# OFFICE OF THE PROVINCIAL ADMINISTRATOR CITIZEN'S CHARTER

<table>
<thead>
<tr>
<th>FRONTLINE SERVICES</th>
<th>STEPS AND PROCEDURES</th>
<th>RESPONSIBLE PERSON/S</th>
<th>MAXIMUM PROCESSING TIME</th>
<th>ALLOWABLE PERIOD OF EXTENSION</th>
<th>DOCUMENTARY REQUIREMENTS</th>
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<tbody>
<tr>
<td></td>
<td>2. Staff will record the letter</td>
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<td></td>
<td>3. Approval of communication/request</td>
<td>Elizabeth S. Nicolas</td>
<td>1-2 days (May vary depending on the complexity of request)</td>
<td>6 hours</td>
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<tr>
<td>2. Processing of Claims, (Check, DV, OBR, PO, PR, etc.)</td>
<td>1. Submit documents to receiving section for tracking number</td>
<td>Hazel P. de Guzman, Angelita G. Jimenez, Daryll N. Buen</td>
<td>5 mins</td>
<td>2 mins</td>
<td></td>
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<td></td>
<td>2. Staff will review documents</td>
<td>Engr. Eden Cacanindin, Kirshner Echanes, Jhezanne N. Curammeng, Claire Joy B. Balcorta</td>
<td>10 mins</td>
<td>5 mins</td>
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<td></td>
<td>3. Approval of Document</td>
<td>Elizabeth S. Nicolas, Ellen O. Mauricio</td>
<td>1 day</td>
<td>8 hours</td>
<td></td>
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<tr>
<td>3. Issuance of Fuel Slip</td>
<td>1. Submit accomplished and approved trip ticket or request to the staff</td>
<td>Harrison C. Morales, Richard P. Anoling</td>
<td>5 mins</td>
<td>2 mins</td>
<td>Accomplished Trip Ticket/Approved Request Letter</td>
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<tr>
<td></td>
<td>2. Claim Fuel Slip</td>
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<tr>
<td>4. IT Services</td>
<td>1. Submit accomplished and approved IT Services Request Form</td>
<td>Lloyd A. Dotimas, Omar Bradley M. Deocaris, Kent S. Agravante</td>
<td>2-8 hours depending on the complexity of request</td>
<td>1 hour</td>
<td>Accomplished and approved IT Service Request Form Logbook</td>
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<tr>
<td></td>
<td>2. The IT staff will perform the services requested</td>
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<tr>
<td></td>
<td>3. Claim your request form with completed tasks</td>
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<td></td>
<td>4. Fill up logbook</td>
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**Names and Positions**

- **JULIE ANN P. BATOON**
  Private Secretary

- **CHARLIE GIL P. PAGULAYAN**
  Administrative Officer II

- **ELLEN O. MAURICIO**
  Cooperative Development Specialist II

- **EDEN E. CACANINDIN**
  Project Development Officer I

- **KIRSHNER ECHANES**
  Internal Auditor I

- **JHEZANNE N. CURAMMENG**
  Internal Auditor I

- **HAZEL P. DE GUZMAN**
  Process Server

- **ANGELITA G. JIMENEZ**
  Administrative Aide II

- **CLAIRE JOY B. BALCORTA**
  Engineer - Contractual

- **HARRISON C. MORALES**
  Administrative Aide IV

- **RICHARD P. ANOLING**
  Administrative Aide II

- **DARYLL N. BUEN**
  Admin Aide - Casual

- **JAKILEEN JOY L. CORPUZ**
  Administrative Aide IV

- **REE JANE O. GARINGAN**
  Administrative Assistant II

- **SHA-SHA C. AQUINO**
  Administrative Aide I

- **LLOYD A. DOTIMAS**
  Information Systems Researcher I

- **OMAR BRADLEY M. DEOCARIS**
  IT - Contractual

- **KENT S. AGRAVANTE**
  IT - Casual

- **GUALBERTO TOLENTINO**
  Driver

- **RODRIGO B. SAWIT**
  Utility Worker - Contractual

- **ELIZABETH S. NICOLAS**
  Executive Assistant V