Provincial Administrator's Office

External Services

1. Receipt of Communications / Letter Requests and Other Documents for appropriate action of the Provincial Administrator

These pertain to communications, letter-requests and other documents for signature/initial/ dissemination/endorsement and/or for appropriate action of the Provincial Administrator.

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Pertinent official documents (communication/letter request) (1 original)		Client / Originating Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the office Client Appointment form at the table of the Public Assistance and Complaint Desk (PACD)	1. Assist the client to log	None	1 minute	Administrative Aide III Provincial Administrator's Office
2. Submit copy of letter/ communication	2. Receive, encode document and stamp with date and time of receipt	None	1 minute	Administrative Aide III Provincial Administrator's Office
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	3. Evaluate document as to its nature, subject matter and necessary attachments. 3.1. Instruct client on whether to proceed to the concerned department	None	10 minutes	Administrative Aide III Administrative Officer IV Provincial Administrator's Office

	/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, discuss with the Provincial Administrator.	4. Upon determination of the urgency of subject matter of the communication / letter-request / line up client for discussion or consultation with PA. 4.1 Approve/ disapprove/ recommend action on the document	None	4 hours	Administrative Aide III Administrative Officer IV Provincial Administrator's Office Provincial Administrator Provincial Administrator's Office
	Total	None	4 hours, 12 minutes	

Provincial Administrator's Office

Internal Services

1. Drafting/Review of Official Communications

Prior to the approval or required action of the Provincial Administrator, official communications that are needed to be signed either by the Provincial Governor or the Provincial Administrator shall be drafted or reviewed as to content and form and compliance to appropriate format/template of official communications.

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Offices that 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 (1 original copy		Originating Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the office Client Logbook at th table of the Officer of the Day.	1. Assist the client to log	None	1 minute	Administrative Aide III Provincial Administrator's Office
2. For communications/ indorsements for signature of the Provincial Governor or the Provincial Administrator, submit draft letter for review/revision	2. Receive, encode document and stamp with date and time of receipt 2.1 Edit and revise as to content and standard format.	None	1 hour	Administrative Aide III Provincial Administrator's Office
3. Re-submit reviewed/	3. Evaluate the revisions made	None	8 hours	Administrative Aide IV

revised document with necessary attachments (if applicable) for initial/signature of concerned official.	and completeness of necessary attachments. 3.1. If found compliant with corrections made, submit to the Provincial Administrator for signature/initial			Administrative Officer IV Provincial Administrator's Office Provincial Administrator Provincial Administrator's Office
4. Receive signed / initialed document/ communication.	4. Sign the communication/ documents 4.1. Return document to originating office. 4.2. Affix initial on the communication/ document 4.3. Forward the document to the Office of the Provincial Governor for signature.	None	5 minutes	Administrative Aide IV Administrative Officer IV Provincial Administrator's Office Provincial Administrator Provincial Administrator's Office Administrative Aide IV Provincial Administrator's Office
	Total	None	1 day, 1 hour, 6 minutes	

2. ICT SUPPORT-HELP DESK

This service is available to all PGOM offices that need assistance with all ICT-related concerns within their respective offices.

Office or Division:	Management Information Services Division
Classification:	Highly Technical
Type of Transaction:	G2G

Who may avail:	All offices with ICT-related concerns			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter-request (1 original)		Requesting Office		
2. Request Ticket (1 original)		Management Information Services Division – Provincial Administrator's Office		
3. Request for Service Form (1 original)		Management Information Services Division – Provincial Administrator's Office		
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 for immediate ICT-related concerns	1. Receive letter-request or calls or receive walk-in clients. 1.1 Evaluate nature of request / concern or appropriate action	None	10 minutes	Computer Technician Management Information Services Division Information System Analyst II Management Information Services Division Provincial Administrator's Office
2. Secure issuance of Request Ticket for deployment of available technician.	2. Conduct onsite/ hands-on assessment of the reported IT concern. 2.1. For minor concern, immediately assist / resolve IT concern. 2.2. For major concern like replacement of spare parts, inform clients of the time needed to resolve it	None	8 hours 18 days	Computer Technician Management Information Services Division Provincial Administrator's Office Computer Technician Management Information Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	depending on the availability materials. Installation of the parts shall be separately scheduled once available.			Services Division Provincial Administrator's Office
3.Accomplish Request for Service Form	3.File and consolidate accomplished Request for Service Form	None	5 minutes	Computer Maintenance Technologist Management Information Services Division Provincial Administrator's Office
	Total	None	18 days, 8 hours, 15 minutes	

3. Post Purchase Clearance

This service is to ensure, based on inspection that the equipment purchase has met the specifications reflected in the pre-purchase clearance.

