



PROVINCIAL HOUSING DEVELOPMENT AND MANAGEMENT OFFICE



Facilitation of Payment for Sales of Commercial Lots at Pamayanan ng Bagong Kabitenyo Project

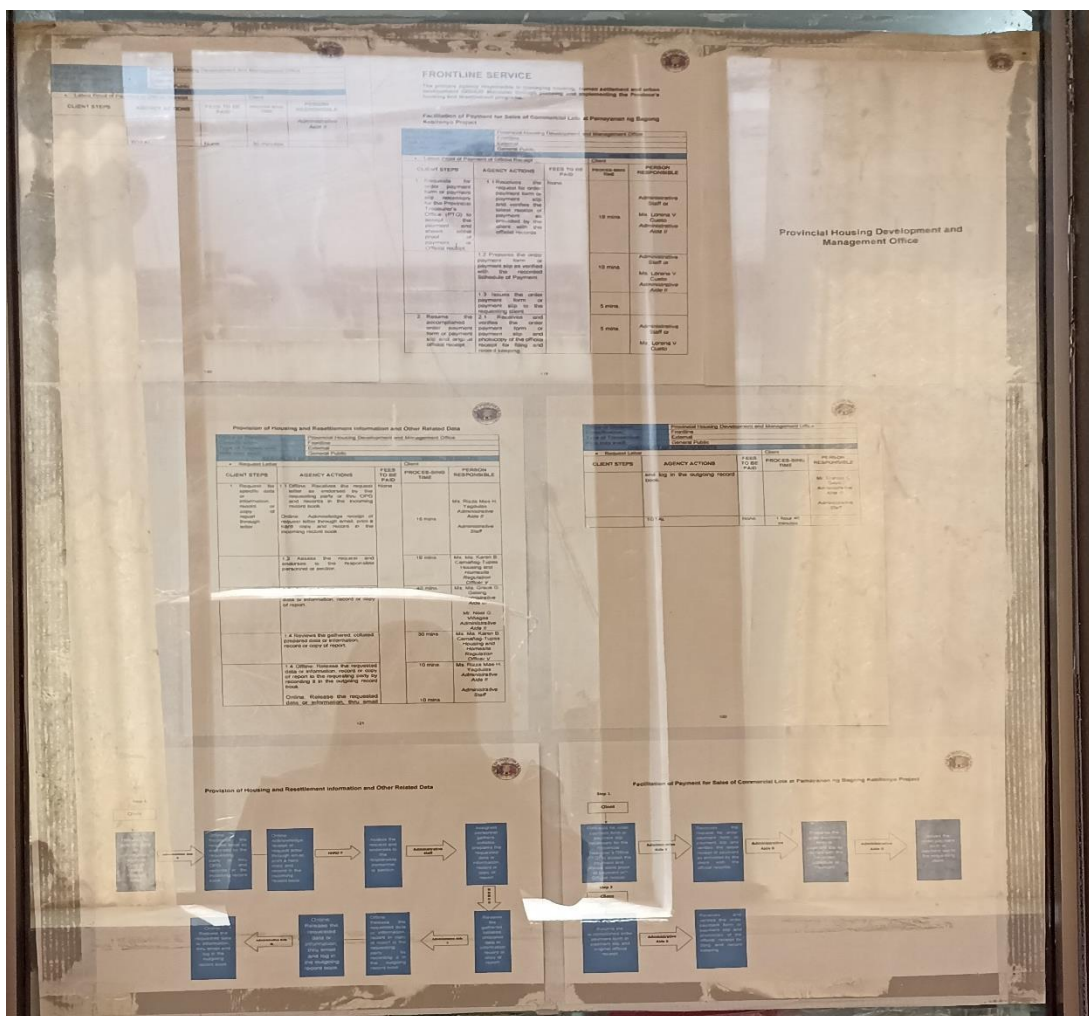
Office or Division:	Provincial Housing Development and Management Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Lot Buyers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Latest Proof of Payment of Official Receipt 			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for order payment form or payment slip necessary for the Provincial Treasurer's Office (PTO) to accept the payment and shows latest proof of payment or Official receipt.	1.1 Receives the request for order payment form or payment slip and verifies the latest receipt of payment as provided by the client with the official records.	None	10 mins	Administrative Staff or Ms. Lorena V. Cueto <i>Administrative Aide II</i>
	1.2 Prepares the order payment form or payment slip as verified with the recorded Schedule of Payment.	None	10 mins.	Administrative Staff or Ms. Lorena V. Cueto <i>Administrative Aide II</i>
	1.3 Issues the order payment form or payment slip to the requesting client.	None	5 mins.	Administrative Staff or Ms. Lorena V. Cueto <i>Administrative Aide II</i>
2. Returns the accomplished order payment form or payment slip and original official receipt.	2.1 Receives and verifies the order payment form or payment slip and photocopy of the official receipt for filing and record keeping.	None	5 mins.	Administrative Staff or Ms. Lorena V. Cueto <i>Administrative Aide II</i>
	TOTAL	None	30 minutes	



