday 8:00 am to 5:00 pm
SATURDAY / SUNDAY / HOLIDAY – No OPD Consultation all patients will proceed to E emergency



Room. □ □

□ □

□

Total Processing Time

:

35 Minutes □



□

□ □

□

Total Fees/Charges

:

P 10.00 old and new patients
P 60.00 Tooth extraction

□

□

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of Hospital	Transaction Time	Responsible Person
			A. For new patient
			A. For new patient
			A. For new patient

A. For new patient

A. For new patient

- registered to the Information Section

OPD information form to be filled-up and the clerk will bring it to OPD.

OPD information form to be filled-up and the clerk will bring it to OPD.

5 minutes

Information Clerk

B. For Old Patient

B. For Old Patient

B. For Old Patient

- Present the OPD Card Clerk will retrieve your OPD record and will bring it to OPD 5

minutes Clerk New and old Patients will proceed to OPD Section and wait your name to be called. Upon calling your name the nurse on duty will take the vital sign and refers to corresponding department and physician.

Clerk will retrieve your OPD record and will bring it to OPD 5 minutes Clerk New and old Patients will proceed to OPD Section and wait your name to be called. Upon calling your name the nurse on duty will take the vital sign and refers to corresponding department and physician.

5 minutes Clerk New and old Patients will proceed to OPD Section and wait your name to be called. Upon calling your name the nurse on duty will take the vital sign and refers to corresponding department and physician.

Clerk New and old Patients will proceed to OPD Section and wait your name to be called. Upon calling your name the nurse on duty will take the vital sign and refers to corresponding department and physician.

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New and old Patients will proceed to OPD Section and wait your name to be called. Upon calling your name the nurse on duty will take the vital sign and refers to corresponding department and physician.

Upon calling your name the nurse on duty will take the vital sign and refers to corresponding department and physician.

5 minutes

Nurse on duty at OPD - Proceed to Resident Physician or medical officer to Undergo examination. Conduct Medical Examination and give medical advice, doctor prescriptions and referrals.

- Proceed to Resident Physician or medical officer to Undergo examination. Conduct Medical Examination

and give medical advice, doctor prescriptions and referrals.

- Proceed to Resident Physician or medical officer to Undergo examination. Conduct Medical Examination and give medical advice, doctor prescriptions and referrals.

Conduct Medical Examination and give medical advice, doctor prescriptions and referrals.

10 minutes

Physician - Avail result of Laboratory and X-ray examination. Conducts Laboratory and X-ray examinations.

- Avail result of Laboratory and X-ray examination. Conducts Laboratory and X-ray examinations.

- Avail result of Laboratory and X-ray examination. Conducts Laboratory and X-ray examinations.

Conducts Laboratory and X-ray examinations.

variable

Medical Tech/

X-ray Tech. - Get the result at the given scheduled and go back to OPD and subject self to counseling and for final diagnosis. Advise patience on the results findings as part of the counseling service.

- Get the result at the given scheduled and go back to OPD and subject self to counseling and for final diagnosis. Advise patience on the results findings as part of the counseling service.

- Get the result at the given scheduled and go back to OPD and subject self to counseling and for final diagnosis. Advise patience on the results findings as part of the counseling service.

Advise patience on the results findings as part of the counseling service.

10 minutes

Physician



RIZAL PROVINCIAL GOVERNMENT SERVICES

Rizal Environment and Natural Resources Office

I. Issuance of certified copies of quarry/small scale mining permits.

□

About the Service

:□ Certified true copies of quarry and small scale mining permits and other documents related to mining operations may be obtained from this Office.



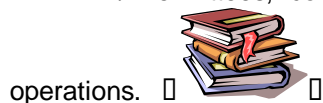
□

□

□

Client Groups

:□ Permittees, contractors/operators, stakeholders, landowner and any person involved in mining



operations. □

Permittees, contractors/operators, stakeholders, landowner and any person involved in mining

operations. □

□

□

□

Requirements

:□

Formal Request □



□



□

Service Schedule

:□

Monday to Friday

8:00am – 12:00nn 1:00pm – 5:00pm □



□ □

□

Total Processing Time

:□

1 hour □



□ □

□

Total Fees/Charges

:□

Php 20.00 per page □ **PROCESS OF AVAILING THE SERVICE:**

□ **PROCESS OF AVAILING THE SERVICE:**

PROCESS OF AVAILING THE SERVICE:

Steps Involved Action of the RENRO Transaction Time Responsible Person 1. Submit formal request for

Action of the RENRO Transaction Time Responsible Person 1. Submit formal request for

Transaction Time Responsible Person 1. Submit formal request for

Responsible Person 1. Submit formal request for

1. Submit formal request for

1. Submit formal request for certified copies of quarry/small scale permits related to quarry /

mining. Received request and forward to RENRO Executive Officer for approval.

