



PROVINCIAL PLANNING AND DEVELOPMENT OFFICE

CITIZEN'S CHARTER

2021 (1st Edition)



**PROVINCIAL PLANNING AND
DEVELOPMENT OFFICE**

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PROVINCIAL PLANNING AND DEVELOPMENT OFFICE



• VISION •

PPDO as the prime catalyst of innovative and responsive development plans formulated in strong partnership with stakeholders towards the achievement of the Province's vision and mission.

• PPDO MISSION STATEMENT •

To provide an efficient and effective local development planning process that promotes quality services through reliable information that is responsive in the decision-making for good governance and competent local planners with global mindset addressing the local development challenges.

• FUNCTIONAL STATEMENTS •

1. Formulate integrated economic, physical and other development plans for consideration of the local government council;
2. Conduct continuing studies, researches and training programs necessary to evolve plans and programs for implementation, financed by national and local funds;
3. Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups of agencies;
4. Monitor and evaluate the implementation of the different development programs, projects, and activities in the local government unit (LGU) concerned in accordance with the approved development plans;
5. Prepare comprehensive plans and other development planning documents for the consideration of the Local Development Council (LCD);
6. Analyze the income and expenditures patterns and formulate and recommend fiscal plans and policies for consideration of the finance committee of the LGU concerned;
7. Promote peoples' participation in development planning with the Local Development Unit concerned;
8. Exercise supervision and control over the Secretariat of the Local Development Council; and Exercise such other powers and perform such other functions and as may be prescribed by law or ordinance.



PROVINCIAL PLANNING AND
DEVELOPMENT OFFICE

REQUESTING INFORMATION/ DATA

About the Service:

Information about the province and its development plan. This includes Socio-Economic Profiles, Maps and other relevant data and information

Office or Division:	Research, Evaluation & Statistics Division: Socio-Economic Profile; Status of Implemented Projects Planning Division: Maps Project Development Division: Status of Special Projects
Classification:	Technical
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen
Who may avail:	NGAs, LGUs, Other departments/ offices, general public
CHECKLIST OF REQUIREMENTS	
Request Slip	PPDO
Letter Request Valid ID Flash Drive/ CD/DVD	Requesting Party

via ELECTRONIC MAIL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	DIVISION/ PERSON RESPONSIBLE
Submit letter request through PPDO Official Email Address ppdo@sorsogon.gov.ph	Receive letter request through email	None	1 Day	Administrative Division
Receives an e-mail reply acknowledging receipt of the request	2.1 Send an e-mail reply to the requesting party to acknowledge receipt of the request 2.2 If data is available, present the letter request/email to the PGDH/ PGADH/ OIC for permission to extract information/ data. - If data is not available, refer client to concerned office/s or agency/ies 2.3 Forward letter request to concerned Division to extract information/ data 2.4 Division Head reviews and verifies the information to be given to the client.		1 Day	Research, Evaluation & Statistics Division: -Socio-Economic Profile -Status of Implemented Projects Planning Division: -Maps Project Development Division: -Status of Special Projects
Receives an email reply regarding the requested data Acknowledge upon receipt of the response	Send data/ information requested by clients		1 Day	Concerned Division

WALK-IN CLIENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	DIVISION/ PERSON RESPONSIBLE
Present request letter to the receiving clerk / fill out request slip Registers in client's logbook	1.1 Receiving clerk receives the letter request/ Provide request slip to client 1.2 Request client to register in client's logbook	None	10 Minutes	Receiving Clerk/ Administrative Division
	2 If data is available, present the letter request to the PGDH/ PGADH/ OIC for permission to extract information/ data. -If data is not available, refer client to concerned office/s or agency/ies 2.3 Forward letter request to concerned Division to extract information/ data 2.4 Division Head reviews and verifies the information to be given to the client.		20 Minutes	Research, Evaluation & Statistics Division: -Socio-Economic Profile -Status of Implemented Projects Planning Division: -Maps Project Development Division: -Status of Special Projects
Secure copy of requested data	3.1 If original documents may not be given, client leaves his/her valid ID to the person-in-charge and will be allowed to photocopy the documents. -E-copies may be given in PDF Format. 3.2 After the documents were photocopied, client returns the original documents and retrieves his/her valid ID and signs in the logbook for record purposes.		30 Minutes	Concerned Division
Fill-up Customer Satisfaction Monitoring Form	Request client to fill-up the Customer Satisfaction Monitoring Form		5 Minutes	Administrative Division