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All PGOM 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. 1.1. Evaluate listed IT	None	1 minute 2 days	Information Technology Officer II Management Information Services Division

	equipment as to specifications, quality, and price based on existing rules and regulations. 1.2. Inform requesting office of the result of evaluation.			Information Technology Officer II Management Information Services Division Provincial Administrator's Office Information Technology Officer II Management Information Services Division Provincial Administrator's Office
2. Obtain Pre-Purchase Clearance	2. If there are no remarks or suggestions on the equipment being procured, issue a Pre-Purchase clearance.	None	2 minutes	Computer Technician Management Information Services Division Provincial Administrator's Office
	Total	None	2 days, 3 minutes	

4. Preparation of Supporting Documents for Disbursement of Remunerations/Salaries/Wages

These pertain to the consolation and completion of necessary supporting documents for the processing and disbursement of remunerations, salaries and wages of permanent and non-permanent employees of the Provincial Administrator's Office.

Office or Division	Administrative Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All PAdmO employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Travel Order (2 original copies) or 2 authenticated photocopies)	Provincial Administrator's Office
2. Certificate of Appearance (2 original copies) or 2 authenticated photocopies)	Provincial Administrator's Office
3. Application for Leave (2 original copies) or 2 authenticated photocopies)	Provincial Administrator's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplishment Report and DTR attachments.	1. Receive and evaluate documents for errors.	None	10 minutes	Administrative Aide II Provincial Administrators Office
	1.1 Indicate necessary deductions.	None	3 minutes	Administrative Aide II Provincial Administrators Office
2.	2. Sign and approve	None	5 minutes	Provincial Administrator
	TOTAL		18 minutes	

5. Pre-Purchase Clearance

This service evaluations specifications and quality of IT equipment prior to procurement by the requesting office.

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	G2G – government to government			
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 Management Information Services Division Provincial Administrator's Office
2. Await for schedule of Inspection of IT equipment procured and issuance of inspection report.	2. Conduct actual inspection of IT equipment 1.1. Inform requesting office of the result of evaluation.	None	16 hours	Information Technology Officer II Management Information Services Division Provincial Administrator's Office
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 Management Information Services Division

				Provincial Administrator's Office
	Total	None	2 days, 4 minutes	

6. Request for Internet Connection

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

Office or Division:	Management Information Services Division
Classification:	G2G – government to government
Type of Transaction:	Complex
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 (1 original)	Originating Office
2. Request Ticket (1 original)	Management Information Services Division – Provincial Administrator's Office
3. Request for Service Form (1 original)	Management Information Services Division – Provincial Administrator's Office

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	5 minutes	Administrative Aide IV Information Technology Officer II Management Information Services Division Provincial Administrator's Office
2. Secure issuance of Request Ticket for deployment of available technician.	2. Issue Request Ticket to the requesting office.	None	2 minutes 5 minutes	Computer Maintenance Technologist Management Information

	2.1. Deploy available technician 2.2. Conduct onsite inspection and evaluation 2.3. Undertake on-site installation and testing of network connection		1 day 5 days	Services Division Computer Technician Management Information Services Division Computer Technician Management Information Services Division Provincial Administrator's Office
3. Fill up and sign Request for Service Form	3. Provide Request for Service Form for feedback and documentation of the service 3.1 File and consolidate accomplished Request for Service Form	None	5 minutes 2 minutes	Computer Maintenance Technologist Management Information Services Division Provincial Administrator's Office
	Total	None	6 days, 17 minutes	

7. Review and Approval of Training and Activity Designs

To ensure that the submitted Training/Activity design is in the prescribed format and its contents are compliant to the existing regulatory requirements, review of the same is necessary prior to its approval of the Provincial Administrator for its actual implementation.

Office or Division:	Organizational Development and Performance Management Division
Classification:	Complex
Type of Transaction:	G2G

Who may avail:	All PGOM Offices who will conduct trainings and activities as indicated in the Annual Investment Program (AIP) and the Detailed Physical and Financial Targets (DPFT)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly signed Training/Activity Design (1 original 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	1 minute	Administrative Aide IV Provincial Administrator's Office
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	2 minutes	Administrative Aide IV Provincial Administrator's Office
	3.1 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	None	5 days	Administrative Officer II Administrative Officer V Supervising Administrative Officer Provincial Administrator's Office
	2.2 Approve/ disapprove the document			Provincial Administrator Provincial Administrator's Office
3. Receive the approved Training/Activity Design	4. Release the approved document	None	1 minute	Administrative Aide IV Provincial Administrator's Office
	Total	None	5 days, 4 minutes	