



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - PROVINCIAL INFORMATION 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
1. REQUEST FOR COVERAGE/ DOCUMENTATION OF OFFICIAL EVENTS	RA 7160: Local Government Code	Sec. 16: General Welfare Sec. 17: Basic Services and Facilities			
2. PROVISION OF DIGITAL COPY OF PHOTOS/VIDEO FOOTAGES	RA 7160: Local Government Code	Sec. 16: General Welfare Sec. 17: Basic Services and Facilities			
3. REQUEST FOR EMPLOYEE'S ID	RA 7160: Local Government Code	Sec. 16: General Welfare Sec. 17: Basic Services and Facilities			
4. REQUEST FOR DESIGN FOR TARPAULIN, IEC MATERIALS, PROGRAMME, ETC.	RA 7160: Local Government Code	Sec. 16: General Welfare Sec. 17: Basic Services and Facilities			

<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



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

<b>GOVERNMENT SERVICE: <u>REQUEST FOR COVERAGE/DOCUMENTATION OF OFFICIAL EVENTS</u></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>		
<b>Request Letter</b>	<b>RA 7160: Local Government Code of 1991</b>	<p>The client shall submit a letter request to the front desk staff.</p> <p>The PIO will evaluate and approve the request of the client and assign the photographer/videographer for the event.</p> <p>If approved, the front desk officer will record the event in the calendar of activities and fill-up the corresponding tasking slip.</p>	<p><b>RA 9485: Anti-Red Tape Act of 2007</b></p> <p><b>RA 11032: Ease of Doing Business and Efficient Government Delivery Service Act of 2018</b></p>	<b>20 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



<b>GOVERNMENT SERVICE: <u>PROVISION OF DIGITAL COPY OF PHOTOS AND VIDEO FOOTAGES</u></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>		
<b>Request letter/ Storage drive</b>	<b>RA 7160: Local Government Code of 1991</b>	<p>The client shall submit a letter request and fill-up the request form to the front desk staff.</p> <p>The PIO will evaluate the request for approval/ disapproval.</p> <p>The photographer/videographer will provide the photos or video footages.</p> <p>The front desk staff will release the photos or video footages to the client.</p>	<p><b>RA 9485: Anti-Red Tape Act of 2007</b></p> <p><b>RA 11032: Ease of Doing Business and Efficient Government Delivery Service Act of 2018</b></p>	<b>30 mins. - 1 hour (depending on the size of the photos/video footages to be copied)</b>	<b>None</b>



<b>GOVERNMENT SERVICE: <u>REQUEST FOR EMPLOYEE'S IDENTIFICATION CARD (ID)</u></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>		
<b>Contract of Service/ Plantilla</b>	<b>RA 7160: Local Government Code of 1991</b>	<p>The client shall fill out the ID request slip and present a photocopy of contract of service (contractual employees)/plantilla (permanent employees).</p> <p>The photographer will take photo of the client and give it to the staff in charge of ID processing.</p> <p>The staff in charge will process and print the ID</p> <p>The front desk staff will release the ID and record it in the logbook</p>	<p><b>RA 9485: Anti-Red Tape Act of 2007</b></p> <p><b>RA 11032: Ease of Doing Business and Efficient Government Delivery Service Act of 2018</b></p>	<b>1 day</b>	<b>None</b>



<b>GOVERNMENT SERVICE: REQUEST FOR DESIGN FOR TARPAULIN, IEC MATERIALS, PROGRAMME, ETC.</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>		
<p><b>Request Letter, Program of Activities, IEC/tarpaulin content, storage device</b></p>	<p><b>RA 7160: Local Government Code of 1991</b></p>	<p>The client shall submit a request letter to the front desk staff.</p> <p>The front desk staff will log the request and indorse it to the PIO for approval.</p> <p>The PIO will evaluate and approve the request and assign the layout/design artist.</p> <p>The layout/design artist will create the layout/design and will submit it to the PIO for approval and release.</p> <p>If approved, the front desk officer will release it to the client.</p>	<p><b>RA 9485: Anti-Red Tape Act of 2007</b></p> <p><b>RA 11032: Ease of Doing Business and Efficient Government Delivery Service Act of 2018</b></p>	<p><b>7 days</b></p>	<p><b>None</b></p>