PROVISION OF TECHNICAL ASSISTANCE IN PROJECT PROPOSAL PREPARATION

Technical assistance can be provided to produce a project proposal/ design which responds to the needs of the clients and fulfills requirements and safeguards policies of the funding agencies. The consulting team will undertake a detailed feasibility, economic and financial viability, and safeguards. Capacity assessment and strengthening will also be conducted, as needed.

Office or Division:	Project Development Division	
Classification:	Technical	
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen	
Who may avail:	LGUs (City, Municipal, Barangay), CSOs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Slip	PPDO	
Letter Request Valid ID	Requesting Party	

via ELECTRONIC MAIL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	DIVISION/ PERSON RESPONSIBLE
Submit request through PPDO Official Email Address ppdo@sorsogon.gov.ph	Receive letter request	None	1 Day	Administrative Division
Receives an e-mail reply acknowledging receipt of the request	2.1 Send an e-mail reply to the requesting party to acknowledge receipt of the request 2.2 Forward letter request to the PGDH/ PGADH/ OIC 2.3 The PGDH/PGADH/ OIC refers the letter request to the Project Development Division		1 Day	Administrative Division Project Development Division
Receives an email reply regarding the request Acknowledge upon receipt of the response	Project Development Division will set an appointment with the client to get all necessary information about the project.		10 Minutes	Project Development Division
Confer with the PDO and present all relevant information about the project and obtains schedule of site visitation <i>(if necessary)</i>	Interview the client and get all necessary information about the project. Schedule site visitation <i>(if necessary)</i>		1 Hour	
Accompany team during site inspection. If inspection is not needed, give relevant information for the easy preparation of the proposal	Interview the client and get all necessary information that would facilitate easy preparation of proposal		1 Day Inspection/ Validation	

Commitment schedule of proposal completion	Conduct some data refinements, if needed and inform clients on the schedule of proposal completion		3 Days	
Follow up, if necessary	Advice client on the updates of the preparation of project proposal		30 Minutes	
Receive the prepared proposal	Present proposal to clients		3 Hour	

WALK-IN CLIENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	DIVISION/ PERSON RESPONSIBLE
1.1. Present request letter to the receiving clerk / fill out request slip 1.2. Registers in client's logbook	1.1 Receiving clerk receives the letter request/ Provide request slip to client 1.2 Request client to register in client's logbook	None	10 Minutes	Receiving Clerk/ Administrative Division
	2.1 The Clerk forwards the request to the PGDH/ PGADH/ OIC 2.2 The PGDH/PGADH/ OIC refers client to the Project Development Division		10 Minutes	Receiving Clerk/ Administrative Division
Confer with the PDO and present all relevant information about the project and obtains schedule of site visitation <i>(if necessary)</i>	Interview the client and get all necessary information about the project. Schedule site visitation <i>(if necessary)</i>		1 Hour	Project Development Officer
Accompany team during site inspection. If inspection is not needed, give relevant information for the easy preparation of the proposal	Interview the client and get all necessary information that would facilitate easy preparation of proposal		1 Day Inspection/ Validation	
Commitment schedule of proposal completion	Conduct some data refinements, if needed and inform clients on the schedule of proposal completion		3 Days	
Follow up, if necessary	Advice Client on the updates of the preparation of project proposal		30 Minutes	
Receive the prepared proposal	Present proposal to clients		3 Hour	
Fill-up Customer Satisfaction Monitoring Form	Request client to fill-up the Customer Satisfaction Monitoring Form		5 minutes	Administrative Division

VERIFICATION OF PROJECT/S LISTING AND PRIORITY PROJECTS

Clients from all over the province are being referred to the PPDO to verify if their resolution of request were included or submitted for funding or considered for future appropriation. Clients are instructed to directly submit their resolution for funding to appropriate department.

