



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

- (1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - PROVINCIAL PLANNING AND DEVELOPMENT 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 Laws(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date Effectivity	Other Issuances/Policies it Effectively Repeals/ Amends
Formulate integrated development plans and policies including the different Plans Programs and Activities (PPAs) and conduct constant monitoring and evaluation of levels of implementation	Local Government Code of 1991				



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: SERBISYONG KAILANGAN: PAMIMIGAY NG DATOS AT IMPORMASYON/ PAMIMIGAY NG DOKUMENTO					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Clients Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Pagtanggap at pagtala ng transaksyon	Local Government Code of 1991	1. Liham ng kahilingan: <ul style="list-style-type: none"> • Kung government agency – nilagdaan ng head of office • Kung pribadong organisasyon – nilagdaan ng pangulo • Kung pribadong indibidwal – nilagdaan ng mismong taong humihiling 2. Pagkaka-kilanlan (Valid ID) 3. Kung ang hinihingi ay elektronik na kopya magdala ng CD, Flashdrive, at iba pa.		20 minuto	wala
2. Pag-aprub o pagsang-ayon sa hiling				30 minuto	wala
3. Paghahanda ng mga datos, impormasyon at dokumento ayon sa pangangailangan a. Plans & Programs b. Research & Development c. Monitoring & Evaluation d. Administrative Division		Resibo ng Pinagbayaran		1 araw	wala
4. Aktwal na pagbibigay ng hiniling at ang pagtala nito		Transaction Slip		10 minuto	wala
TOTAL				1 araw at 40 minuto	wala



GOVERNMENT SERVICE: SERBISYONG KAILANGAN: PAMIMIGAY NG SERTIPIKASYON

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Clients Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Pagtanggap at pagtala ng transaksyon	Local Government Code of 1991	1. Liham ng kahilingan: <ul style="list-style-type: none"> • Kung government agency – nilagdaan ng head of office • Kung pribadong organisasyon – nilagdaan ng pangulo • Kung pribadong indibidwal – nilagdaan ng mismong taong humihiling 2. Pagkaka-kilanlan (Valid ID)		20 minuto	wala
2. Pag-aprub o pagsang-ayon sa hiling				20 minuto	wala
3. Kung ang inaprubahan na hiling ay sertipikasyon magbayad sa tanggapan ng ingat yaman				5 minuto	Php40
4. Paghahanda ng mga sertipikasyon				1 oras (depende sa dami ng datos, impormasyon)	wala
a. Plans & Programs b. Research & Development c. Monitoring & Evaluation d. Administrative Division					
5. Aktwal na pagbibigay ng hiniling at ang pagtala nito		Transaction Slip		10 minuto	wala
TOTAL				1 oras at 55 minuto	wala



GOVERNMENT SERVICE: SERBISYONG KAILANGAN: TULONG TEKNIKAL					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Clients Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Pagtanggap at Pagtala ng transaksyon	Local Government Code of 1991	1. Liham ng kahilingan: <ul style="list-style-type: none">• Kung government agency – nilagdaan ng head of office• Kung pribadong organisasyon – nilagdaan ng pangulo• Kung pribadong indibidwal – nilagdaan ng mismong taong humihiling 2. Pagkaka-kilanlan (Valid ID)		10 minuto	wala
2. Pag-aprub o pagsang-ayon sa hiling				½ araw	wala
3. Pagbibigay alam kung na- aprubahan o hindi na- aprubahan ang kahilingan at pagtatala nito		Transaction Slip		10 minuto	wala
TOTAL				1/2 araw at 20 minuto	wala