



**PROVINCIAL BUDGET OFFICE
CITIZEN'S CHARTER**

VISION

To advocate good governance and be a medium of change in the optimum utilization of resources that will serve the general welfare and interest of the people.

To attain the core values and basic principles of the planning, budgeting and revenue administration to encourage transparency in the local government and improving the quality service delivery.

MISSION

The Budget is committed to undertake systematic procedures in the management of the Local budget processes of the Provincial Government and the implementation of innovative options to strengthen the existing budget processes.

SERVICES: Processing of Obligation Request						
STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/SUPPORTING DOCUMENTS	LOCATION
	CLIENT	SERVICE PROVIDED				
1	Submit claims	Receive and check for completeness of required documents.	Vermar M. Veracruz Angelica S. Sales Noemi S. Flores Eleazar S. Villanueva	5 minutes	1. Obligation Request 2. Disbursement Voucher 3. Other Supporting Documents <u>For salaries/Wages</u> a. Payroll b. DTR c. Approved Leave(if any) d. JO/Contract(for wages) <u>For Payment of Supplies & Materials/Equipment</u> a. Approved PR b. Purchase Order c. Abstract of Bids d. Carvass e. Inspection Report <u>For Travel/Seminar</u> a. Travel Order b. Itinerary of travel c. Invitation Letter d. Personnel Dev't Committee <u>For Financial/Medical Assistance</u> a. Approved letter request <u>For scholarship/educational Assistance</u> a. Approved letter request b. Photocopy of enrollment form c. Photocopy of grades/certification <u>For Gasoline, Oil, Lubricants</u> a. Official Receipts b. Approved trip tickets <u>For Other Claims</u> a. Official Receipts	First Floor, Capitol, Bldg. Cabarragtas, Quirino
2	Wait for Release of Papers	Verify, review & check as to validity and availability of funds - SP, Admin, PHRMO, PDDO, PGSO, PBO, OPAC, PTO, OPAss, Legal, PSWDO, OPag, PVET - PNRED, PEO & SEF - PHO, ADH, DDH, MDH - EEO, 20% Dev't. Fund - Continuing Appropriations - PGO, Spec. Purpose Approp. SPU, COA, Prosecutor, RTC, LDRRMF - PGO-Nut, Population, IAS, PDRRMO, Warden - Casuals/Contractuals - Permanent - retirement/gratuity/LSB monetization claims	Girly A. Gamboa Marilyn G. Ruaboro Sheila Mae DP. Esguerra Marjorie C. Millo Kenneth S. Sabacan Vermar M. Veracruz Julie-Ann A. Cabang Marilyn G. Ruaboro/ Marjorie C. Millo Marilyn G. Ruaboro	30minutes		
3		Cash Flow Forecast Analysis	Sheila Mae DP. Esguerra	10 minutes		
4		Control and Assign OBR #	Zenaida Macadaeg Girly A. Gamboa	3 minutes		
5		Sign/Approve OBR	PBO	10 minutes		
6	Receive Approved/ Disapproved Claims	Release claims	Joseph G. Casimiro Sr	2 minutes		

SERVICES: Request for Augmentation						
STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/SUPPORTING DOCUMENTS	LOCATION
	CLIENT	SERVICE PROVIDED				
1	Submits letter request for additional allotment.	Receives request	Jocelyn P. Raspado	1 minute	Letter request	None
2		If request is permissible, adjust e-copy of fund source (if request can not be granted return request to origin)	Kenneth S. Sabacan	5 minutes		

STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/SUPPORTING DOCUMENTS	LOCATION
	CLIENT	SERVICE PROVIDED				
3		Prepare Additional ARO	Kenneth S. Sabacan	5 minutes		
4		Review and Sign/Approve ARO	PBO	10 minutes		
5	Waits for information	Inform client of approval/ disapproval of request	Kenneth S. Sabacan	5 minutes		
6	Release ARO	Release ARO to the office concerned, OPAC, & PTO	Vermar M. Veracruz	10 minutes		

SERVICES: Technical Review of Municipal Annual and Supplemental Budgets						
STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/SUPPORTING DOCUMENTS	LOCATION
	CLIENT	SERVICE PROVIDED				
1	Submit Municipal Budget/Supplemental Budget	Receive Municipal Budget/ Supplemental Budget	Jocelyn P. Raspado	5 minutes	1. Transmittal Letter 2. Approp. Ordinance with seal 3. Prescribed Budget Preparation Forms 4. Annual Investment Plan 5. GAD Plan	
2		Review of documentary requirements and conduct technical review. 1. For Annual Budgets 2. For Supplemental Budgets 3. For Realignment	Maila G. Silva	15 days 5 days 5 days		
3		Final review and endorse to SP for final technical review action.	PBO	1 day		

SERVICES: Technical Assistance to MBOs and Other Offices						
STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/SUPPORTING DOCUMENTS	LOCATION
	CLIENT	SERVICE PROVIDED				
1	Sign Client Logbook		Zenaida E. Macadaeg Girly A. Gamboa Maila G. Silva	10 minutes	Letter request (if any)	
2		Undergo brief background interview (if needed)				
3	Request Data Needed	Prepare certified copy of documents or print copy needed	Maila G. Silva Jocelyn P. Raspado	5 minutes		

SERVICE PLEDGE

We, the officials and employees of the Provincial Budget Office, pledge to deliver quality public services as promised in this Citizen's Charter. We will provide prompt and reliable service to our clients.

MAILA G. SILVA
Budget Officer IV

GIRLY A. GAMBOA
Budget Officer IV

MARJORIE C. MILLO
Budget Officer II

MARILYN G. RUABORO
Computer Operator IV

JOCELYN P. RASPADO
Sr. Administrative Assistant I

KENNETH S. SABACAN
Administrative Assistant I

JULIE-ANN A. CABANG
Administrative Aide IV

JOSEPH CASIMIRO
Process Server

VERMAR M. VERACRUZ
Administrative Aide III

SHEILA MAE DP. ESGUERRA
Contractual

ANGELICA S. SALES
Casual

NOEMI S. FLORES
Casual

ELEAZAR S. VILLANUEVA
Contractual

ZENAIDA E. MACADAEG
Provincial Budget Officer

ALLOWABLE PERIOD OF EXTENSION OF THE MAXIMUM RESPONSE TIME
The PLGU gives five (5) working days for the extension of time to the provision of frontline services to its clients in case of unforeseen events, man-made or natural.

FEEDBACK/COMPLAINT MECHANISMS
If your request has not been attended to promptly and courteously, please send your suggestions and complaints to Gov. Junie E. Cas or you fill-up the prescribed form from the Officer of the Day and drop it in the Suggestion Box provided for the purpose at the Lobby of the Capitol or you may call (078) 692-5288.