

Governor's Office



1. ASSISTANCE TO WALK-IN CLIENTS

Assistance to walk-in clients of the Governor's Office whose purpose may be varied.

Office or Division:	Governor's Office			
Classification:	simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documentary requirements depending on purpose of visit				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and state purpose of visit	1.1 Check to make sure all necessary information is provided	none	2 minutes	Officer of the Day
	1.2 Evaluate what kind of assistance is needed		3-5 minutes	
	1.3 Refer to focal in-charge of needed assistance		2-3 minutes	
2. Proceed to respective focal for needed assistance upon instruction of Officer of the Day: a. Endorsement/scholarship b. Fuel request c. Barangay resolutions/requests d. Medical/ emergency assistance e. Invitations and other communications	2.1 evaluate concern and facilitate assistance needed		Depending on concern/assistance needed	a. <i>Administrative Officer IV/Focal for education and employment assistance</i> b. <i>Administrative Assistant II</i> c. <i>Administrative Aide VI/Focal for Inter-Agency Relations</i>

f. Concerns requiring assistance of other PGOM departments and offices				<i>d. Social Welfare Aide / Focal for Emergency/Medical Assistance</i> <i>e. Administrative Assistant II</i> <i>f. Chief of Staff</i>
3. Fill out Client Satisfaction Survey Questionnaire and drop in designated feedback box	3.1 Give client satisfaction survey questionnaire		3 minutes	<i>Respective focal</i>
4. If requesting to speak with the Governor, fill out appointment slip	4.1 Check appointment slip if all necessary details are provided 4.2 assign visitor number		2 minutes 1 minute	<i>Focal for Inter-Agency Relations</i>
5. Proceed to the Governor's main office when called	5.1 Call client and introduce to the Governor upon entrance to Governor's office		Depending on length of discussion with Governor	<i>Focal for Inter-Agency Relations</i> Governor
6. Fill out client satisfaction survey questionnaire and drop in designated feedback box.	6.1 Give client satisfaction survey questionnaire		3 minutes	<i>Focal for Inter-Agency Relations</i> <i>or</i> <i>Officer of the day</i>

2. REQUEST/RESOLUTION FOR FINANCIAL ASSISTANCE

The Governor's Office accepts and facilitates requests for financial assistance from barangays, accredited NGOs, POs. Individuals and private groups may also avail as long as the purpose is included in the list of allowed assistance from COA.

Office or Division:	Governor's Office			
Classification:	Simple			
Type of Transaction:	G2C; G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documentary requirements depending on purpose of visit				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook	1.1 Check to make sure all necessary information is provided	none	2 minutes	<i>Officer of the Day</i>
2. Give original copy and receiving copy of resolution/ request, including other details as may be requested.	2.1 Evaluate validity of request/ resolution (authenticity of docs, purpose, format, etc).		3-5 minutes	Administrative Aide VI/ Focal for Inter-Agency Relations
	2.2 Stamp both original and receiving copies with "RECEIVED" write date and time, as well as name of receiving personnel		1 minute	Administrative Aide VI/ Focal for Inter-Agency Relations

	2.3 Record in the logbook/computer for control and monitoring		3 minutes	Administrative Aide VI/ Focal for Inter-Agency Relations
3. Give contact number for updates and/or other concerns regarding request/resolutions	3.1 Advise client of next steps, and give contact number for follow ups and other concerns.		2 minutes	Administrative Aide VI/ Focal for Inter-Agency Relations
4. Fill out client satisfaction survey questionnaire and drop in designated feedback box	4.1 Give survey questionnaire together with instructions on how to accomplish it and where to drop.			Administrative Aide VI/ Focal for Inter-Agency Relations
5. Wait for notification from Provincial Treasurer's Office regarding availability of check	5.1 Forward to the Governor for approval / marginal notes. 5.2 Prepare necessary documents for the processing of assistance 5.3 Route for processing			Administrative Aide VI/ Focal for Inter-Agency Relations Administrative Aide VI/ Focal for Inter-Agency Relations <i>Office Liaison</i>

3. Processing of CHED scholarship application

To provide assistance to indigent students through application in scholarship programs of CHED

Office or Division:	Governor's Office			
Classification:	Simple (0-3 days)			
Type of Transaction:	G2C			
Who may avail:	Indigent college students, with General Weighted Average (GWA) of 80% and taking up a four-year Bachelor's Degree Course.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled out CHED-StuFAPs, Application Form)		Office of the Governor or can be downloaded at CHED website		
Certificate of Grades duly signed by the School Registrar		School Registrar's Office		
Certificate of Enrollment duly signed by the School Registrar		School Registrar's Office		
Certificate of Good Moral Character from the last school attended		School Registrar's Office		
Certificate of Barangay Indigency		Barangay Council's Office		
Photocopy of School Identification Card		c/o Student applicant		
1 piece 2x2 picture		c/o Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the CHED StuFAPs application form	1.1 Provide the form and check if properly filled out by the applicant	None	3-5 minutes	<i>Administrative Officer IV (Focal for Education and Employment)</i>
	1.2 Record the name/s of applicant/s in the logbook	none	2 minutes	

2. Get information for follow up/ additional requirements	2.1 Inform applicant/s of procedure and turnaround time	none	2 minutes	<i>Administrative Officer IV (Focal for Education and Employment)</i>
	2.2 Compile all documentary requirements and send to Manila via courier	none	1-3 days	

4. Endorsement letters

To assist job applicants requesting for the Governor's endorsement.

Office or Division:	Governor's Office			
Classification:	Simple (0-3 days)			
Type of Transaction:	Government to Client			
Who may avail:	Anybody who are qualified for the position they are applying for and wanted to be endorsed by the Governor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Appointment Slip			Office of the Governor	
Personal Data Sheet (PDS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the appointment slip	1.1 Provide the requested appointment slip and ensure that the form is properly filled out	none	3 minutes	<i>Officer of the day</i>

2. Submit PDS/Resume	2.1 Prepare the endorsement letter	None	5 minutes	<i>Administrative Officer IV</i>
	2.2 Forward letter to COS for initial		2-3 minutes	<i>Chief of Staff</i>
	2.3 Forward to the Governor for his signature.		Depending on the Governor's availability	<i>Governor</i>
3. Receive the Governor's endorsement letter	3.1 Records in the logbook of Outgoing Documents	none	3 minutes	<i>Administrative Officer IV</i>

5. Invitations for the Governor

Request for Governor's Attendance in Special Activities

Office or Division:	Governor's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request or Invitation and program (1 copy)		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation / request (please submit at least 3 days in advance for coordination of schedule)	1.1. Receive the required document and assess the request or invitation	None	1-2 minutes	<i>Administrative Assistant II</i>

	<p>1.2 Encode details of the invitation (time received; agency or office; subject or particular)</p> <p>1.3 Forward invitation to COS for scheduling</p> <p>1.4 COS confirms with the Governor of his attendance</p>	None	<p>1-3 minutes</p> <p>1 minute</p> <p>depending on the governor's reply time</p>	<p><i>Administrative Assistant II</i></p> <p>Chief of Staff</p>
2. Follow up for confirmation of attendance / schedule of activity	<p>2.1 Ask for the Governor's Schedule</p> <p>2.2 If the Governor is available, inform the client of the Governor's attendance</p>	None	2 minutes	<p><i>Administrative Assistant II</i></p> <p>or</p> <p>Chief of Staff</p>
3. Client receives the Governor's confirmation of his attendance	3. Record the schedule of Governor's appointment	None	1-2 minutes	<i>Chief of Staff</i>