Office or Division:	Planning Division	
Classification:	Technical	
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen	
Who may avail:	Barangay Officials, General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Slip		PPDO
Letter Request Valid ID Supporting Documents such as Resolution/ Endorsement		Requesting/ Inquiring Party

via ELECTRONIC MAIL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	DIVISION/ PERSON RESPONSIBLE
Send inquiry together with supporting documents such as resolutions, endorsements through PPDO Official Email Address ppdo@sorsogon.gov.ph	Receive inquiry	None	1 Day	Administrative Division
Receives an e-mail reply acknowledging receipt of the inquiry	2.1 Send an e-mail reply to the inquiring party to acknowledge receipt of the query 2.2 Inform PGDH/ PGADH/ OIC Regarding the query 2.2 Forward email to the Plans and Programs Division to verify the Project/s together with the supporting documents		1 Day	Administrative Division Planning Division
Receives an email reply regarding the query Acknowledge upon receipt of the response	Send email reply as to the status of the matter referred: a. if funded b. if project request is for future funding/consideration c. referred to other concerned office		1 Day	Planning Division

WALK-IN CLIENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	DIVISION/ PERSON RESPONSIBLE
1.1. Inquire to the receiving clerk 1.2. Fill out request slip 1.3. Registers in client's logbook 1.4. Present documents such as resolutions, endorsements	1.1 Provide request slip to client 1.2 Request client to register in client's logbook	None	10 Minutes	Receiving Clerk/ Administrative Division
	2.1 Forward request slip together with the supporting documents such as resolution/ endorsement to the PGDH/PGADH/ OIC 2.2 The PGDH/PGADH/ OIC refers client to the Plans & Programs Division		30 Minutes	Receiving Clerk/ Administrative Division
Receive feedback from concerned PPDO personnel	Advises the client as to the status of the matter referred: a. if funded b. if project request is for future funding/consideration c. referred to other concerned office		1 Hour	Planning Division
Fill-up Customer Satisfaction Monitoring Form	Request client to fill-up the Customer Satisfaction Monitoring Form		5 Minutes	Administrative Division

REVIEW OF COMPREHENSIVE LAND USE PLAN AND ZONING ORDINANCE

RA7160, otherwise known as the Local Government Code of 1991 (LGC), provides that Local Government Units (LGUs) shall, in conformity with existing laws, continue to prepare their respective Comprehensive Land Use Plans enacted through Zoning Ordinances which shall be the primary and dominant bases for the future use of land resources.

Office or Division:	Planning Division				
Classification:	Technical				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Local Government Unit (City and Municipalities in the Province of Sorsogon)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	DIVISION/ PERSON RESPONSIBLE	REQUIREMENTS
SP endorsed draft CLUP & ZO to the PLUC Secretariat (PPDO)	Receive and verify CLUP (by volume) and ZO and its supporting documents Forward document to PGADH & PGDH for endorsement to Plans and Programs Division Forward endorsed document to Plans and Programs Division	none	1 Hour	Administrative Division	Complete set of documents as prescribed in the Enhanced HLURB Guidelines
	Plans and Programs Division Check the completeness: a. If incomplete, request LGU to complete documents. b. If complete, proceed to step 3.		1 Hour	Planning Division	<ul style="list-style-type: none"> • Vol. 1- CLUP • Vol. 2- ZO • Vol. 3I- Sectoral and Special Areas Studies • Executive Summary • CDRA • Formulation's Document as follow: <ol style="list-style-type: none"> 1. SB Secretary's Certificate of Public Hearing conducted 2. Minutes of the Public Hearing 3. List of Invitees & Sector represented 4. Copy of Attendance Sheet 5. Proceeds Documentation Report (PDR)