Received request and forward to RENRO Executive Officer for approval.

IF APPROVED:

* verifies records and prepares the requested document/s.

* Prepare order of payment and advise client to pay the corresponding fee at the Provincial Treasurer's Office

IF NOT:

* Inform the client thru letter that the request / application has been denied.

35 minutes RENRO Staff/
RENRO Staff/
Executive Officer

RENRO Staff

Reviews / dry-sealed the document/s & endorse to the RENRO Executive Officer for approval

Reviews / dry-sealed the document/s & endorse to the RENRO Executive Officer for approval

Reviews / dry-sealed the document/s & endorse to the RENRO Executive Officer for approval

Reviews / dry-sealed the document/s & endorse to the RENRO Executive Officer for approval

20 minutes RENRO Staff/

RENRO Staff/

Executive Officer 4. Present O.R. to the RENRO

4. Present O.R. to the RENRO

4. Present O.R. to the RENRO

Secretariat and receive the
requested document/s & sign the

logbook. Issues / releases the document/s.

Issues / releases the document/s.

5 minutes

RENRO Staff



RIZAL PROVINCIAL GOVERNMENT

Antipolo City

OFFICE OF THE GOVERNOR

ADMINISTRATIVE ORDER NO. 01-2009

AN ORDER MANDATING THE ESTABLISHMENT OF A CITIZEN'S CHARTER FOR THE PROVINCE OF RIZAL, AND CREATING THE STEERING COMMITTEE AND TASK FORCE FOR THE PURPOSE

WHEREAS, the Anti-Red Tape Act of 2007 otherwise known as Republic Act No. 9485 declared the policy of the state to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government;

WHEREAS, in accordance with this policy, local government units have been mandated by R.A. 9485 to set up service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, or in the form of published materials written either in English , Filipino or in local dialect;

WHEREAS, the leadership advocates the promotion of good local governance through clear, transparent, accountable and responsive public service delivery, which is also espoused by R.A. 9485;

WHEREAS, the leadership is aware of the benefits that implementation of a Citizen's Charter brought about to other LGUs and their constituents such as less cost of public service delivery reduced vulnerability to graft and corruption, availability of feedback mechanism, existence of basis for assessing the performance of the local government and staff, as well as customer satisfaction, equal treatment of customers, availability of complaints and redress mechanism, and opening of opportunity for people participation on service improvement, among others;

WHEREAS, it is the leadership's desire for the Province of Rizal, and its constituents, to reap the same benefits as mentioned above through the establishment of its own Citizen's Charter;

NOW THEREFORE, by virtue of the powers vested in me as the Local Chief Executive of the Province of Rizal, I hereby order the following:

Section 1. Establishment of a Citizen's Charter for the Province of Rizal

The local government of the Province of Rizal shall establish an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services that it provides to its constituents. The said document shall describe the step-by-step procedures for availing a particular service and the guaranteed performance level that the constituents may expect for that service, and shall include the following information:

- Vision and mission of the government office or agency;

- Identification of the frontline services offered, and the recipients of such services;
- The step-by-step procedure to obtain a particular service;
- The officer or employee responsible for each step;
- The maximum time to conclude the process;
- Document/s to be presented by the client, with clear indication of the relevancy of said document/s;
- The amount of fees, if necessary;
- The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;
- Allowable period for extension due to unusual circumstances; i.e. unforeseen events beyond the control of concerned government office or agency; and
- Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions as well as complaints.

