



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

- (1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - PROVINCIAL GENERAL SERVICES 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 ⁱ	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
Repair of Hospital and Office Equipment	COA Training Handbook on Property & Management System	Integrated Under COA Circular 92-386		October 20, 1992	
Requisition of Supplies (Office and Janitorial Supplies)	COA Circular 92-386	Rule 4, Section 139	Rules and Regulation on Supply and Property in the local Governments	October 20, 1992	
Separation Clearance	COA Circular 92-386	Title for Section 16	Rules and Regulations on Property & Supply Management in the Local Governments	October 20, 1992	



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	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
Insurance/ Registration of Government Vehicles Equipment and Buildings	RA 656 (Property Insurance Law)	GSIS - Section 5 of Republic Act 656 otherwise known as the Property Insurance Law states, "Every government, except a municipal government below first class, is hereby required to insure its properties with the fund against any insurable risk herein provided and pay the premiums thereon."		June 16, 1951	
Provision of Vehicle for Transporting Cadaver					
Usage of Government Facilities					



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: <u>REPAIR OF HOSPITAL AND OFFICE EQUIPMENT</u>					
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	Shall serve as evidence for repair of equipment	Submit request of repair for approval by the PGSO		5-10 minutes	
		Conduct Pre-repair Inspection and Preparation of Pre-inspection Report		5-10 minutes	
TOTAL				20 minutes	None



GOVERNMENT SERVICE: REQUISITION OF SUPPLIES (OFFICE AND JANITORIAL SUPPLIES)					
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		
Requisition & Issue Slip (R.I.S.)	Serves as basis for Issuance	Submission of Approved R.I.S.			
		Issuance of Supplies		30 minutes – 1 hour	
TOTAL				30 minutes – 1 hour	None



GOVERNMENT SERVICE: <u>SEPARATION CLEARANCE</u>					
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		
Provincial Clearance Form Affidavit of Undertaking	Serve as basis for Application of Clearance	Check/Verify Property Accountability		10-20 minutes	None
TOTAL				10-20 minutes	None



GOVERNMENT SERVICE: <u>REGISTRATION & INSURANCE OF VEHICLES AND BUILDINGS</u>					
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 required by the GSIS & LTO		Transact and communicate to GSIS & LTO for the insurance & registration of vehicles/buildings		2 hours	None
OBR and Other supporting documents		Processing of documents		2-3 days	None
Processed Document		Payment of insurance & registration at GSIS & LTO		2 hours	None
TOTAL				3 days and 4 hours	None



GOVERNMENT SERVICE: <u>PROVISION OF VEHICLE FOR TRANSPORTING CADAVER</u>					
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		Submit letter request approved by the Provincial Governor/ Provincial Administrator/ Provincial General Services Officer		5-10 minutes	None
		Verify the availability of the requested service vehicle		5-10 minutes	None
Travel Order, Trip Ticket & Gas Slip		Prepare all the documents needed for the usage of service vehicle		15-20 minutes	None
TOTAL				40 minutes	None



GOVERNMENT SERVICE: <u>USAGE OF GOVERNMENT FACILITIES</u>					
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		Submit letter request approved by the Provincial Governor/ Provincial Administrator		5-10 minutes	None
		Processing of approved request		5-15 minutes	None
TOTAL				25 minutes	None