



OFFICE OF THE PROVINCIAL GOVERNOR



Issuance of Recommendation Letter for Employment

To provide an efficient process in the issuance of recommendation letters to clients seeking employment in either private or public institutions

Office or Division:	Office of the Provincial Governor			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request for Recommendation Letter			Applicant	
Original Barangay Clearance/NBI Clearance/Police Clearance			Barangay/NBI/Local PNP Station	
Resume with original picture			Applicant	
Name, position and company address of the Hiring Officer			Applicant	
Government-issued Identification Card			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter and requirements via email at opg@cavite.gov.ph	1.1 Review the requirements/ provide list of requirements, if necessary	None	8 hours	<i>Executive Assistant II/ Administrative Aide VI/ Administrative Officer IV</i> <i>Office of the Governor</i>
	1.2 Send confirmation receipt of the request via email			
	1.3 Prepares a draft recommendation letter			
	1.4 Reviews the draft recommendation letter			<i>Chief of Staff/ Executive Assistant V/ Officer in Charge</i> <i>Office of the Governor</i>
	1.5 Finalizes draft recommendation letter			
	1.6 Affixes initials of the reviewing personnel for Governor's reference prior to his signature			
2. Acknowledges receipt of the recommendation letter	2.1 Sends the recommendation letter			<i>Executive Assistant II/ Administrative Aide VI/ Administrative Officer IV</i> <i>Office of the Governor</i>
TOTAL		None	8 hours	



Provision of Basic Services using PGC Constituents e-Registration System (Pre-Pandemic Period)

All the clientele of the Provincial Government are recorded in a database system. To ensure the effective use of the PGC Constituents e-Registration System in the facilitation of the delivery of basic services to clients seeking assistance

Office or Division:	Office of the Governor			
Classification:	Simple			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medical Assistance: Billing Statement/Statement of Account/Official Receipt (whichever is applicable)			Medical Institution	
Original and photocopy of prescription slip (if applicable)			Medical Institution/Physician	
Original and photocopy of laboratory request form (if applicable)			Medical Institution/Physician	
Original Barangay Clearance with dry seal and signature of Brgy. Capt.			Barangay	
Photocopy of government-issued ID			Applicant	
Request letter addressed to the Governor			Applicant	
If endowment assistance, include: • Promissory Note			Medical Institution	
Burial Assistance: Certified True Copy of Death Certificate			Civil Registrar	
Original Barangay Clearance with dry seal and signature of Brgy. Capt.			Barangay	
Photocopy of government-issued ID			Applicant	
Request letter addressed to the Governor			Applicant	
If not married to the patient/deceased, include: • Certificate of Cohabitation			Barangay	
If the client does not carry same middle name or surname with the patient/deceased • Certification that the claimant is authorized and acknowledged to be the representative of the patient/deceased			Barangay	
Other Requests Request letter			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements/request letter	Review the requirements/ provide list of requirements, if necessary	None	8 minutes	Administrative Aide II/ Administrative Aide III/ Administrative Aide VI/ OPG Staff
2. Provide personal information and nature of request	Interview, verify/ update and register information in the system			Administrative Aide III/ Administrative Aide VI/ OPG Staff Office of the Governor
3. Proceed to the concerned office/personnel	Issue transaction slip			Administrative Aide III/ Administrative Aide VI/ OPG Staff Office of the Governor
TOTAL		None	8 minutes	

