

OFFICE OF THE PROVINCIAL ADMINISTRATOR CITIZEN'S CHARTER

FRONTLINE SERVICES	STEPS AND PROCEDURES	RESPONSIBLE PERSON/S	MAXIMUM PROCESSING TIME	ALLOWABLE PERIOD OF EXTENSION	DOCUMENTARY REQUIREMENTS
<p>1. Communication/Request Letters (Administrative)</p>	<p>1. Submit letter to staff 2. Staff will record the letter</p> <p>3. Approval of communication/request 4. Release letter/approve request to recipient office</p>	<p>{ Jakileen Joy L. Corpuz Sha-sha C. Aquino Ree Jane O. Garingan Julie Ann P. Batoon Charlie Gil P. Pagulayan</p> <p>— Elizabeth S. Nicolas</p> <p>{ Jakileen Joy L. Corpuz Sha-sha C. Aquino Ree Jane O. Garingan Julie Ann P. Batoon Charlie Gil P. Pagulayan</p>	<p>10 mins</p> <p>1-2 days (May vary depending on the complexity of request)</p>	<p>5 mins</p> <p>6 hours</p>	
<p>2. Processing of Claims, (Check, DV, OBR, PO, PR, etc.)</p>	<p>1. Submit documents to receiving section for tracking number</p> <p>2. Staff will review documents</p> <p>3. Approval of Document</p> <p>4. Release approved document to corresponding recipient/office</p>	<p>{ Hazel P. de Guzman Angelita G. Jimenez Daryll N. Buen</p> <p>{ Engr. Eden Cacanindin Kirshner Echanes Jhezanne N. Curammeng Claire Joy B. Balcorta</p> <p>{ Elizabeth S. Nicolas Ellen O. Mauricio</p> <p>{ Hazel P. de Guzman Angelita G. Jimenez Daryll N. Buen Harrison C. Morales Richard P. Anoling</p>	<p>5 mins</p> <p>10 mins</p> <p>1 day</p> <p>10 mins</p>	<p>2 mins</p> <p>5 mins</p> <p>8 hours</p> <p>5 mins</p>	

3. Issuance of Fuel Slip	<ol style="list-style-type: none"> 1. Submit accomplished and approved trip ticket or request to the staff 2. Claim Fuel Slip 	{ Harrison C. Morales Richard P. Anoling	5 mins	2 mins	Accomplished Trip Ticket/Approved Request Letter
4. IT Services	<ol style="list-style-type: none"> 1. Submit accomplished and approved IT Services Request Form 2. The IT staff will perform the services requested 3. Claim your request form with completed tasks 4. Fill up logbook 	{ Lloyd A. Dotimas Omar Bradley M. Deocarlis Kent S. Agravante	2-8 hours depending on the complexity of request	1 hour	Accomplished and approved IT Service Request Form Logbook

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