



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - OFFICE OF THE GOVERNOR

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [ ] Yes [ ] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
<b>REQUEST FOR FINANCIAL ASSISTANCE</b> (Medical, Burial, Transportation Assistance, Fire Victims, Educational Assistance for Review)	RA 7160: Local Government Code	Sec. 16: General Welfare Sec. 17: Basic Services and Facilities			
<b>REQUEST FOR INFRASTRUCTURE PROJECTS</b>	RA 7160: Local Government Code	Sec. 16: General Welfare Sec. 17: Basic Services and Facilities			
<b>VARIOUS REQUESTS</b> (Request for medicines for medical missions, office and school equipment, and others)	RA 7160: Local Government Code	Sec. 16: General Welfare Sec. 17: Basic Services and Facilities			

<sup>1</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>2</sup> Cite section number and quote provision identified in the governing law



GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
<b>JOB APPLICATION, REQUEST FOR FIESTA MESSAGES, CERTIFICATIONS AND OTHERS</b>	RA 7160: Local Government Code	Sec. 16: General Welfare Sec. 17: Basic Services and Facilities			
<b>REQUEST FOR ASSISTANCE - LAND DISPUTE AND OTHERS</b>	RA 7160: Local Government Code	Sec. 16: General Welfare Sec. 17: Basic Services and Facilities			
<b>MIGRANTS DESK (OFW Concerns, Verification of Legitimate Job Openings, Licensed Agencies and Others)</b>	RA 8042 or Migrant Workers and Overseas Filipinos Act of 1995 (as amended by RA 10022 in 2010)	Rule XII, Section 1 (c)	EO No. 10, S. 2012 Establishment of the Migrants Section in the Office of the Governor, Province of Isabela  MOA by and among the POEA, OWWA, DOLE, TESDA and PGI	August 28, 2012  September 30, 2014	
<b>APPLICATION FOR THE POSITION OF PROVINCIAL SCHOOL BOARD (PSB) TEACHER</b>	RA 7160: Local Government Code  RA 5447: Creation of a Special Education Fund	Sec. 98-101: Local School Boards	EO No. 6, Series of 2010: Providing for the Reorganization of the PSB of the Province of Isabela  EO No. 27, Series of 2020, Reorganizing the PSB of the Province of Isabela	July 9, 2020  July 1, 2020	



**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>**

<b>GOVERNMENT SERVICE: REQUEST FOR FINANCIAL ASSISTANCE</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>MEDICAL:</b> Sulat/request kay Gobernador o Bise Gobernador (1 kopya, orihinal); MSWD Assessment/Social Case Study (1 kopya, orihinal mula sa MSWD sa munisipyo); Brgy. Cert. of Indigency (1 kopya, orihinal); Medical Certificate/Abstract, Laboratory Request (1 kopya, orihinal o certified true copy mula sa doctor o ospital); reseta (1 kopya, orihinal o certified true copy mula sa	RA 7160: Local Government Code	1. Pagsumite ng mga dokumento sa Tanggapan ng Gobernador para sa nasabing request sa tulong pinansyal.  2. Pagproseso ng naaprubahang tulong pinansyal.  Kung ACKNOWLEDGEMENT RECEIPT (A/R), ay ipapa apruba sa opisina ng Provincial Administrator, pagkatapos ay ibabalik sa Tanggapan ng Gobernador para sa release ng A/R.	RA 9485: Anti-Red Tape Act of 2007  RA No. 11032: Ease of Doing business and Efficient Government Delivery Service Act of 2018	2 oras	Wala

<sup>3</sup> Please note that one table is to be filled-up per Government Service.

To fill up:

- a) List down all requirements applicable to the government service
- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service



GOVERNMENT SERVICE: REQUEST FOR FINANCIAL ASSISTANCE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p>doctor o ospital), hospital bill o Promissory Note (notaryado) kung hindi pa bayad ang bill (1 kopya, orihinal o certied true copy mula sa doctor o ospital; blood transfusion request (1 kopya, orihinal o certied true copy mula sa doctor o ospital; valid ID (1 kopya, xerox copy)</p> <p><b>BURIAL:</b></p> <p>Sulat/request kay Gobernador o Bise Gobernador (1 kopya, orihinal); Death Certificate (1 kopya, orihinal o certified true copy mula sa Municipal Civil Registrar); Funeral Contract (1 kopya, orihinal o certified true copy mula sa punerarya); MSWD Assessment/Social Case Study (1 kopya, orihinal mula sa MSWD sa munisipyo); Brgy. Cert. of Indigency (1 kopya, orihinal); valid ID (1 kopya, xerox copy)</p>		<p>Kung VOUCHER ay sa opisina ng Provincial Administrator para magpapirma, pagkatapos ay sa Budget Office, Accounting Office, PIACO at Treasurer's Cash Division para makuha ang pera o cheke.</p>		2 oras	Wala
				2 oras	Wala