Section 2. Creation of the Steering Committee on Citizen’s Charter Initiative

A Steering Committee on the Citizen’s Charter Initiative shall be created to serve as primary advisory to the local chief executive in the overall direction and supervision of the Citizen’s Charter Initiative. The Steering Committee shall be composed of the following:

- **Governor Casimiro A. Ynares III, M.D.**- Committee Chairperson
- **Vice Governor Frisco S. San Juan, Jr.**
- **Board Member Narciso S.J. Villaran** – Chairperson of the Committee on Business and Industry, Sangguniang Panlalawigan
 - Members of the existing Management Committee or Executive Committee;
 - Heads of the departments providing frontline services, if they are not already members of the ManCom or ExeCom;
- **Mr. Danilo Cruz** – Representative of the Local Chamber of Commerce and Industry;
- **HRMO Eugene P. Durusan** – ex officio member (Head of Task Force on Citizen’s Charter Preparation)

Section 3. Terms of Reference for the Steering Committee

- Act as the LCE’s advisory council in the overall direction and supervision of the Citizen’s Charter initiative’s implementation;
- Assist the LCE in setting the goals and objectives of the Citizen’s Charter initiative;
- Assist the LCE in the review and refinement of the Citizen’s Charter;
- Lead in advocating and lobbying for the institutionalization of the Citizen’s Charter to the Sangguniang Panlalawigan through an appropriate ordinance.

Section 4. Creation of the Task Force on Citizen's Charter Preparation

A Task Force on Citizen's Charter Preparation shall be created to take lead in the formulation, writing and packaging of the Citizen's Charter. The Task Force shall be composed of the following:

- **HRMO Eugene P. Durusan** – Task Force Head;
- **EnP Gertie P. Sison** – Deputy Task Force Head;
- Heads of Departments providing frontline services;
- Senior Staff/s from each Department providing frontline services

Section 5. Terms of Reference for Task Force

Members of Task Force shall perform the following functions:

- The Department Heads, assisted by one or two of their Senior Staff, shall lead in the review of their offices' frontline services in terms of procedure, requirements, charges and fees, in the setting of new service standards, and in the conduct of consultative meetings with the consumers or beneficiaries of the services provided by their departments;
- The Department Heads shall also be in charge of writing their offices' new procedures, list of requirements and schedule of charges and fees for submission to Task Force Head;
- The Task Force Head shall see to it that standards and deadlines with regard to the Citizen's Charter preparation are met, assume responsibility for the review and consolidation of Departments' outputs, as well as in the finalization of the Charter.

Section 6. Effectivity

This Administrative Order shall take effect immediately.

CASIMIRO M. YNARES III, M.D.
Governor

OFFICIALS

PROVINCIAL GOVERNMENT OFFICIALS

Provincial Governor
Vice-Governor

Hon. Casimiro A. Ynares III, M.D.
Hon. Frisco S. San Juan, Jr.

Congressmen:

1st District

Hon. Michael John R. Duavit

2nd District

Hon. Adelina R. Zaldarriaga

1st District Antipolo City

Hon. Robbie V. Puno

2nd District Antipolo City

Hon. Angelito C. Gatlabayan

Board Members:

1 st District	Hon. Genato H. Bernardo, M.D. Hon. Benjamin DL. Esguerra, Jr. Hon. Zoilo G. Tolentino, Jr. Hon. Armando V. Villamayor, Sr.
2 nd District	Hon. Emigdio P. Tanjuatco III Hon. Reynaldo H. San Juan, Jr. M.D. Hon. Nemesio M. Roxas Hon. Arwin A. Mariano
1 st District Antipolo City	Hon. Ronald R. Barcena
2 nd District Antipolo City	Hon. Zacarias L. Tapales
ABC President	Hon. Wilmer R. Elago
PPSK President	Hon. Jeri Mae E. Calderon
PCL President	Hon. Narciso SJ. Villaran

Mayors

Angono	Hon. Aurora A. Villamayor
Antipolo City.....	Hon. Danilo O. Leyble
Baras.....	Hon. Wilfredo C. Robles
Binangonan	Hon. Cecilio M. Ynares
Cainta.....	Hon. Ramon A. Ilagan
Cardona.....	Hon. Gil SJ. San Juan
Jalajala.....	Hon. Elionor I. Pillas
Morong.....	Hon. Joseph Buenaventura
Pililla.....	Hon. Leandro V. Masikip
Rodriguez.....	Hon. Pedro S. Cuerpo
San Mateo.....	Hon. Jose Rafael E. Diaz
Tanay.....	Hon. Rafael A. Tanjuatco
Taytay.....	Hon. George Ricardo R. Gacula, Jr.
Teresa.....	Hon. Rodel N. dela Cruz.

