

OFFICE OF THE PROVINCIAL GOVERNOR

CITIZEN'S CHARTER

1. Name of Front Line Service: Financial Assistance for Indigents

STEP	PROCEDURES (Client)	DOCUMENTS TO BE PRESENTED BY THE CLIENT (No. and Classification of copies)	TIME NEEDED	RESPONSIBLE EMPLOYEE	
				Position	Name
1.	Present document for assessment / evaluation of status / issue	Medical Certificate Statement of Account Certificate of Indigency from Brgy. Captain Brief Social Case Study Report from MSWDO.	10 minutes	Administrative Staff	Luigi Moral
2.	If charged to AFICS, refer to PSWDO for interview	Previous documents plus referral slip from PGO			PSWDO
3.	Return to PGO for quotation of approved cash assistance with marginal note and signature	PSWDO Assessment Form	10 minutes	Provincial Administrator Senior Administrative Officer	Engr. Regalado Engr. Vega
4.	Return to PSWDO for documents (ALOBS)	Approved amount with signature from PGO			PSWDO
5.	Processing of documents	Petty Cash voucher			PBO PACCO PTO
6.	Get the cash assistance from PTO				
End of Transaction					
1.	If charged to Gov's donation fund, client needs Governor's approval and marginal note	Request letter to the Governor Medical Certificate Statement of Account Certificate of Indigence from Brgy. Captain Brief Social Case Study Report from MSWDO.	Depending on the availability of funds	Receiving Clerk Executive Secretary	Fe Lusing Nadette Pusod
2.	Follow up status of the request and get approved documents with Governor's marginal note & amount		10 minutes	PGO Finance Staff Administrative Assistant II PGO Finance Staff	Ronie Sauro Greta Cenal Jimmy Tac-an
3.	Follow up if the check for amount of approved financial assistance has been downloaded to the accounting department of hospital concerned				Accounting/ Billing Department of hospital concerned
End of Transaction					

2. Name of Front Line Service: Financial Assistance for LGUs (Brgys., Municipalities, Cities)

STEP	PROCEDURES (Client)	DOCUMENTS TO BE PRESENTED BY THE CLIENT (No. and Classification of copies)	TIME NEEDED	RESPONSIBLE EMPLOYEE	
				Position	Name
1.	Present request letter to receiving clerk	Request Letter or with SB Resolution	5 minutes	Receiving Clerk Outgoing Clerk Administrative Staff Executive Staff	Fe Lusing Charmaine Aclo Rey Ates Macmac Sanico
2.	Follow-up processing of approved request amount	ALOBS, Vouchers, documents with approval of Governor	5 minutes	PGO Finance Staff Administrative Assistant II PGO Finance Staff	Ronie Sauro Greta Cenal Jimmy Tac-an
3.	Endorsement to other offices for processing	-do-			PBO PACCO PTO
4.	Claim check with the presence of the Brgy. /Mun./City Treasurer	Brgy. /Mun./City Official Receipt			PTO
End of Transaction					

3. *Name of Front Line Service: Transportation Assistance (Borrowing of Government Vehicles, Heavy equipment, tractors, etc.)*

STEP	PROCEDURES (Client)	DOCUMENTS TO BE PRESENTED BY THE CLIENT (No. and Classification of copies)	TIME NEEDED	RESPONSIBLE EMPLOYEE	
				Position	Name
1.	Present request letter to receiving clerk	Request Letter	5 minutes	Receiving Clerk Outgoing Clerk Administrative Staff Executive Staff	Fe Lusing Charmaine Aclo Rey Ates Macmac Sanico
2.	Assessment of availability of vehicle	-do-	Depending on availability of vehicle	Administrative Staff PGO Executive Staff	Luigi Moral Engr. Nelson C. Vega
3.	Follow up request approval		5 minutes	Administrative Staff PGO Executive Staff	Luigi Moral Engr. Nelson C. Vega
End of Transaction					

4. *Name of Front Line Service: Governor's Scholarship Program*

STEP	PROCEDURES (Client)	DOCUMENTS TO BE PRESENTED BY THE CLIENT (No. and Classification of copies)	TIME NEEDED	RESPONSIBLE EMPLOYEE	
				Position	Name
1.	Submit application form/letter	Application letter/form with contact number Form 137 (Class Card)	5 minutes	Receiving Clerk Outgoing Clerk Administrative Staff Executive Staff	Fe Lusing Charmaine Aclo Rey Ates Macmac Sanico
2.	Follow-up for confirmation		Depending on availability of slots	Scholarship Coordinator	Noynoy Carabal
3.	After having been notified by the scholarship coordinator, submit all necessary requirements	Application letter/form with contact number Form 137 (Class Card) Certification of Indigency from Brgy. Social Work Certification Certificate of Good Moral Character from school Statement of account	10 minutes	Scholarship Coordinator	Noynoy Carabal
4.	Wait for final list of scholarship				Registrar's Office of school concerned
5.	Follow-up on school payments and ask for Certification in case of delayed payment	Valid school I.D.	15 minutes	Scholarship Coordinator	Noynoy Carabal
End of Transaction					

