



# **OFFICE OF THE PROVINCIAL VICE- GOVERNOR**



## Administrative Service

- Facilitation of communication services.

<b>Office or Division:</b>	Office of the Vice Governor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens; Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request and/or Invitation with attached proposed program, if necessary			Requestor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Minimum public health standards or protocols for walk-in clients is being observed.</b>				
1. Submit letter (request for endorsement, use of session hall and invitation), and other related documents personally or via email at <a href="mailto:opvg.communication@gmail.com">opvg.communication@gmail.com</a>	1.1 Receive / review letter 1.2 Provide Guidelines for Session Hall Reservation in the request for the use of Session Hall	None	5 minutes	Receiving/Releasing Clerk:  Cynthia Bawalan <i>Administrative Aide III</i>  Teresita A. buhat <i>Administrative Aide III</i>
2. Coordinate and answer all relevant questions of the interviewer/staff	2.1 Study and assess the documents through interview if necessary	None	10 minutes	Request for the use of Session Hall: Melvert Irwin Austria <i>Administrative Aide III</i> Miraleah S. Lascuña <i>Administrative Aide VI</i> Invitation: Cynthia Costa <i>Executive Assistant III</i>
	2.2 COS/VG Recommendation, Approval and Signature	None	10 minutes	Mr Godwin A. Sibug <i>Executive Assistant V</i>  Hon. Ramon Jolo B. Revilla III <i>Vice Governor</i>
3. Receive the endorsement Letter and/or receiving copy of letter with notes of the OPVG Staff/COS/ Vice Governor	3.1 Inform the requestor regarding the status of the request  3.2 Inform/Notify the 'organizer/ person regarding the attendance of the Vice Governor	None	5 minutes	Request for the use of Session Hall: Melvert Irwin Austria <i>Administrative Aide VI</i> Miraleah S. Lascuña <i>Administrative Aide VI</i>  Invitation: Cynthia Costa <i>Executive Assistant III</i>
	<b>TOTAL</b>		<b>30 minutes</b>	



## Legislative Service

- Facilitation of Proposed Legislative Measures

<b>Office or Division:</b>		Office of the Vice Governor		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Citizens		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Personal Letter/ Endorsement Letter Proposed Legislative Measures (Ordinance and Resolution)</li> <li>• Research Materials / Supporting Documents</li> </ul>			Proponent	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Minimum public health standards or protocols for walk-in clients is being observed.</b>				
1. Submit Personal/ Endorsement Letter, Proposed Legislative Measures (Ordinance and Resolution), and Research Materials personally or via email at <a href="mailto:opvg.communication@gmail.com">opvg.communication@gmail.com</a>	1. Receive / review letter	None	5 minutes	Receiving/Releasing Clerk:  Teresita A. Buhat <i>Administrative Aide III</i>  Cynthia Bawalan <i>Administrative Aide III</i>
2. Coordinate and answer all relevant questions of the interviewer / staff	2.1 Study and Assess the Documents through interview if necessary 2.2 Check with the Secretariat for existing approved legislative measures. If available, secure a copy of the legislative measures	None	10 minutes	Roselle G. Gomez <i>Administrative Aide VI</i>  Mylene S. Sotolombo <i>Local Legislative Staff Officer II</i>  Rey B. Arevalo <i>Local Legislative Staff Officer I</i>
	2.3 Give Recommendations to COS / Vice Governor		5 minutes	Mylene S. Sotolombo <i>Local Legislative Staff Officer II</i>
	2.4 COS/VG Recommendations and Approval		10 minutes	Rey B. Arevalo <i>Local Legislative Staff Officer I</i>  Mr. Godwin A. Sibug <i>Executive Assistant V</i>  Hon. Ramon Jolo B. Revilla III <i>Vice Governor</i>
3. Get the receiving copy with notes of	3.1 Inform/Notify the person regarding the		10 minutes	Roselle G. Gomez <i>Administrative Aide VI</i>



<b>Office or Division:</b>	Office of the Vice Governor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Personal Letter/ Endorsement Letter Proposed Legislative Measures (Ordinance and Resolution)</li> <li>Research Materials / Supporting Documents</li> </ul>			Proponent	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Minimum public health standards or protocols for walk-in clients is being observed.</b>				
OPVG Staff/COS/Vice Governor	<p>recommendation of the Office either approve or disapprove</p> <p>Provide a copy of the existing legislative measures</p>			<p>Mylene S. Sotolombo <i>Local Legislative Staff Officer II</i></p> <p>Rey B. Arevalo <i>Local Legislative Staff Officer I</i></p>
	3.2 Conduct preliminary and further research and endorse it to the appropriate Committee/BM for Sponsorship or SP Secretariat		3 days	
4. Follow up the status of the legislative measures	4. Inform/Notify the person regarding the status of the legislative measures through SMS, phone call and/or e-mail	None	10 Minutes	
	<b>TOTAL</b>		<b>3 days and 50 minutes</b>	



