



OFFICE OF THE GOVERNOR

CITIZEN'S CHARTER

2023



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OFFICE OF THE GOVERNOR

Internal and External Services



DOCUMENTS FOR GOVERNOR'S SIGNATURE

Documents submitted to the Office of the Governor for signature.

Office	Office of the Governor			
Classification				
Type of Transaction	G2G			
Who may avail	LGUs, Provincial Departments			
Checklist of Requirements	Purchase Order, Purchase Request, Obligation Report, Abstract and Vouchers, Fidelity Bonds, Program of works, Payrolls, Authority for fund transfer, Authority to Debit, Cheque/s			
STEP(s)	ACTION OF THE CLIENT (s)	SERVICE PROVIDER'S ACTION	TIME	PERSON IN-CHARGE
1	Submit / Present documents for Governor's signature	> Checks and receives (stamps) the submitted documents, signs the logbook of submitting office / Liaison Officer	5-10 minutes	Front Desk
		>Makes a routing slip and attaches it to the documents (Except for cheque/s)	5-10 minutes	Exec. Assistant-II/EA-COS
		>Records the documents on the Incoming Tracker / Tracker for Cheque/s (E-Tracker)	5-10 minutes	Exec. Assistant-II/EA-COS
		> Gives the documents to the EA-IV or the AO-V/Assistant to the Governor for checking / sorting	2-5 minutes	Exec. Assistant-II/EA-COS



2		<ul style="list-style-type: none"> > Checks and sorts documents for Governor's signature > Signs other documents 	20 minutes to 1 hour	Legal Documents- EA-IV, Regular Documents – AO-V/Special Assistant to the Gov.
3		>Approves and signs the documents / cheque/s	1 day	Governor
4		<ul style="list-style-type: none"> >Encodes signed documents to tracker >Forwards the said signed documents to the Liason Officer 	30-40 minutes	Executive Assistant-COS
5	Claim or receive the document and sign on the logbook	> Release of the signed documents	10-20 minutes	GO's Liason Officer



INCOMING COMMUNICATIONS ADDRESSED TO THE GOVERNOR / PROVINCIAL GOVERNMENT

Document submitted to the Office of the Governor for approval and signature.

Office	Office of the Governor			
Classification				
Type of Transaction	G2C, G2B, G2G			
Who may avail	Provincial Departments, Local Government Units, Government Agencies, Transacting Private Companies / Individual(s)			
Checklist of Requirements	Incoming letters / documents addressed to the Governor Contracts of Services Memorandum of Agreement Project Proposals SP Resolutions, Ordinances Product Presentations, Authority to Draw CA etc.			
STEP(s)	ACTION OF THE CLIENT (s)	SERVICE PROVIDER'S ACTION	TIME	PERSON IN-CHARGE
1	Submit or present letters or letter of request / documents	> Receiving clerk receives the documents, gives the receiving copy / file copy to the personnel or transacting client.	5-10 minutes	Front Desk
		> Signs on the log book of transacting agency or office	5 minutes	Front Desk
		> Makes a routing slip and attaches it to the letter / documents, folds/ marks the pages for signature	5-10 minutes	Executive Assistant-II



		<p>>Records the document on the incoming Tracker (E-Tracker)</p> <p>> Gives the documents to the EA-IV / Asst. to the Governor for checking/ sorting</p>	<p>10-20 minutes</p> <p>2-5 minutes</p>	<p>Executive Assistant-II / EA-COS</p> <p>Executive Assistant-II / EA-COS</p>
2		<p>> Checks and sorts documents for Governor's signature / Action</p> <p>> Makes remarks on documents that are for review / forwarding to other offices</p>	20-45 minutes	EA-IV, AO-V/ Special Assistant to the Gov.
3		> Signs the documents or comments on the routing slip	1 day	Governor
4		<p>> Checks the signed documents, records comments or remarks of the Governor / EA-IV/Special Asst. to the Governor to the outgoing tracker (Keeps a copy of documents with comments from Governor that are for filing)</p> <p>>Forwards documents to the GO Admin / GO Liason Officer for release to offices / concerned personnel</p>	<p>15-45 minutes</p> <p>5-10 minutes</p>	<p>EA – COS / EA-II</p> <p>EA – COS / EA-II</p>
5	Receive the document and sign	>Release the signed documents and letters that are addressed to a certain office, personnel or official (Pick up at the office or	Within 8 hours	GO Admin. / GO Liason Officers



	on the logbook	forwarded by GO's Liason Officer)		
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REQUEST TO BE TRANSFERRED / DETAIL ORDER / RE-ASSIGNED

