



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

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

(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) ¹ | Specific Provision in the Governing Law(s) as Basis ² | Issuance/ Policy Title | Date of Effectivity | Other Issuances/Policies it Effectively Repeals/Amends |
| Receiving of Documents/Communication | EO No. 2, s. 2016 | Section 9 (a) | | 2017 | |
| | EO No. 2, s. 2016 | Section 9 (c) | | | |
| | EO No. 2, s. 2016 | Section 9 (f) | | | |
| Requesting Technical Assistance (Tour Guiding) | EO No. 2, s. 2016 | Section 9 (a) | | 2017 | |
| | EO No. 2, s. 2016 | Section 9 (c) | | | |
| | EO No. 2, s. 2016 | Section 9 (f) | | | |

¹ 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

² Cite section number and quote provision identified in the governing law



| GOVERNMENT SERVICE | LEGAL BASIS | | OFFICE/AGENCY REGULATIONS | | |
|--|--|--|---------------------------|---------------------|---|
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| Requesting Information's, Pictures and Videos | EO No. 2, s. 2016 | Section 9 (a) | | 2017 | |
| | EO No. 2, s. 2016 | Section 9 (c) | | | |
| | EO No. 2, s. 2016 | Section 9 (f) | | | |



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

| GOVERNMENT SERVICE: Receiving of Documents/Communication | | | | | |
|--|---------------------------------------|---|--------------------------------------|---------------------------|-----------------------|
| 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 | | |
| Documents/ Communication | EO No. 2, s. 2016 Section 9 (a) | 1. Received official documents/ Communication | EO No. 2, s. 2016 Section 9 (c) | 5 mins. -20 mins. | N/A |
| TOTAL | | | | 5 mins. - 20 mins. | N/A |

³ 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: Technical Assistance (Tour Guiding) | | | | | |
|--|---------------------------------------|--|--------------------------------------|------------------------------|------------------------------|
| 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 Letter/ Communication | EO No. 2, s. 2016 Section 9 (a) | 1. Received official request letter by the client. | EO No. 2, s. 2016 Section 9 (c) | 5 mins. - 20 mins. | N/A |
| | | 2. Endorsement of Request letter to the Department Head for approval. | | 1 hr. | N/A |
| | | 3. Endorsement of Request letter to the office of the Provincial Governor/Provincial Administrator for Approval. | | 1 day | N/A |
| | | 4. Confirmation of Approved Request Letter to the Client. | EO No. 2, s. 2016 Section 9 (f) | 1 hr. - 1 day | N/A |
| TOTAL | | | | 1 hr and 20 mins. | N/A |



| GOVERNMENT SERVICE: Requesting Information, Pictures and Videos of Tourism | | | | | |
|---|---------------------------------|---|-----------------------------------|-------------------------------|------------------------------|
| 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 letter of the client/Fill up Request Form | EO No. 2, s. 2016 Section 9 (a) | 1. Received official request letter by the client. | EO No. 2, s. 2016 Section 9 (c) | 5 mins. -20 mins. | N/A |
| | | 2. Endorsement of Request letter to the Department Head for Approval. | | 1 hr | N/A |
| | | 3. Confirmation of Approved Request Letter to the Client. | EO No. 2, s. 2016 Section 9 (f) | 1 hr. – 20 mins. | N/A |
| TOTAL | | | | 1 Day, 4 hrs, 20 mins. | N/A |