GOVERNMENT SERVICE: REQUEST FOR FINANCIAL ASSISTANCE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p><b>TRANSPORTATION ASSISTANCE:</b></p> <p>Sulat/request kay Gobernador o Bise Gobernador kung saan nakasaad ang dahilan ng paghingi ng transportation allowance (1 kopya, orihinal); MSWD Assessment/Social Case Study (1 kopya, orihinal mula sa MSWD sa munisipyo); Brgy. Cert. of Indigency (1 kopya, orihinal); valid ID (1 kopya, xerox copy); Medical Certificate kung ang pasahero ay pasyente (1 kopya, xerox)</p>				2 oras	Wala
<p><b>BIKTIMA NG SUNOG:</b></p> <p>Sulat/request kay Gobernador o Bise Gobernador(1 kopya, orihinal) ; MSWD Assessment/Social Case Study (1 kopya, orihinal mula sa MSWD sa munisipyo); Brgy. Cert. of Indigency (1 kopya, orihinal); BFP Report (1 kopya, orihinal o certified</p>					



GOVERNMENT SERVICE: REQUEST FOR FINANCIAL ASSISTANCE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
true copy mula sa BFP); larawan ng pinsala (kahit ilang kopya); valid ID (1 kopya, xerox copy)  <b>EDUCATIONAL ASSISTANCE</b>  <b>(para sa review):</b> Sulat/request kay Gobernador o Bise Gobernador (1 kopya, orihinal); Brgy. Cert. of Indigency (1 kopya, orihinal); School Assessment of Fees (1 kopya, orihinal o certified true copy mula sa College/University); Certificate of Enrollment (1 kopya, orihinal o certified true copy mula sa College/University); Masterlist galing sa Review Center(1 kopya, orihinal o certified true copy mula sa Review Center); valid ID (1 kopya, xerox copy)				2 oras	Wala
<b>TOTAL</b>				<b>2 Oras</b>	<b>Wala</b>



GOVERNMENT SERVICE: REQUEST FOR INFRASTRUCTURE PROJECT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter Request/Resolution (1 kopya, orihinal); Program of Works/Bill of Materials (1 kopya, orihinal); Endorsement from Head/Chief of Office/LCE of Requesting Party (1 kopya, orihinal)	RA 7160: Local Government Code	<ol style="list-style-type: none"> <li>Pagsumite ng mga dokumento sa Tanggapan ng Gobernador para sa nasabing request.</li> <li>Pagproseso ng natanggap na request.</li> </ol> <p>Para sa request kay Gobernador na natanggap, iendorso sa Tanggapan ng Punong Administrador para sa inisyal na pagsasala at pagbibigay abiso sa kaukulang departamento kung kinakailangan.</p>	<p>RA 9485: Anti-Red Tape Act of 2007</p> <p>RA No. 11032: Ease of Doing business and Efficient Government Delivery Service Act of 2018</p>	20 Araw	Wala
<b>TOTAL</b>				<b>20 Araw</b>	<b>Wala</b>



GOVERNMENT SERVICE: VARIOUS REQUEST (Medicines for Medical Missions, Office and School Equipment, Others)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request o Resolution (1 kopya, orihinal) at iba pang pwedeng ilakip na supporting documents patungkol sa request ( <i>hal. canvass, listahan ng medisina, etc. depende sa request, 1 kopya, orihinal</i> )	RA 7160: Local Government Code	<ol style="list-style-type: none"> <li>Pagsumite ng mga dokumento sa Tanggapan ng Gobernador para sa nasabing request.</li> <li>Pagproseso ng natanggap na request.</li> </ol> <p>Para sa request kay Gobernador na natanggap, iendorso sa Tanggapan ng Punong Administrador para sa inisyal na pagsasala at pagbibigay abiso sa kaukulang departamento kung kinakailangan.</p>	<p>RA 9485: Anti-Red Tape Act of 2007</p> <p>RA No. 11032: Ease of Doing Business and Efficient Government Delivery Service Act of 2018</p>	20 Araw	Wala
<b>TOTAL</b>				<b>20 Araw</b>	<b>Wala</b>





