



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - ISABELA MUSEUM AND LIBRARY

(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 of Documents/ Communication (Request)	EO No. 2, s. 2016	Section 9 (a)		2017	
	EO No. 2, s. 2016	Section 9 (c)			
	EO No. 2, s. 2016	Section 9 (f)			
Library Services	EO No. 2, s. 2016	Section 9 (a)		2017	
	EO No. 2, s. 2016	Section 9 (c)			
	EO No. 2, s. 2016	Section 9 (f)			

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



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Museum and Library Tour Reservation	EO No. 2, s. 2016	Section 9 (a)		2017	
	EO No. 2, s. 2016	Section 9 (c)			
	EO No. 2, s. 2016	Section 9 (f)			
Walk-in Tour/ Scheduled Tour	EO No. 2, s. 2016	Section 9 (a)		2017	
	EO No. 2, s. 2016	Section 9 (c)			
	EO No. 2, s. 2016	Section 9 (f)			



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Receiving of Documents/Communication at Isabela Museum and Library					
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/ Communication	EO No. 2, s. 2016 Section 9 (a)	1. Received official request letter by the client to Isabela Museum and Library.	EO No. 2, s. 2016 Section 9 (c)	5 mins. -20 mins.	N/A
		2. Endorsement of Request letter to the Department Head for approval.		1 hr.	N/A
		3. Endorsement of Request letter to the office of the Provincial Governor/Provincial Administrator for Approval.		1 Day	N/A
TOTAL				5 mins. - 20 mins.	N/A

³ 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: Library Services					
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		
Valid identification Card	EO No. 2, s. 2016 Section 9 (a)	1. Received official request letter by the client.	EO No. 2, s. 2016 Section 9 (c)	5 mins. - 20 mins.	N/A
TOTAL				20 mins.	N/A



GOVERNMENT SERVICE: Museum and Library Tour Reservation					
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, Documents of the Client and Tour Request form	EO No. 2, s. 2016 Section 9 (a)	1. Received official request letter by the client.	EO No. 2, s. 2016 Section 9 (c)	5 mins. - 20 mins.	N/A
		2. Endorsement for approval of the request form.		5 mins. - 20 mins.	N/A
		3. Confirmation of the Request to the Client.	EO No. 2, s. 2016 Section 9 (f)	5 mins. - 20 mins.	N/A
TOTAL				20 mins.	N/A



GOVERNMENT SERVICE: Walk in Tour/Reservation					
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, Documents of the Client, Tour Request form and List of names of participants	EO No. 2, s. 2016 Section 9 (a)	1. Received official request letter by the client and assist them for Tour.	EO No. 2, s. 2016 Section 9 (c)	30 mins – 1 hr.	P 5.00/pax
TOTAL				30 mins – 1 hr.	P 5.00/pax