

PROVINCIAL PLANNING AND DEVELOPMENT OFFICE

CITIZEN'S CHARTER

A. Frontline Service:
PROVISION/RELEASE OF SOCIO-ECONOMIC DATA, DEVELOPMENT PLANS, MAPS AND OTHER DOCUMENTS

Requirement/s:
Request Letter from the agency head stating the data requested addressed to the Provincial Planning and Development Coordinator
Fill up request form and present valid ID for walk-in client
Blank CD/DVD, USB

Fee/s: None

Schedule of Service Availability:
Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Submit request letter and request form to administrative section for record purposes.	Receive the letter request by stamping "received" indicating the date and time of receipt	2 minutes	PPDO Admin Records Officer	None	Request Form
		Records officer refers it to the Head of Office	2 minutes	Dept. Head/ OIC	None	None
		Head of Office forward it to the Section concerned.	2 minutes	Research and Statistics Section	None	None
2	Wait for the production of the requested data, maps or documents	Section head facilitates the release of data requested	20 minutes	Research and Statistics Section	None	None
3	Receive the copy of the requested data, documents or maps	Release the requested data, documents or maps and let the client received the same	2 minutes	Statistics and Research Section staff	None	None
TOTAL PROCESSING TIME				28 MINUTES		

B. Service:
PROJECT PROPOSAL PREPARATION

Requirement/s:
Letter request from the agency head stating the project proposal addressed to the PPDC

Fee/s: None

Schedule of Availability of Service:
Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Submit letter request form to administrative section for record purposes.	Receive the letter request by stamping "received" indicating the date and time of receipt	2 minutes	PPDO Adm. Records Officer	None	None
		Records officer refers it to the Head of Office	2 minutes	Dept. Head/ OIC	None	None
		Head of Office forward it to the Section concerned.	2 minutes	Planning Section/Special Project Staff	None	None
2	Present the idea of the project to the Section Head.	Section Head discussed with the requisitioning officer or person.	1 hour	Planning Section/Special Project Staff	None	None
3	Receive the project proposal.	Release the project proposal to the requisitioning officer or person.	5 working days	Planning Section/Special Project Staff	None	None
TOTAL PROCESSING TIME				5 DAYS, 1 HOUR AND 6 MINUTES		

C. Service:
FINANCIAL ASSISTANCE FOR RA 9208/9262 VICTIMS

Requirement/s:
Medical Certificate
Case Study Report of MSWDO and PSWDO
Certificate of Eligibility of MSWDO/PSWDO
Police Blotter

Fee/s: None

Schedule of Service Availability:
Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Present the requirements enumerated above	Social Worker interview the clients	30 minutes	PSWDO	None	None
		Prepare the voucher for processing	20 minutes	Administrative Section Staff	None	ObR and Disbursing Voucher
2	Receive the check for financial assistance	Release the check for financial assistance to the client.	3 working days	Administrative Section Staff	None	None
TOTAL PROCESSING TIME				5 DAYS, 1 HOUR AND 6 MINUTES		