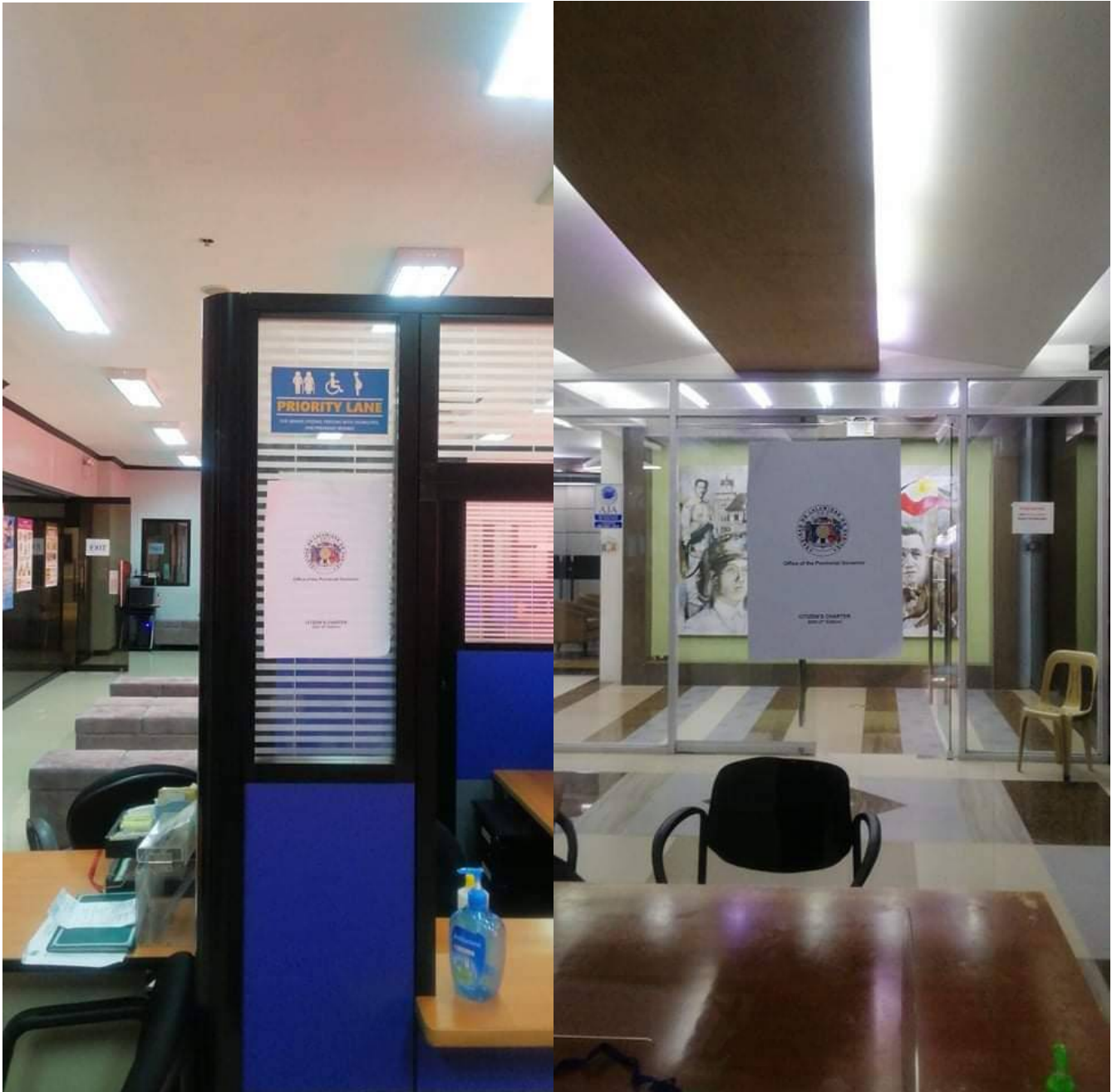


Conduct of Medical and Dental Missions in the Province (Pre-Pandemic Period)

To provide an efficient and effective outreach basic health care services through the conduct of medical and dental missions in various communities within the province as mandated by Section 17 of the Local Government Code of 1991

Office or Division:	Office of the Governor			
Classification:	Simple			
Type of Transaction:	External; Non-income Generating			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter with attached transaction slip (violet) and has a note from the Governor and/or either of the authorized signatories, namely: <ul style="list-style-type: none"> • Chief of Staff • Executive Assistant IV & V • Provincial Administrator • Officer in Charge 			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved request letter with transaction slip	1. Receives approved request letter from the client	None	As per agreed schedule	<i>Internal Auditor III/ Nurse I/ OPG Staff Office of the Governor</i>
	2. Prepares a draft schedule			<i>Internal Auditor III Office of the Governor</i>
2. Receive call from OPG staff	3. Confirm schedule to the client			<i>Internal Auditor III/ Nurse I/ OPG Staff Office of the Governor</i>
3. Attend the orientation meeting	4. Conduct meeting with the client			<i>OPG Staff Office of the Governor</i>
4. Coordinate with the office	5. Prepare for the medical mission			<i>Doctors/Dentists/ Other medical staff/ OPG staff/ Internal Auditor III/ Nurse I Office of the Governor</i>
5. Assist the medical and dental team	6. Conduct of Medical and Dental Mission			
	TOTAL	None	As per agreed schedule	

PROOF OF POSTING



Citizens Charter posted at the Office Entrance



COMMUNICATION PLAN

Apart from being posted at conspicuous places in the office, the Citizen's Charter of the Office of the Provincial Governor (OPG) is made available online through the official website of the Provincial Government of Cavite. The website contains a repository of official reports and documents, in compliance with the transparency requirements imposed on local government units, to ensure that the public is informed of the transactions at the Provincial Government, as well as its various policies, programs, and activities. The official social media accounts of the Provincial Government also serve to inform clients of the OPG of its Citizen's Charter. Through these modern media, the clientele, many of whom are present online, are made aware of the processes of the office, including the step-by-step procedure and timeframe for the same.

Clients with transactions with the office are also made aware of the Citizen's Charter when they transact with any of the office's frontline employees, who briefly discuss with them the process of the particular transaction they seek to undergo with the OPG. This typically takes place in cases where clients seek clarification or explanation with regard to the process concerned, wherein the Citizen's Charter is provided as a guide to answer queries and address concerns.

CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Office of the Provincial Governor	Ground Floor, Provincial Capitol Building, Brgy. San Agustin, Trece Martires City, Cavite	Telephone: (046) 419-2311 Telefax: (046) 419-2311 Email Address: opg@cavite.gov.ph rhizaenero.opgcavite@yahoo.com