



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - PROVINCIAL ACCOUNTANT'S 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) <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
Pre – Audit (Review and Processing of Claims)	PD 1445 Government Audit Code of the Philippines	Sec. 4, PD 1445 Fundamental Principles governing the financial transaction of any government agency.	Declaration of Policy. It is the declared policy of the State that all resources of the government shall be managed, expanded or utilized in accordance with law and regulation, and safeguarded against loss and wastage through illegal or improper disposition, with a view to ensuring	1979	

<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



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			efficiency, economy and effectiveness in the operation of government.		
			COA Circular no. 2012-001 Revised documentary requirements for common government transactions, (For all types of transactions.)	June 14, 2012	



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

<b>GOVERNMENT SERVICE: PROCESSING OF CLAIMS</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>		
Transaction Slip	Shall serve as evidence of receipt of claim.	1. Receipts and Review of Claims		30 minutes – 1 hour	NONE
Disbursement documents and Checklist of Requirements	COA Circular no. 2012-001 6/14/2014				
		2. Processing of Claims		20 – 30 minutes	NONE
		3. Certification of Claims		30 minutes – 1 hour	NONE
		4. Releasing of Claims		5 – 20 minutes	NONE
<b>TOTAL</b>				<b>2 hours and 50 minutes</b>	<b>NONE</b>

<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: CERTIFICATIONS ON PAYROLLS					
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 Slip Request for certifications on Payrolls	ISO Account form no. 14-0	1. Receiving of Request		5 – 10 minutes	NONE
		2. Processing of Request		10 – 30 minutes	NONE
<b>TOTAL</b>				<b>40 minutes</b>	<b>None</b>



<b>GOVERNMENT SERVICE: BIR Certification for Suppliers</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>		
BIR certification for suppliers (BIR 2306/2307)	NIRC 1997	1. Releasing of Certification		5 – 10 minutes	NONE
<b>TOTAL</b>				<b>5 – 10 minutes</b>	<b>NONE</b>