GOVERNMENT SERVICE: JOB APPLICATION, FIESTA MESSAGES, CERTIFICATIONS AND OTHERS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request o Resolution (1 kopya, orihinal) at iba pang pwedeng ilakip na supporting documents patungkol sa request ( <i>hal. canvass, listahan ng medisina, etc. depende sa request, 1 kopya, orihinal</i> )	RA 7160:  Local Government Code	<ol style="list-style-type: none"> <li>Pagsumite ng mga dokumento sa Tanggapan ng Gobernador para sa nasabing request.</li> <li><b>Sa trabaho:</b> Kopya ng application letter (1 kopya, orihinal), Transcript of Records (1 kopya, orihinal o certified true copy mula sa College/University); at iba pang supporting documents.</li> </ol> <p><b>Para sa mensahe o imbitasyon:</b> Sulat sa Gobernador na nagsasaad ng uri ng aktibidades (1 kopya, orihinal)</p> <p>Para sa request kay Gobernador na natanggap, iendorso sa Tanggapan ng Punong Administrador para sa inisyal na pagsasala at pagbibigay abiso sa kaukulang departamento kung kinakailangan.</p>	RA 9485: Anti-Red Tape Act of 2007  RA No. 11032: Ease of Doing business and Efficient Government Delivery Service Act of 2018	3 Araw	Wala
<b>TOTAL</b>				<b>3 Araw</b>	<b>Wala</b>



GOVERNMENT SERVICE: MIGRANTS DESK – OFW CONCERNS, VERIFICATION OF LEGITIMATE JOB OPENINGS, LICENSED AGENCIES and OTHERS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Xerox copy ng kontrata at pasaporte para maging basehan sa pagtalakay sa problema.	RA 8042 or Migrant Workers and Overseas Filipinos Act of 1995 As amended by RA 10022 in 2010, Rule XII, Section 1 (c)	<ol style="list-style-type: none"> <li>Pag interview tungkol sa idinulog na problema ng OFW o kanyang pamilya katulad ng pagmamaltrato, hindi pagpapasahod, at iba pang mga suliranin ng OFW sa ibang bansa o ng mga nakabalik na ng Pilipinas.</li> <li>Pag endorse ng nailahad ng problema sa kaukulang ahensya ng gobyerno (OWWA/POEA/Phil. Overseas Labor Post/Embahada ng Pilipnas sa host country/DFA, etc.).</li> </ol> <p><i>PAUNAWA:</i> Ang solusyon sa suliranin ng OFW ay nakasalalay sa bigat ng problema at aksyon ng nasabing mga ahensya ng gobyerno.</p>	RA 9485: Anti-Red Tape Act of 2007  RA No. 11032: Ease of Doing business and Efficient Government Delivery Service Act of 2018	1 Oras	Wala
Listahan ng pangalan ng recruitment agency, or maaring wala din dahil isasangguni pa lamang		Interview at pagberipika sa website ng POEA.			
<b>TOTAL</b>				<b>1 Oras</b>	<b>Wala</b>



GOVERNMENT SERVICE: PROCESSING OF APPLICATION FOR THE POSITION OF PROVINCIAL SCHOOL BOARD (PSB) TEACHER					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Application Letter kay Gobernador (1 kopya, orihinal); PDS (Form 212) (1 kopya, orihinal); Transcript of Records (1 kopya, orihinal o certified true copy mula sa College/University); LET Rating (1 kopya, xerox); Registry of Qualified Applicant (RQA), Endorsement mula sa Mayor (1 kopya, orihinal)	RA 7160: Local Government Code  RA 5447: Creation of a Special Education Fund	<ol style="list-style-type: none"> <li>Pagsumite ng letter-application ng aplikante at pagberika kung kumpleto ang isinumiteng mga dokumento patungkol sa application.</li> <li>Pakipag-ugnayan sa In-charge-DepEd, tungkol sa <i>Teacher-Need Analysis</i>, dito nakadepended kung makakapasok ang aplikante bilang PSB.</li> <li>Kung ano man ang resulta sa pakikipag ugnayan sa DepEd ay ipinapaalam sa aplikante.</li> </ol> <p>Note: Kung nakapasok bilang PSB, pagproseso ng plantilla at payroll para sa buwanang sahod.</p>	RA 9485: Anti-Red Tape Act of 2007  RA No. 11032: Ease of Doing business and Efficient Government Delivery Service Act of 2018	1 Oras	Wala
<b>TOTAL</b>				<b>1 Oras</b>	<b>Wala</b>