5. Name of Front Line Service: Written Communications Tracking System

STEP	PROCEDURES (Client)	DOCUMENTS TO BE PRESENTED BY THE CLIENT (No. and Classification of copies)	TIME NEEDED	RESPONSIBLE EMPLOYEE	
				Position	Name
1.	Submit documents / request	Letter request	5 minutes	Receiving Clerk Outgoing Clerk Administrative Staff Executive Staff	Fe Lusing Charmaine Aclo Rey Ates Macmac Sanico
2.	Wait for confirmation and follow up for results		10 minutes	Receiving Clerk Executive Secretary	Fe Lusing Nadette Pusod
3.	Wait for the preparation of letter for endorsement, referrals, recommendations, etc. if needed		30 minutes	Administrative Staff Records Officer-Designate	May Hilot Inday Ganase

	depending on the type of request or otherwise wait for endorsement to other concerned agency				
4.	Claim your document approved and signed by the Governor or Provincial Administrator		10 minutes	Administrative Staff Administrative Staff Executive Secretary Outgoing Clerk	Macmac Sanico Nadette Pusod Charmaine Aclo
End of Transaction					

6. Name of Front Line Service: Governor's Invitations, Request for Appearances, Medical Missions, Messages, Data and Information

STEP	PROCEDURES (Client)	DOCUMENTS TO BE PRESENTED BY THE CLIENT (No. and Classification of copies)	TIME NEEDED	RESPONSIBLE EMPLOYEE	
				Position	Name
1.	Submit documents / Request (Please submit at least 1 week in advance for coordination of schedule)	Letter request / Invitations /Programs	5 minutes	Receiving Clerk Outgoing Clerk Administrative Staff Executive Staff	Fe Lusing Charmaine Aclo Rey Ates Macmac Sanico
2.	Follow up for confirmation of appearance/ schedule of activity		Depending on Governor's Schedule and Availability	Receiving Clerk Executive Secretary	Fe Lusing Nadette Pusod
End of Transaction					
1.	In case of messages or data requests, wait for the preparation of such messages for souvenir programs, data and other information as requested		30 minutes – 1 hour	Planning Officer I	Love Herrera
2.	Claim your data/document approved and signed by the Governor		Depending on Governor's Schedule and Availability	Executive Secretary Planning Officer I Outgoing Clerk	Nadette Pusod Love Herrera Charmaine Aclo
End of Transaction					

7. Name of Front Line Service: Courtesy Calls, Personal Meetings with the Governor or the Provincial Administrator

STEP	PROCEDURES (Client)	DOCUMENTS TO BE PRESENTED BY THE CLIENT (No. and Classification of copies)	TIME NEEDED	RESPONSIBLE EMPLOYEE	
				Position	Name
1.	Submit a request for scheduling of courtesy call or personal meeting with the Governor or the Provincial Administrator	Piece of paper with written name, address, position (if any) and purpose	5 minutes	Administrative Staff Executive Staff Executive Secretary Planning Officer I Executive Assistant Records Officer Designate Executive Security Staff	Fe Lusing Macmac Sanico Nadette Pusod Love Herrera Inday Ganase
2.	Wait for confirmation		Depending on Governor's Schedule and Availability	Executive Secretary	Nadette Pusod
3.	If Governor is available, you will be ushered to the Governor		15 minutes – 1 hour	Administrative Staff Executive Staff Executive Secretary Planning Officer I Executive Assistant Records Officer Designate Executive Security Staff	Fe Lusing Macmac Sanico Nadette Pusod Love Herrera Inday Ganase
4.	If Governor is not available, you will be ushered to the Provincial Administrator		15 minutes – 1 hour	Administrative Staff	Dyna Faith Espinosa
End of Transaction					

Prepared by:

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Planning Officer I

Recommending Approval:

ENGR. HENRY KEN F. REGALADO
Provincial Administrator

Approved:

HERMINIA M. RAMIRO
Provincial Governor