	<p>Review CLUP & ZO</p> <p>3.1 Schedules review</p> <p>3.2 Route copies of plan documents to PLUC members at least two (2) weeks before the actual review</p> <p>3.3 The PLUC Chairman invites other stakeholders as needed</p> <p>3.4 PLUC members confirms attendance to the Secretariat</p>		1 Day	Planning Division	<ul style="list-style-type: none"> • Complete set of CLUP/ZO documents and attachments • List of PLUC-TWC Members • Letter to the PLUC-TWC
LGU Presents the plan to PLUC	<p>Presentation of the City/ Municipal of CLUP/ZO</p> <p>Conducts review of CLUP & ZO consistent with the review parameters given to the PLUC members</p>		1 Day	Planning Division	Presentation of CLUP, ZO and CDRA with Maps
	<p>Committee members present respective comments, suggestions and recommendations</p> <p>a. If with revision, transmits documents to LGU</p> <p>b. If no revision, Endorse CLUP and ZO to LGU for adoption and enactment</p>		2 Weeks		Comments, Suggestions and Recommendation from PLGU-TWG
Revises the draft CLUP & ZO integrating the recommendations of PLUC. (LGU may coordinate/ consult with PLUC)	<p>Checks if comments, suggestions and recommendations were incorporated in the CLUP & ZO and endorses to Sangguniang Bayan (SB)/ Sangguniang Panglungsod (SP) for adoption & enactment</p>			Planning Division	<ul style="list-style-type: none"> • CLUP/ZO documents and attachments • CLUP Review Checklist • PLUC-TWC Reports of Comments/ Findings and Recommendation
	Endorses CLUP and ZO to LGU for adoption & enactment			PGDH	Endorsement Letter

<p>SB/SP adopts CLUP and enacts ZO</p> <p>Submits to Sangguniang Panlalawigan,</p>		12			<p>Five (5) copies of CLUP & ZO together with the following documents:</p> <ul style="list-style-type: none"> a. Three (3) sets of Presentation Maps; b. SB/SP Resolution adopting the CLUP and enacting the ZO; c. Executive Summary of the CLUP d. SB/SP Secretary's Certificate of Public Hearing conducted e. Minutes of Public Hearing f. Copy of issued invitation letter/ Notice of public hearing; and Copy of attendance sheet
	<p>8.1 Sangguniang Panlalawigan receives documents</p> <p>8.2 Conduct cursory review and endorses the CLUP and ZO for approval. <i>(Coordinate with LGU, if further changes have to be made)</i></p> <p>8.3 Approves CLUP and ZO</p>			<p>Sangguniang Panlalawigan Committee on Housing, Land Use, Urban Development and Urban Poor</p>	<p>Authenticated CLUP, ZO and other plan</p> <p>Retain 1 set of plan documents for PPDO</p> <p>Furnish the following with copies of plan documents, presentation maps and Sangguniang Panlalawigan Resolution approving the plan:</p> <ul style="list-style-type: none"> -HLURB-RFO (1set) -LGU (remaining copies)
<p>Comply with publication requirement per Sec. 59 of Local Government Code (RA 7160)</p>					



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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 Master DICO
How to file a complaint	Complaint could be address to the Governor-copy furnish PPDO
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. 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). 3. Copies of Resolution after the hearing be 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 complain 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

LOCATION/ CONTACT INFORMATION	:  2 nd Floor, Capitol Building, Sorsogon City  ppdo@sorsogon.gov.ph
AVAILABILITY OF THE SERVICES	: Monday to Friday (except holidays) from 8:00 A.M. to 5:00 P.M.
TOTAL FEES/ CHARGES	: NONE <i>Client to provide CD/DVD or Flash Drive for electronic copies</i>
ADDRESS COMMUNICATION/ REQUEST TO :	DOMINADOR O. JARDIN Provincial Government Department Head Provincial Planning & Development Office