RIZAL CHAMBER OF COMMERCE AND INDUSTRY REPRESENTATIVE

MR. PAULO SIASOCO

DEPARTMENT HEADS/CHIEFS OF OFFICES

1. ADMINISTRATOR
Russel Guiller C. Ynares
Provincial Administrator

PSD
P/Supt. Wenceslao S. Ornido, Ret.
Chief PSD

JAIL
C/INP Ernesto B. Mechilina
Provincial Warden

15. MANAGEMENT INFORMATION
Mr. Peter Ynares – Head
Ms. Vangie Vitug - RMC Coord.

16. PDCC
Mr. Loel Malonso - Head

17. PUBLIC INFORMATION OFFICE
Mr. Enrilito B. Bernardo - Head

- TOURISM
Ms. Generosa Carmen S Ledonio – OIC
- SCHOLARSHIP
Ms. Ruby Barroga – Head
- YNARES CENTER
Mr. James O’Hara - OIC
- SPORTS & YOUTH DEV’T./
Mr. Nickson Nimeno – Head
2. ACCOUNTING
Ms. Cecilia C. Almajose
Provincial Accountant
3. AGRICULTURE
Dr. Reynaldo Bonita- OIC
4. ASSESSOR
Atty. Rolando P. Rivera-OIC
5. BUDGET
Mr. Manuel Flores
Provincial Budget Officer
- 6.. Ynares Sports Arena
Engr. Leonardo Aran - OIC
7. COMMUNITY AFFAIRS OFFICE
Mr. Danilo Gonzaga- Head
8. ENGINEERING
Engr. Luisito Munsod
Provincial Engineer
9. ECONOMIC ENTERPRISE
Mr. Ramon Henares- Head, EEO
10. GSO
Mr. Ponciano “Chito’ Estacio
18. PLANNING
Ms. Gertie Sison
Provincial Planning Officer
Ms. Leila Reynes - Assistant
19. PROV’L SOCIAL WELFARE
Ms. Evelyn Zapanta
Chief, PSWD
Ms. Monette Martin - Assistant
- RADAO
Mr. Salvador Arabit
Chief, Radao
20. SP - SECRETARIAT
Att. Rafael Mateo
Provincial Board Secretary
21. TREASURER
Ms. Ma. Theresa E. Lasquety
Provincial Treasurer
22. VETERINARY
Dr. Reynaldo Bonita
Provincial Veterinarian
23. RIZAL PROVINCIAL HOSPITAL
Dr. Virgilio Zafra
Chief of Hospital
24. ANGONO GENERAL HOSPITAL
Dr. Perla Diamante
Chief, AGH
25. ANTIPOLO GENERAL HOSPITAL
Dr. Herminigildo Certeza
Chief, AGH
26. PILILLA MED. COMM. HOSPITAL
Dr. Sherly Paz
Chief, PMCH
27. JALAJALA MUN. HOSPITAL
Dr. Romeo Belleza, Jr.
Chief, JMH