Provision of Office Order for employees / personnel that are requested by a head of office or wishes to be transferred to a certain office

Office	Office of the Governor
Classification	
Type of Transaction	G2G
Who may avail	Provincial Departments, Local Government Units, Other Government Agencies
Checklist of Requirements	Letter of Request addressed to the Governor

STEP(s)	ACTION OF THE CLIENT (s)	SERVICE PROVIDER'S ACTION	TIME	PERSON IN-CHARGE
1	Submit or present letters or letter of request	<ul style="list-style-type: none"> > Receiving clerk receives the letter of request, gives the receiving copy to the personnel or transacting client. > Makes a routing slip and attaches it to the letter > Records the document on the in-coming Tracker > Forward letter to Provincial Human Resources Management Office for checking and approval 	3-5 minutes 5 minutes 5 minutes 5 minutes	G.O. Staff (Front Desk)
2		> Request letter is forwarded to the Office of the Governor	10-30 minutes	PHRMO Staff



3		>Comments on the routing slip	1 hour	Governor
4		>Makes a draft of the Office Order	20-45 minutes	Governor's Executive Assistant III
5		>Checks, approves, and signs Office Order	1 day	Governor
6		> Records Office Order on the tracker for Office Order > Keeps a copy of Office Order > Forwards copies of Office Order to Adm. Officer – II for filing and dissemination	18 minutes	Executive Assistant-II
7		> Records Office Order on the tracker for Office Order / and on logbook	8 minutes	Administrative Officer-II / GO Admin
		> Reproduces copies to be transmitted to other offices / concerned personnels	20-30 minutes	Administrative Officer-II / GO Admin
		> Affixing seal of the Province to official letters or Office orders of the Governor	4 minutes	Administrative Officer-II / GO Admin
8		> Keeps a file of Office Order	15-45 minutes	Administrative Officer – II G.O. / Executive Assistant-II
9	Receive the Office Order and sign on the logbook	> Sends a copy of Office Order to concerned office/s	Within 1 day	GO's Liason Officer



REQUEST FOR RECOMMENDATION AND ENDORSEMENT

Concerned clients / offices request for specific output which includes Certificate of Commendation (Retirement), Recommendation and Endorsement Letters

Office	Office of the Governor			
Classification				
Type of Transaction	G2G, G2C			
Who may avail	Provincial Departments, Local Government Units, Other Government Agencies, Transacting Individuals			
Checklist of Requirements	Letter of Request addressed to the Governor			
STEP(s)	ACTION OF THE CLIENT (s)	SERVICE PROVIDER's ACTION	TIME	PERSON IN-CHARGE
1	Present letter of Request	>Receiving clerk receives the letter of request, gives the receiving copy to the personnel or transacting client.	5 minutes	(Front Desk)
		>Makes a routing slip and attaches it to the letter	5 minutes	Executive Assistant-II
		>Records the document on the incoming MS Excel format Tracker	4 minutes	Executive Assistant-COS
		> Forward letter to the office of the assistant to the Governor for checking	5 minutes	Executive Assistant-COS
2		>Comments on the routing slip	1 day	AO-V/Assistant to the Governor
3		> Gives the letter of request to Governor's Executive Assistant-III for draft	5 minutes	AO-V/Assistant to the Governor



4		>Drafts appropriate output	10-30 minutes	Governor's Executive Assistant - III
5		>Drafts will be forwarded to the Governor for his comments and approval	15-20 minutes	AO-V/Assistant to the Governor
6		>Approves the draft letter	10-30 minutes	Governor
7		> Finalizes the letter	10 minutes	Governor's Executive Assistant - III
8		> Signs the Letter	1 day	Governor
9		> Encodes or update the tracker (Out-going), give the signed Endorsement to the Administrative Officer-II for release	5 minutes	Executive Assistant-COS
10		>Affixing official seal of the Province > photo copying (copy for filing) > Updating or registering the said document on tracker for outgoing endorsement	15 minutes	Administrative Officer-II
11	Pick up or claim the document to the office of the Governor (Admin)	> Release of the signed documents	8 minutes	Administrative Officer-II



REQUEST FOR GOVERNOR'S ATTENDANCE OR PRESENCE IN SPECIAL ACTIVITIES

Concerned offices and clients' request for Governor's attendance in activities, meetings, and events

