



PROVINCIAL BUDGET OFFICE

CITIZEN'S CHARTER

2021 (1st Edition)

I. Quality Policy:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, disaster risk management, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsoganons truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



PROVINCIAL BUDGET OFFICE

LIST OF SERVICES

Provincial Budget Office

Internal / External Services

Budget Preparation	5 - 7
Budget Review	7 - 10
Budget Execution	10 -13



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Internal and External Services



PROVINCIAL BUDGET OFFICE

1. Budget Preparation (Province)

Budget Preparation is the first phase of the local budget process. It starts with the issuance of the Budget Call by the Governor on the 16th of June but not later than the first week of July during election year. The heads of departments / offices prepare the budget proposal based on the estimated costs of PPAs, upon receipt of the Statement of Income and Expenditures from the treasurer, budgetary ceilings from the Local Finance Committee; the Governor prepares the Executive Budget from the ensuing year in accordance with section 318 of R.A. 7160. The proposed executive budget of the Local Expenditure Program and the Budget Message are submitted to the Sanggunian Panlalawigan on or before October 16 of each year for authorization.

Office or Division:	Provincial Budget Office – Budget Preparation/Execution Accountability Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Provincial Government of Sorsogon / Different Offices of Provincial Government of Sorsogon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Call		Provincial Budget Office		
2. Budget Proposal of different offices for the ensuing year				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Dissemination of Budget Call notices duly signed by the Governor	Dissemination of Budget Call Memorandum to all offices/department containing direction, objectives, policy decisions,	-	June 16 of every Fiscal Year	Budget Office

	strategies and prioritized PPAs by sector / office as reflected in the AIP for the Budget year			
2. Submission of Budget Proposal prepared per offices	Budget Proposals are submitted to the Provincial Budget Office are reviewed and consolidated to determine the expected outputs for the Budget year and estimated costs	-	July 15 of every Fiscal year	<ul style="list-style-type: none"> • Provincial Budget Officer • Assistant Provincial Budget Officer • Budget Officer III • Receiving Clerk
	Technical Budget hearings are conducted by the Local Finance Committee to validate the revenue sources, PPAs cost estimates and expected outputs for the budget year and approval of same	-	August 15 of every Fiscal year	<ul style="list-style-type: none"> • Local Chief Executive (Governor) • Local Finance Committee
	Prepare Executive Budget and the Local Finance Committee evaluates all budget proposals using the output and cost criteria for submission & authorization of	-	October 10 of every Fiscal year	<ul style="list-style-type: none"> • Local Chief Executive (Governor) • Provincial Budget Officer • Assistant Provincial Budget Officer

	Sangguniang Panlalawigan			<ul style="list-style-type: none"> • Budget Officer III • Budgeting Assistant
	Submission of Executive Budget to the Sangguniang Panlalawigan for approval	-	October 16 of every Fisacla year	<ul style="list-style-type: none"> • Local Chief Executive (Governor) • Provincial Budget Officer

2. Budget Review

Budget Review is a phase in the Local Budget process wherein the appropriation is subjected to evaluation and analysis to determine its compliance with the budgetary requirements and general limitation set forth in the Local Government Code of 1991 as well as provisions of other applicable laws. It starts when the Appropriation Ordinance embodying an Annual / Supplemental Budget of the City / Municipality was received by the Sangguniang Panlalawigan indorsing the same to the Provincial Budget for technical review and ends with the preparation of a draft preliminary review action in the form of resolution to the Sangguniang Panlalawigan within the 90 days reglementary period.

Office or Division:	Provincial Budget Office – Budget Review & Evaluation Division (1 st and 2 nd District –City and Municipalities)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	1 City and 14 Municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Technical Review (Annual Budget)		
1. 2 nd Endorsement from Sangguniang Panlalawigan to Budget Office for technical review <ul style="list-style-type: none"> ✓ Appropriation Ordinance with seal of Local Government Unit (LGU) ✓ Approved AIP (supported by DILG, approved GAD Plan and Budget, LDRRM Plan, 		

List of PPAs for LCPC and Peace and Order Plan) ✓ Supplemental Budget Resolution approving Annual Investment Plan (AIP) ✓ Veto Message, If any ✓ Sanggunian’s action on Veto, If any				
For Technical Review (Supplemental Budget)				
1. 2 nd Endorsement from Sangguniang Panlalawigan to Budget Office for technical review ✓ Appropriation Ordinance with seal of Local Government Unit (LGU) ✓ Certification of funds actually available according to source <ul style="list-style-type: none"> • Certification of additional realized income • Certification of Savings • Certification of Income from New Revenue measures • Certification of funds available for realignment in times of public calamity ✓ Supplemental Annual Investment Plan (AIP), If any ✓ Supplemental Budget Resolution approving the Supplemental AIP ✓ Veto Message, If any ✓ Sanggunian’s action on Veto, If any				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. 1 City and 14 Municipality through Sangguniang	Receives the Appropriation Ordinance of	none		

