



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - PROVINCIAL ADMINISTRATOR'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

FRONTLINE 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
<p>1) Receipt and release of all documents related to PGI personnel, and physical and fiscal resources.</p> <p>2) Release/Transmittal of national and regional level directives to local government units</p> <p>3) Receipt/Release of all written and electronically mailed correspondence for the Governor and Office of the PA and from the Governor to other offices; project proposals for approval, requests from constituents, financial</p>	<p>RA 7160: Local Government Code of 1991</p>	<p>Section 480 <i>Qualifications, Terms, Powers, &amp; Duties, Article X The Administrator, Chapter III, Title Four, Book III</i></p> <p>Including delegated functions of the Provincial Governor provided in the Code</p>	<p><b>Executive Order No. 01, s. 2019</b> on Rationalizing the Grant of Travel Expenses and Allowances</p> <p>PA Memo Nos. 31-34 to APGSO re distribution by the PGSO office of communications and Executive Orders</p> <p>PA Memorandum No. 29 issued to Finance Committee re: Budget Limitations for 2020 Bambanti Festival With Reference to COA AOM No. 219-08003</p> <p>PA Memorandum No. 25-2019 to All Office/Dept Heads re: preparation of 2<sup>nd</sup> Sem Purchase Requests for all supplies and operational needs in accordance with Annual Procurement Plan</p>	<p>July 1, 2019</p> <p>September 2019</p> <p>August 30, 2019</p> <p>August 28, 2019</p>	

<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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<p>documents for review and approval, and other documents in relation to planning &amp; program development and implementation, and the preparation of policy documents such as Executive Orders and Memoranda.</p> <p>4) Delivery of administrative support services, particularly during calamities.</p>			<p>Governor's Memo No. 15 to LCEs re DILG Memo to clear roads of illegal structures</p> <p>Governor's Memo No. 71 to LCEs involved in People Konek Project to support the DICT-UNDP Project</p> <p>Governor's Memo No. 14 to LCEs re Protection of BHWs against unjust termination</p> <p>PA Memo to Office Heads and BAC re non-processing of purchases for the Governor's signature if signatures are incomplete in the Abstract of Canvass, per the Governor's directive</p> <p>PA Memo #68 to Provincial Engineer requesting preparation of POWs for kubo-type settlement as halfway houses for surrenderees under eCLIP and EL-CAC</p> <p>PA Memo # 64 Re: Commencement of TESDA Scholarship for PGI Contractual, Casual, and GIP Employees, per directive of the Governor</p>	<p>August 1, 2019</p> <p>December 16, 2019</p> <p>July 31, 2019</p> <p>December 16, 2019</p> <p>December 7, 2019</p> <p>December 4, 2019</p>	<p>PA Memo # 70 December 16/19 to Office of the Provincial Engineer Reiterating Submission of Status of all Infra Projects and Summary of Utilization Rate and informing the office of new deadline for Kubo-type project Program of Work</p> <p>PA Memo # 65 – Addendum to PA Memo 64 Re: Scholarship as Requirement to Contract Renewal and Treatment of Study Hours as Official Work Hours</p>



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			Governor's Memo #62 to all Heads of Offices and Mayors Re: Furnishing a Copy of the President's Directive to complete all transactions by Dec 15, 2019	November 26, 2019	
			PA MEMO # 61 to all PGI Office Heads Re Meeting to Discuss IRR of Ease of Doing Business Law, DILG Memo Circular 2019-201, and the Executive Order on Freedom of Information Manual	November 26, 2019	
			Governor's Memo # 57 to all Office Heads and Executive Assistants Re: Submission of copies of re-engineered systems and procedures per office, updated Citizen's Charters, in accordance with the implementation of the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"	October 21, 2019	
			Governor's Memo # 55 to All Heads of Offices Re: new policy and procedure for processing and approval of Purchase Requests	November 14, 2019	
			PA Memo # 53 to Office Heads re priming offices for Typhoon Ramon landfall and maintenance of skeletal forces in certain offices	November 14, 2019	



