



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - PROVINCIAL HUMAN RESOURCE MANAGEMENT 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 Application Letter					
Appointment Preparation	CSC-Law and Rules	EO-292	Omnibus Rules on Appointments and Other Human Resource Actions (OHRA-OHRA)		Revised 2017
Processing of Terminal Leave Benefits	CSC-Law and Rules	EO-292	Book V of the Revised Admin. Code		
Issuance of Service Record and Certificate of Employment					
Filing of Application for Leave	CSC-Law and Rules	EO-292	Book V of the Revised Admin. Code		

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



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: RECEIVING APPLICATION LETTER					
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, Bio Data, TOR, copy of Board Rating/Eligibility/Diploma (if there is any)	Vacant Positions	Received/Recorded application Letter Notified applicant regarding status of Application Letter	Screening	As the need arises	None None
TOTAL					

³ Please note that one table is to be filled-upper 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: <u>APPOINTMENT PREPARATION</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		
PDS, PDF, Oath of Office, Appointment Form, Med. Certificate, NBI, Cert. Of Assumption, Publication for Vacant position, Cert. Of Erasures, ATAF	Appointment	Submit and sign all the requirements needed for Appointment.	CSC Attestation	30 days	none

GOVERNMENT SERVICE: <u>PROCESSING OF TERMINAL LEAVE</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		
Clearance, Affidavit of undertaking, Summary of Leave, Application for Leave, SALN as of last day of service, Service Record, Letter of Intent	Retirement	Submit and sign all the requirements needed for Terminal Leave	Payment of Terminal Leave Benefits	1 hour	none



GOVERNMENT SERVICE: <u>ISSUANCE OF SERVICE RECORD AND CERTIFICATE OF EMPLOYMENT</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		
Copy of Contract/ Request letter	Issuance of Certificate	Log-In Request, Official Receipt	Certificate of Employment	10-15 mins.	P20.00

GOVERNMENT SERVICE: <u>FILING OF APPLICATION FOR LEAVE</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		
(CSC Form 6) Application for Leave	Leave/Absences	Submit signed Application for Leave Form	Processed Leave	30 mins.	