

Provincial Administrator's Office



1. Receipt Of Communications / Letter Requests / Barangay Resolutions

To ensure that the communications / letter-requests / barangay resolutions are properly disseminated or acted upon.

Office or Division:	Administrative Unit			
Classification:	G2C – government to transacting public G2B – government to business entity G2G – government to government			
Type of Transaction:	Simple			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pertinent official documents (communication/letter request/barangay resolution)		Client / Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the office Client Logbook at the table of the Officer of the Day.	1. Assist the client to log	None	3 minutes	Administrative Aide IV
2. Submit copy of letter/communication	2. Receive, encode document and stamp with date and time of receipt	None	5 minutes	Administrative Aide IV
3. Receive instructions on whether to proceed to the concerned department/s for appropriate action or to return on a later date for document/ transaction follow-up	1. Evaluate document as to its nature, subject matter and necessary attachments. 2. Instruct client on whether to proceed to the	None	10 mins	Administrative Aide IV Administrative Officer IV

	concerned department/s for appropriate action or to return on a later date for document/transaction follow-up.			
4. For urgent matters and concerns that require immediate action/feedback, wait for personal discussion with the Provincial Administrator.	<ol style="list-style-type: none"> 1. Upon determination of the urgency of subject matter of the communication / letter-request / barangay resolution, line up client for discussion or consultation with PA. 2. The Provincial Administrator will approve/disapprove/recommend action on the document 	None	8 hours	Administrative Aide IV Administrative Officer IV Provincial Administrator
	Total	None	1 day, 18 mins	

2. Drafting of official communications

To ensure the correctness and proper format of official communications

Office or Division:	Administrative Unit			
Classification:	G2G – government to government			
Type of Transaction:	Simple			
Who may avail:	Offices who will be sending out official communications needed to be signed either by the Provincial Governor or the Provincial Administrator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft of communication		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the office Client Logbook at the table of the Officer of the Day.	1. Assist the client to log	None	3 minutes	Administrative Aide IV
2. For communications/ indorsements for signature of the Provincial Governor or the Provincial Administrator, submit draft letter for review/revision	2.1 Receive, encode document and stamp with date and time of receipt 2.2 Edit and revise as to content and standard format.	None	3 hours	Administrative Aide IV
3. Re-submit reviewed/ revised document with necessary attachments (if applicable) for initial/signature of concerned official.	3.1 Evaluate the revisions made and completeness of necessary attachments. 3.2 If found compliant with corrections made, submit to the Provincial Administrator for signature/initial	None	8 hours	Administrative Aide IV Administrative Officer IV

4. Receive signed / initialed document/ communication.	<p>4.1 After the Provincial Administrator has signed the communication, return document to originating office.</p> <p>4.2 After the Provincial Administrator has affixed his initial on the communication, forward the document to the Office of the Provincial Governor for signature.</p>	None	10 mins	Administrative Aide IV Administrative Officer IV Provincial Administrator
	Total	None	1 day, 3 hours, 13 minutes	

3. Review and Approval of Training and Activity Designs

To ensure that the design is in prescribed format and its contents are compliant to the existing regulatory requirements.

Office or Division:	Organizational Development and Performance Management Division			
Classification:	G2G			
Type of Transaction:	Complex			
Who may avail:	All PGOM Offices who will conduct trainings and activities as indicated in the Annual Investment Program (AIP) and Detailed Physical and Financial targets (DPFT)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Training/Activity Design (1 copy)		Program Implementer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log into the client's logbook	1. Assist the client to log	None	3 minutes	Administrative Aide IV

2. Submit the Training/Activity Design to the assigned staff for initial review and recording	2. Receive, encode and forward the submitted document to the assigned staff	None	5 minutes	Administrative Aide IV
3. Wait for the notification or instruction about the status of the Training/Activity Design	1.1 Review and notify or instruct the program implementer in case of revision or forward the document to the Division Chief for final review and endorsement to the Provincial Administrator 1.2 The Provincial Administrator will approve/ disapprove the document	None	5 days	Administrative Aide IV Administrative officer I Administrative Officer V Supervising Administrative Officer Provincial Administrator
4. Receive the approved Training/Activity Design	4. Release the approved document	None	3 minutes	Administrative Aide IV
	Total	None	5 days, 11 minutes	