Chief, GSO

PROCUREMENT

Mr. Jun Arcilla- Head

PROPERTY

Mr. Ponciano “Chito” Estacio

Chief, GSO

RECORDS

Ms. Helen Santiago- Head

TELECOM

Engr. Ric Dela Peña- Head

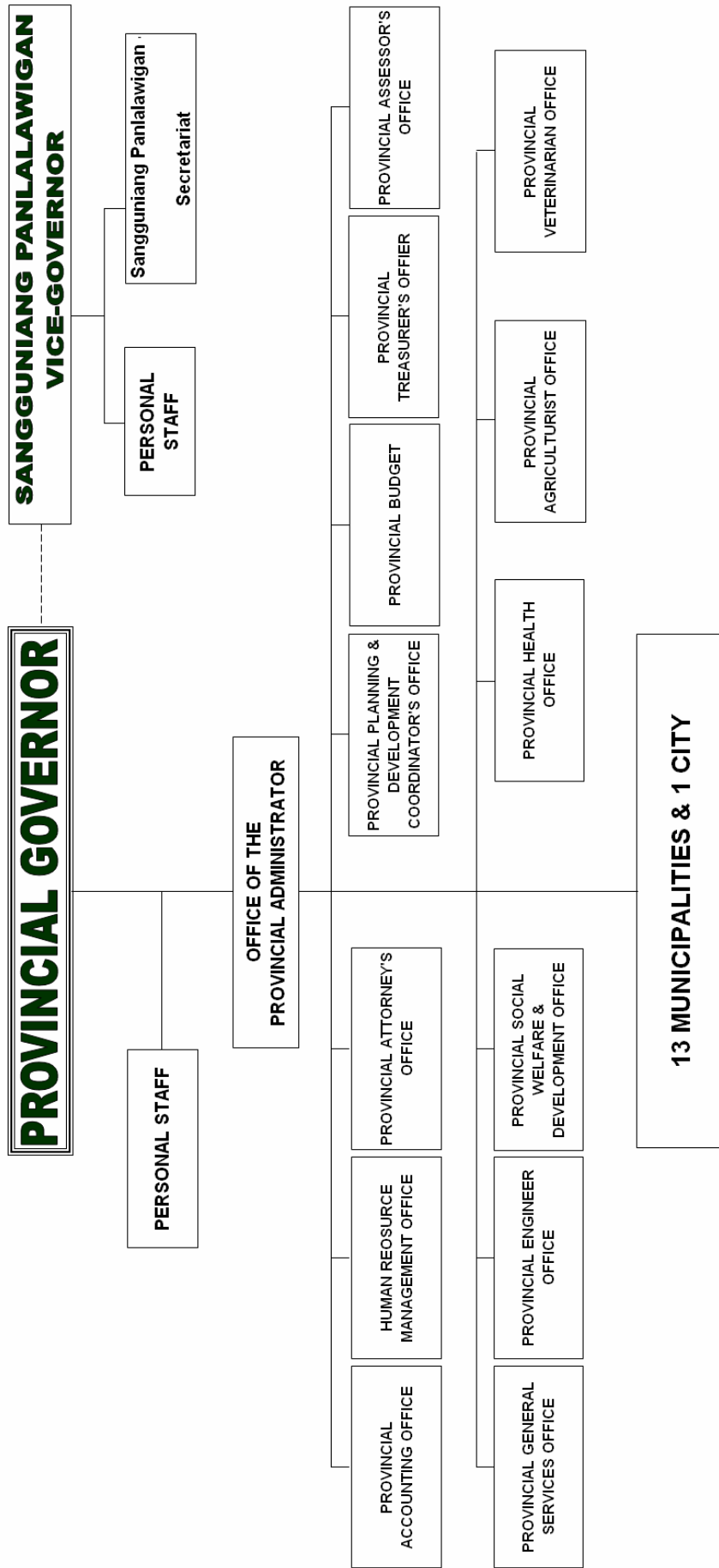
11. HEALTH SERVICES
Dr. Iluminado Victoria
Provincial Health Office

12. HOUSING
Mr. Loel Malonso – Head

13. HUMAN RESOURCE & MANAGEMENT
Ms. Eugene P. Durusan
Chief, HRMO

14. LEGAL
Atty. Rolando P. Rivera
Provincial Legal Officer

**RIZAL PROVINCIAL GOVERNMENT
ORGANIZATIONAL STRUCTURE**



TURE

PANLALAWIGANG AWIT

MABUHAY RIZAL

(intro)

Lalawigan kang tanging-tangi
Mahal naming ,magpakailanman.....

I. Rizal! Rizal! Mabuhay!
Pangunahin kang lalawigan
Sa kultura't kabuhayan
Pinagpala ng Maykapal!

II. Buhay naming nakalaan
Maglingkod sa Inang Bayan
Lalawigan kang tanging-tangi
Mahal naming magpakailanman

(Koro)

Ang mga Rizaleno'y masisikap
Puso't diwa sa Dios, Bayan at sa Kapwa
Mapalad kami, na taga Rizal
Sa pamumuno ng mga taong may dangal...

(Ulitin I at II)

Lalawigan kang tanging-tangi
Mahal naming magpakailan..... man

TELEPHONE DIRECTORY

	OFFICES	LOCAL NO.		OFFICES	LOCAL NO.
OR	ADMINISTRAT		RE	<u>AGRICULTU</u>	
C. YNARES	MR. RUSSEL GUILLER	4201		Dr. Reynaldo	5701
	Provincial Administrator	4202		Mr. Danilo	
	Secretary	4203		Rumbawa - Asst.	
				Staff	5704

PSD
P/Supt. Wenceslao S. Ornido, Ret. 4211
 Staff 4214

JAIL
P/Supt. Ernesto Mechilina, Ret.