Panlalawigan to Provincial Budget Office for technical review	component Local Government Unit (LGU) transmitted by SP for preliminary review		1 – 15 minutes	<ul style="list-style-type: none"> Receiving Clerk
	<p>Check the Appropriation Ordinance and appended required budgetary documents</p> <p>Check compliance with budgetary and general limitation</p> <p>Check, if any item for review not in accordance with existing budgetary laws, rules and regulations and other related issuances</p>	none	Not to exceeded the 90 days reglementary period per Annual / Supplemental Budget	<p>Designated Reviewing Officer</p> <ul style="list-style-type: none"> Budget Officer IV Budget Officer III Budget Officer II
	Prepare preliminary review action taken in the form of resolution			
3	Check / Evaluate and approve the preliminary review action	none		<ul style="list-style-type: none"> Provincial Budget Officer Assistant Provincial Budget Officer
4	Transmit to the Sangguniang Panlalawigan the preliminary review action undertaken by this office for final review and	none	1 – 15 minutes	<ul style="list-style-type: none"> Releasing Clerk

	approval of the Sangguniang Panlalawigan members			
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1. Budget Execution

Budget Execution is the process involved wherein government fund shall be used exclusively for the specific purpose for which they have been appropriated pursuant to Section 336 of RA 7160. It starts from the recording of authorized appropriations in the registries, release of allotment, certification of incoming obligation / purchase requests by the Provincial Budget Officer as to the availability of funds for the purpose and the periodic reporting / monitoring of the status of allotment, obligations and balances for submission to the Governor and the Commission of Audit (COA).

Office or Division:	Provincial Budget Office – Budget Execution and Accountability Division		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All parties with legitimate claims / financial transactions with the Provincial Government of Sorsogon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Purchase Requests (PRs)			
<ul style="list-style-type: none"> ✓ Purchase Requests – (3 copies) <ul style="list-style-type: none"> • signed by the requesting officer, Provincial General Service Officer, approved by the Governor ✓ Obligation Request – (3 copies) <ul style="list-style-type: none"> • Signed by the Provincial Government Department Head (PGDH) / Authorized signatories 		Forms are available to respective offices	
For Personal Services (Salaries and Wages, Other Compensation RATA, Clothing Allowance, Year End Bonus, Cash Gift, Terminal Leave Benefits, Other Personnel Benefits)			
<ul style="list-style-type: none"> ✓ Obligation Request – (3 copies) <ul style="list-style-type: none"> • Signed by the PGDH / Authorized signatories 			

<ul style="list-style-type: none"> ✓ Disbursement Voucher – (3 copies) ✓ Payroll <ul style="list-style-type: none"> • Signed by the PGDH / Authorized signatories 				
<p>For Maintenance & Other Operating Expenses (Representation Expenses, Traveling Expenses, Training and Scholarship Expenses, Supplies and Materials Expenses, Utility Expenses, Communication Expenses, Awards/Rewards Expenses, Professional Services, General Services, Repairs and Maintenance, Donation</p>				
<ul style="list-style-type: none"> ✓ Obligation Request – (3 Copies) <ul style="list-style-type: none"> • Signed by the PGDH / Authorized Representative ✓ Disbursement Voucher – (3 copies) ✓ Payroll (If applicable) ✓ Purchase Request <ul style="list-style-type: none"> • Signed by the Provincial Treasurer (Cash availability) (If applicable) ✓ Purchase Order <ul style="list-style-type: none"> • Authorized by the Governor & signed by the supplier 				
<p>For Property Plant & Equipment (Machinery and Equipment, Transportation Equipment, Furniture, Fixtures and Books</p>				
<ul style="list-style-type: none"> ✓ Obligation Request – (3 copies) <ul style="list-style-type: none"> • Signed by the PGDH / Authorized signatories ✓ Disbursement Voucher – (3 copies) ✓ Purchase Request (PR) / Purchase Order (PO) <ul style="list-style-type: none"> • Signed by the Authorized signatories 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submit necessary documents to the receiving personnel	7.2.1 Receive & record Obligation request together with the	none	1 - 5 minutes	Receiving Personnel

	supporting documents of the financial transaction from the Provincial Government			
	7.2.2 Checks, verifies & obligates legitimate claims as to existence of allotment & available balances of appropriation	none	1-15 minutes	Budget Officer IV, III & II
	7.2.3 Certify as to the availability of appropriations & allotment to which the expenditure & obligations may be properly charged	none	1 – 5 minutes	Provincial Budget Officer / Assistant Provincial Budget Officer
2. Receive the certified obligation request by signing the releasing logbook	7.2.4 / 7.2.5 Maintain a copy & release the document to the client	none	1 – 5 minutes	Releasing Personnel



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO
How to file a complaint	Complaint could be address to the Governor-copy furnish PHRMO
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints should be address to the Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019. 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. <p>The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS).</p> <ol style="list-style-type: none"> 3. Copies of Resolution after the hearing are furnished the Office of the Governor, PHRMO, complainant and the office/person being complained. 4. If the complainant is not satisfied with the action taken by the Grievance Committee, the

	complainant may elevate the complaint to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition.
Contact Information of CCB, PCC, ARTA	It shall also include the following hotline: <ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-881-6565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority

Office	Address	Contact Information
Provincial Budget Office	1 st floor Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	pbo@sorsogon.gov.ph