4. ICT SUPPORT-HELP DESK

To give response and assistance to office with ICT-related concerns

Office or Division:	Management Information Services Division
Classification:	G2G – government to government
Type of Transaction:	Simple
Who may avail:	All offices with ICT-related concerns
CHECKLIST OF REQUIREMENTS	
1. Letter-request	Originating Office
2. Request Ticket	MIS Division
3. Request for Service Form	MIS Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request or call or walk-in transactions to the MIS office for immediate ICT-related concerns	1.1 Receive letter-request or calls or receive walk-in clients. 1.2 Evaluate nature of request / concern or appropriate action	None	10 mins	Computer Technician
2. Secure issuance of Request Ticket for deployment of available technician.	2. Create and issues Request Ticket 2.2 Deploy available technician to the requesting office.	None	5 minutes	Information Systems Analyst II
3. Await on-site inspection and corresponding action on the IT concern.	3.1 Conduct onsite/hands-on assessment of the reported IT concern. 3.2 For minor concern, MIS staff will immediately assist / resolve IT concern. 3.3 For major concern like replacement of spare parts, the client will be informed of the time needed to resolve it depending on the availability materials. Installation of the parts shall be separately	None	1 hour	Computer Technician

	scheduled once available.			
4. Accomplish Request for Service Form	4. Files and consolidate accomplished Request for Service Form	None	5 minutes	Computer Maintenance Technologist
	Total	None	1 hour, 20 mins	

5. Request for Internet Connection

To ensure internet connectivity in offices requiring internet access in their operations and transactions

Office or Division:	Management Information Services Division			
Classification:	G2G – government to government			
Type of Transaction:	Simple			
Who may avail:	Offices needing internet connectivity in the course of their office operations and transactions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request		Originating Office		
2. Request Ticket		MIS Division		
3. Request for Service Form		MIS Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit letter of request for approval to the Provincial Administrator's Office.	1. Receive letter request and recommend for appropriate action of the MIS	None	10 mins	Administrative Aide IV Information Technology Officer II
2. Secure issuance of Request Ticket for deployment of available technician.	2.1 Issue Request Ticket to the requesting office. 2.2 Deploy available technician	None	2 minutes	Computer Maintenance Technologist

3. Await on-site installation and testing of network connection.	3.1 Conduct onsite inspection and evaluation 3.2 Undertake on-site installation and testing of network connection	None	8 hours	Computer Technician
4. Fill up and sign Request for Service Form	1.3 Provide Request for Service Form for feedback and documentation of the service 1.4 File and consolidate accomplished Request for Service Form	None	5 minutes	Computer Maintenance Technologist
	Total	None	1 day, 17 minutes	

6. Preventive Maintenance

To prevent untimely breakdown of office computers and laptops, maintaining printers to avoid becoming unusable and update software to prevent from becoming ineffective,

Office or Division:	Management Information Services Division			
Classification:	G2G – government to government			
Type of Transaction:	Simple			
Who may avail:	All offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for preventive maintenance scheduling	1.1 Receive letter-request 1.2 Set schedule of preventive maintenance	None	2 mins	Computer Maintenance Technologist

2. Await for schedule of preventive maintenance of office IT equipment.	2.1 Inform client of the schedule of the preventive maintenance. 2.2 Instruct requesting office to prepare office IT equipment for pickup of computer technician	None	5 minutes	Computer Maintenance Technologist Computer Technician
3. Turn over IT equipment for preventive maintenance on schedule set by the MIS.	3.1 Get IT equipment from requesting office. 3.2 Undertake the necessary and appropriate preventive maintenance for the IT equipment.	None	16 hours	Computer Technician
4. Receive IT equipment.	4. Return IT equipment to the requesting office.	None	5 minutes	Computer Technician
	Total	None	2 days, 7 minutes	

7. Post Purchase Clearance

To inspect if equipment purchase has met the specifications reflected in the pre purchase clearance

Office or Division:	Management Information Services Division			
Classification:	G2G – government to government			
Type of Transaction:	Simple			
Who may avail:	All offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of IT equipment		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of IT equipment for procurement	1. Receive list for evaluation of listed IT equipment	None	2 mins	Information Technology Officer II
2. Await for Evaluation of IT equipment for procurement and issuance of Pre-Purchase Clearance.	2.1 Evaluate listed IT equipment as to specifications, quality, and price based on existing rules and regulations. 2.2 Inform requesting office of the result of evaluation.	None	16 hours	Information Technology Officer II
3. Obtain Pre-Purchase Clearance	3. If there are no remarks or suggestions on the equipment being procured, issue a Pre-Purchase clearance.	None	2 mins	Computer Technician
	Total	None	2 days, 4 minutes	

8. Pre-Purchase Clearance

To evaluate specifications and quality of IT equipment to be procured by requesting office

Office or Division:	Management Information Services Division			
Classification:	G2G – government to government			
Type of Transaction:	Simple			
Who may avail:	All offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Procurement documents (PR,PO,Pre-purchase clearance)		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of IT Equipment for procured as evidenced by procurement documents.	1. Receive list and schedule for evaluation of procured IT equipment.	None	2 mins	Computer Maintenance Technologist
2. Await for schedule of Inspection of IT equipment procured and issuance of inspection report.	2.1 Conduct actual inspection of IT equipment 2.2 Inform requesting office of the result of evaluation.	None	16 hours	Information Technology Officer II
3. Obtain Post-Purchase Clearance	3. If there are no remarks or suggestions on the equipment procured, issue a Post-Purchase clearance.	None	2 mins	Computer Technician
	Total	None	2 days, 4 minutes	