TOURISM
Ms. Generosa Carmen S. Ledonio 4241
 Staff 4242

SCHOLARSHIP
Ms. Ruby Barroga 4221

YNARES CENTER
Mr. James O'Hara 697-12-39

YNARES SPORTS ARENA
Engr. Leonardo Aran 636-30-27

ACCOUNTING
Ms. Cecilia C. Almajose 4101
 Provincial Accountant
 Computer Rm. 4102
 Secretary 4103
 Staff 4104
 Fax 4109

ASSESOR
Atty. Rolando P. Rivera-OIC 4401
Mr. Alejo Dema-ala- Asst. 4402
 Staff 4404
 Fax 4409

BUDGET
Mr. Manuel Flores 4501
 Provincial Budget Officer
 Secretary 4503
 Staff 4504
 Fax 4509

COMMUNITY AFFAIRS
Mr. Danilo Gonzaga- Head 4931
Staff 4934

COA
Ms. Laura Babasa - Auditor 4601
Mr. Nestor Acosta - Asst. 4602
Staff 4603
Fax 4609

ECONOMIC
Mr. Ramon Henares- Head 1101
Staff 5602

RPG TELEPHONE DIRECTORY

OFFICES

LOCAL NO.

OFFICES

LOCAL NO.

ENGINEERING

HOUSING

Engr. Luisito Munsod	4701	Mr. Loel Malonso – Head	5101
Provincial Engineer		Staff	5104
Engr. Jesus Gonzaga	4702		
Assistant			
Secretary	4703		
Engineering Ext. Office		<u>HUMAN RESOURCE</u>	
Unit Head	4704	Ms. Eugene P. Durusan	5201
Staff	4705	Chief, HRMO	
Fax	4709	Secretary	5203
		Staff	5205
<u>GSO</u>		<u>HEALTH SERVICES</u>	
Mr. Ponciano “Chito’ Estacio	4921	Dr. Iluminado Victoria	5001
Chief, GSO		PHO- Officer	
Staff	4924	Secretary	5003
		Fax	5009
<u>PROCUREMENT</u>		<u>LEGAL</u>	
Mr. Jun Arcilla- Head	4911	Atty. Rolando P. Rivera	5301
<u>Staff</u>	4914	Prov'l. Legal Officer	
Fax	4919	Secretary	5303
		Staff	5309
<u>PROPERTY</u>		<u>PDCC</u>	
Mr. Ponciano Estacio - Head	4921	Mr. Loel Malonzo - Head	
Staff	4924	Fax	5409
<u>RECORDS</u>		<u>PUBLIC INFORMATION</u>	
Ms. Helen Santiago- Head	4301	Mr. Anthony Mateo - Head	4801
Staff	4302	Staff/Telefax	4802
<u>TELECOM</u>		<u>MIS</u>	
Engr. Ric Dela Peña- Head	4941	Mr. Peter Ynares-Head	5501
<u>Staff</u>	4949	Ms. Vangie Vitug	4803
		Rmc Coordinator	

RPG TELEPHONE DIRECTORY

OFFICES

LOCAL NO.

OFFICES

LOCAL NO.

PLANNING

TRESURER

Ms. Gertie A. Sison PPDC Officer	5601	Ms. Theresa E. Lasquety Provincial Treasurer	5901
Ms. Leila Reynes Assistant Staff Fax	5602 5604 5609	Staff Cashier Fax	5905 5904 5909
<u>PSWD</u> Ms. Evelyn Zapanta Chief, PSWD Ms. Monette Martin Assistant Staff	6001 6014	<u>VETERINARY</u> Dr. Reynaldo Bonita Prov'l. Veterinarian Staff	5701 5704
<u>RADAO</u> Mr. Salvador Arabit Staff	5711 5714	<u>LOBBY(Guard)</u>	6334
<u>SP - SECRETARIAT</u> Atty. Rafael Mateo Board Secretary Mr. Joseph Cenidoza- Asst. Staff Fax	3501 3504 3509	<u>YNARES HALL</u> <u>AUDIO VISUAL Control Booth</u>	6222 6221
		<u>LOUNGE</u>	6115

END