Provision of Housing and Resettlement Information and Other Related Data

Office or Division:	Provincial Housing Development and Management Office			
Classification:	Simple			
Type of Transaction:	G2G; G2C -Government to Government; Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Request Letter			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for specific data or information, record or copy of report through letter.	1.1 Offline: Receives the request letter as endorsed by the requesting party or thru OPG and records in the incoming record book. Online: Acknowledge receipt of request letter through email, print a hard copy and record in the incoming record book.	None	10 mins	Ms. Rizza Mae H. Yagdulas <i>Administrative Aide II</i> <i>Administrative Staff</i>
	1.2 Assess the request and endorses to the responsible personnel or section.	None	10 mins.	Ms. Ma. Karen B. Camañag-Tupas Housing and Homesite <i>Regulation Officer V</i>
	1.3 Assigned personnel gathers, collates, prepares the requested data or information, record or copy of report.	None	40 mins.	Mr. Noel G. Viñegas <i>Administrative Aide II</i> Or Administrative Staff
	1.4 Reviews the gathered, collated, prepared data or information, record or copy of report.	None	30 mins.	Ms. Ma. Karen B. Camañag-Tupas Housing and Homesite <i>Regulation Officer V</i>
	1.4 Offline: Release the requested data or information, record or copy of report to the requesting party by recording it in the outgoing record book. Online: Release the requested data or information, thru email and log in the outgoing record book.	None	10 mins.	Ms. Rizza Mae H. Yagdulas <i>Administrative Aide II</i> Mr. Donato C. Gayo <i>Administrative Aide III</i> Ms. Rizza Mae H. Yagdulas <i>Administrative Aide II</i> Mr. Noel G. Viñegas <i>Administrative Aide II</i>
	TOTAL	None	1 hour 40 minutes	

PROOF OF POSTING





COMMUNICATION PLAN

Aside from the Citizen's Charter posted in the conspicuous places in the office premises, please provide discussion on other ways or platform that the Citizen's Charter is communicated to the clientele. (200 to 300 words)

The unit have been maintaining social media platforms in order to extend linkages with the clientele. We have an official Facebook account and Messenger account in which we use to provide information, exchange communication with and connect with all clients from time to time. Our official Facebook page is open to public view. This is a good venue to post and notify all that may interest of the services that we provide and the procedures being implemented through the Citizen's Charter. Prospective clients will have an overview of the necessary measures being followed to be able to expedite the processing of the services being availed of, hence, they too can prepare what are expected from them to provide. Feedback from clients, through Messenger or electronic mail, are important in monitoring the effectiveness of the procedures. If the unit have been efficient in promoting and implementing the services, clients can likewise provide feedbacks through our social media accounts. Even loopholes will be known and assessed immediately. Performances of accountable personnel can be scrutinized by public accordingly. In this era of advanced technology, the internet is a big factor in information dissemination and communication. Specifically, in this trying time, services can still continue and goals can still be achieved even without physical interaction.

CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Provincial Housing Development & Management Office	Ground Floor, Provincial Capitol Building, Brgy. San Agustin, Trece Martires City, Cavite	Telephone: (046) 402-3067 Telefax : (046) 402-3067 Email Address: phdmocavite@gmail.com