Office	Office of the Governor			
Classification				
Type of Transaction	G2G, G2C			
Who may avail	Provincial Departments, Local Government Units, Other Government Agencies, Transacting Individuals			
Checklist of Requirements	Letter of Request addressed to the Governor, Invitation			
STEP(s)	ACTION OF THE CLIENT (s)	SERVICE PROVIDER'S ACTION	TIME	PERSON IN-CHARGE
1	Files written request or letter of invitation to the receiving clerk	> Receiving clerk receives and stamps the letter of invitation, gives the receiving copy to the personnel or transacting client.	5 minutes	GO Staff (Front Desk)
		>Records the received letter to the incoming Tracker	5 minutes	Executive Assistant-COS
		>Makes a routing slip and attaches it to the Letter of Invitation	4 minutes	Executive Assistant-II
		> Forwards letter to the office of the special assistant to the Governor	5-8 minutes	Executive Assistant-II
2		>Comments as to the availability on the date specified	1 day	Governor



3		>Records or includes on the Governor's schedule of activity / Finalizes Governor's Schedule	5-10 minutes	AO-V, Special Assistant to the Gov.
4		> Informs the concerned person / agency	5-10 minutes	AO-V, Special Assistant to the Gov.
5	Receives information if the Governor is available or not	> Release of confirmation slip (if available)	5 minutes	G.O. Staff (Front Desk) / Liason



REQUEST FOR CERTIFICATE OF NO OBJECTION

Office	Office of the Governor
Classification	
Type of Transaction	G2G
Who may avail	Provincial Departments, Local Government Units, Other Government Agencies
Checklist of Requirements	Letter of Request addressed to the Governor

STEP(s)	ACTION OF THE CLIENT (s)	SERVICE PROVIDER	TIME	PERSON IN-CHARGE
1	Present or submit request for Certificate of No Objection	> Receiving clerk receives and stamps the letter of invitation, gives the receiving copy to the personnel or transacting client.	5 minutes	GO Staff / Front Desk
		>Makes a routing slip and attaches it to the Letter of request	4 minutes	Executive Assistant-II
		>Records the received letter to the In-coming Tracker	4 minutes	Executive Assistant-II
		>Forwards letter to EA-IV/ AO-V, special assistant to the Governor	5 minutes	Executive Assistant-II
2		>Once reviewed by EA-IV/ AO-V, special assistant to the Governor the request will be forwarded to the Governor	15-45 minutes	EA-IV/ AO-V, special assistant to the Governor



3		> Making of draft for the Letter of Objection	10-20 minutes	Executive Assistant-III
4		>For comments and review, once approved, Certificate of No Objection is signed	8 hours	Governor
5		>Releases signed certificate of no objection to the Administrative Officer-II	10 minutes	Executive Assistant – II / EA-COS
7		>Encodes / update on the tracker for out-going or releasing. >Affixing seal of the Province to the said certificate >Reproduce cert. for filing	5-8 minutes	Administrative Officer-II
8	Pick up or claim the Certificate, sign on the log book	> Releases the signed certificate (if picked-up)	5 minutes	Administrative Officer-II
9	sign on the log book	> Forwards signed certificate to person or office	Within 8 hours	GO's Liason Officer / Messenger



BARANGAY RESOLUTIONS

Submission of Barangay Resolutions to the Office of the Governor

Office	Office of the Governor
Classification	
Type of Transaction	G2G
Who may avail	Barangay, Local Government Units
Checklist of Requirements	Barangay Resolution

STEP(s)	ACTION OF THE CLIENT (s)	SERVICE PROVIDER	TIME	PERSON IN-CHARGE
1	Present or submit Barangay Resolutions	> Checks and receives (stamps) the submitted documents, signs the logbook of submitting office / Liaison Officer	5-10 minutes	Front Desk
		>Makes a routing slip and attaches it to the documents (Except for cheque/s)	5-10 minutes	Exec. Assistant-II/EA-COS
		>Records the documents on the Incoming Tracker / Tracker for Cheque/s (E-Tracker)	5-10 minutes	Exec. Assistant-II/EA-COS
1		>Receives and checks the submitted Barangay Resolution	5 minutes	EA-IV or the AO-V/Assistant to the Governor
2		> Comments on the routing slip on action to be made	5 minutes	Governor
3		>Forwards Barangay Resolution to the Brgy. Affairs Officer-BM Enano	5-10 minutes	Liaison Officer



Office	Address	Contact Information
Office of the Governor	2 nd floor, Provincial Capitol Building, Burabod, Sorsogon City	09613551323 governor@sorsogon.gov.ph