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			<p>PA Memo #43 to Offices of the Provincial Accountant, Budget Officer, GSO/BAC Chair, and HR Officer Re; Submission of Financial Documents for posting in the DILG Full Disclosure Portal</p> <p>PA Memo No. 13 to all office heads re submission of reports and recommendation re eGov Project infrastructure</p> <p>Governor's Memo No. 02 to Office of Provincial Engr re regular conduct of materials testing in all PGI infra projects</p>	<p>October 21/19</p> <p>July 29, 2019</p> <p>July 19, 2019</p>	
5) <b>Delivery of administrative support services, particularly during calamities.</b>		(3) (b) Section 480, Article X, Chapter III, Title Four, Book III	<p><b>Memorandum # 73, s. 2020</b> on Hazard Pay</p> <p><b>Memorandum # 40, 54, 71, s. 2020</b> on Disinfection</p> <p><b>Memorandum # 61, s. 2020</b> on Work Schedule during the Pandemic</p> <p><b>Memorandum # 61, s. 2020</b> on Personnel Absence During Pandemic</p> <p><b>Executive Order No. 16, s. 2020</b> Enjoining all Vendors and Food Stores within the Provincial Capitol Compound and all PGI Offices to Prioritize and Prefer the Sale of Calamansi Juice, Vegetable Dishes, and Other Healthy Food and Beverages that Boost the Immune System of PGI Personnel Against Covid-19 and Help Promote an Overall Healthy Lifestyle and Work Environment within the PGI</p>	<p>8/18/2020</p> <p>3/12, 5/15, 8/13</p> <p>8/12/2020</p> <p>6/26/2020</p>	<p><b>Memorandum # 42, s. 2020</b> on Adopting the 4-day Workweek per CSC</p> <p><b>Executive Order No. 21-B, s. 2016</b> on the Establishment of the Pre-Emptive and Forced Evacuation Protocol of the Province of Isabela During Disasters and Calamities</p>



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6) <b>Submission of Recommendations to the Sanggunian or the Office of the Governor relative to the management and administration of the LGU.</b>		Item (4) (b) Section 480, Article X, Chapter III, Title Four, Book III			



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



GOVERNMENT SERVICE: PAGTANGGAP NG IBA'T IBANG MGA URI NG KOMUNIKASYON					
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		
		1. Pagtanggap ng mga komunikasyon/dokumento		1-3 minuto bawat dokumeto	Wala
		2. Pag-endorso ng mga komunikasyon/dokumento at iba pang mga kahilingan sa <i>Provincial Administrator</i> para sa kaukulang aksyon.		<b>5 minuto</b> bawat dokumento kung ito ay simpleng dokumento; <b>1 oras – 1 araw</b> kung ito ay mangangailangan ng masusing pagkilatis.	Wala
		3. Pag-release ng mga komunikasyon/dokumento sa tao o opisina/departamento na nagdala ng mga ito.		5 minuto bawat dokumento	Wala
<b>TOTAL</b>				<b>13 minuto</b> bawat dokumento kung ito ay <i>simple document</i> at <b>8 oras</b> bawat dokumento kung ito ay <i>complex document</i> .	<b>Wala</b>



GOVERNMENT SERVICE: PAGPROSESO NG MGA VOUCHER					
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		
<ul style="list-style-type: none"> <li>• Obligation Requests (OBRs)</li> <li>• Vouchers</li> <li>• Payrolls</li> <li>• Supporting Documents</li> <li>• Bidding Documents</li> <li>• Cheke</li> </ul>		1. Pagtanggap sa mga kumpletong <i>financial documents</i>		1-3 minuto bawat dokumeto	Wala
		2. Pagsusuri ng mga <i>financial documents</i> (disbursement vouchers, payroll, transmittal ng sahod, PR, PO, RIS), <i>bidding documents</i> at cheke		<b>3 minuto - 2 oras</b> bawat <i>financial document</i>  <b>2-4 oras</b> bawat <i>bidding document</i>	Wala
		3. Pag-endorso ng <i>financial documents</i> na nasuri at may tama at kumpletong <i>attachments</i> sa Provincial Administrator para sa kanyang lagda o inisyal sa pangalan ng Gobernador.		<b>5-10 minuto</b> bawat dokumento kung ito ay <i>simple financial document</i> ; <b>1 oras – 1 araw</b> kung ito ay mangangailangan ng masusing pagkilatis.	Wala
		4. Pag-release ng mga <i>financial documents</i> na napirmahan at na-inisyalan ng Provincial Administrator.		5-10 minuto bawat dokumento	Wala
<b>TOTAL</b>				<b>2 oras at 23 minuto</b> bawat dokumento kung ito ay <i>simple financial document</i> at <b>1 – 2 araw</b> bawat dokumento kung ito ay <i>bidding document</i> .	Wala



**GOVERNMENT SERVICE: PAGLABAS NG MGA MEMORANDUM, EXECUTIVE ORDER, NOTICE OF MEETINGS, AT IBA PANG POLICY DOCUMENTS**

**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		
		1. Paglalagay ng bilang sa mga <i>Memorandum at Executive Order (EO)</i> ayon sa talaan ng <i>Records Officer</i>		3-5 minuto bawat dokumeto	Wala
		2. Pagdala ng kopya ng mga ito sa mga departamento ng PGI pati na rin sa iba't ibang pampubliko at pampribadong ahensya na may kinalaman sa mga inilabas na <i>Executive Order (EO)</i> .		1-4 oras bawat dokumento	Wala
<b>TOTAL</b>				<b>4 na oras at 5 minuto bawat Memo/EO</b>	<b>Wala</b>