## PROOF OF POSTING

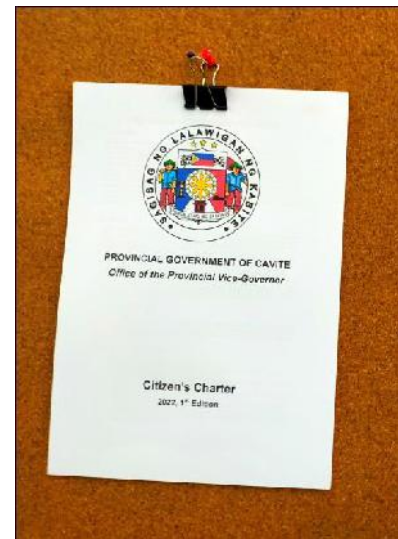
**PROVINCIAL GOVERNMENT OF CAVITE**  
**OFFICE OF THE PROVINCIAL VICE GOVERNOR**  
**CITIZEN'S CHARTER**  
**ADMINISTRATIVE SERVICES**  
*Facilitation of Communication Services*

Checklist of Requirements		Where to Secure		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter (prepared for endorsement, receipt, review, and for action) and other related documents/personal or official ID in copy to the requesting office. <i>Observe maximum priority to the administrative or personal for walk-in clients.</i>	1.1 Receive / review letter 1.2 Provide Guidelines for Section 148 (Specification in the request for issuance of receipt / letter)	None	10 minutes	Receiving/Releasing Clerk Cynthia Bawalan Administrative Aide II Bonela G. Gomez Administrative Aide III
2. Find out and answer all relevant questions of the walk-in client.	2.1 Study and assess the documents through internal review. 2.2 COMING Recommendation Approval and Signature.	None	10 minutes	Request for the use of Section 148. Melchor Francisco Administrative Aide III Michael S. Lopez Administrative Aide VI Luzilacion Cynthia Costa Legislative Aide III Mr. Gerardo A. Sings Executive Assistant IV Ms. Ramon Jobi I. Bayeta III Chief Clerk
3. Return the document and/or receipt copy of this submission to the Office of the Provincial Vice Governor.	3.1 Inform the requester regarding the status of the request. 3.2 Inform the requester about the status of the Provincial Vice Governor.	None	3 minutes	Melchor Francisco Administrative Aide VI Michael S. Lopez Administrative Aide VI Luzilacion Cynthia Costa Executive Assistant II
		TOTAL	30 minutes	

OPVG Telephone Number: (048) 471-1662

**PROVINCIAL GOVERNMENT OF CAVITE**  
**OFFICE OF THE PROVINCIAL VICE GOVERNOR**  
**CITIZEN'S CHARTER**  
**LEGISLATIVE SERVICES**  
*Facilitation of Proposed Legislative Measures*

Checklist of Requirements		Where to Secure		
CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter (prepared for endorsement, receipt, review, and for action) and other related documents/personal or official ID in copy to the requesting office. <i>Observe maximum priority to the administrative or personal for walk-in clients.</i>	1.1 Receive / review letter 1.2 Provide Guidelines for Section 148 (Specification in the request for issuance of receipt / letter)	None	10 minutes	Receiving/Releasing Clerk Cynthia Bawalan Administrative Aide II Bonela G. Gomez Administrative Aide III
2. Find out and answer all relevant questions of the walk-in client.	2.1 Study and assess the documents through internal review. 2.2 COMING Recommendation Approval and Signature.	None	10 minutes	Request for the use of Section 148. Melchor Francisco Administrative Aide III Michael S. Lopez Administrative Aide VI Luzilacion Cynthia Costa Legislative Aide III Mr. Gerardo A. Sings Executive Assistant IV Ms. Ramon Jobi I. Bayeta III Chief Clerk
3. Return the document and/or receipt copy of this submission to the Office of the Provincial Vice Governor.	3.1 Inform the requester regarding the status of the request. 3.2 Inform the requester about the status of the Provincial Vice Governor.	None	3 minutes	Melchor Francisco Administrative Aide VI Michael S. Lopez Administrative Aide VI Luzilacion Cynthia Costa Executive Assistant II
		TOTAL	30 minutes	



## COMMUNICATION PLAN

Citizen's Charter is a necessary document needed of the public that includes frontline services promptly offered by the office, every step of the activities with corresponding responsible personnel, and the requirements for every transaction. The essence of the same will achieve through effective and efficient dissemination to the citizenry/clients.

In order to realize its essence, the Office of the Provincial Vice-Governor posted the citizen's charter at the client's/information area and has assured its availability through pamphlets/brochures. The Organization's information such as the contact details is well noted on the pamphlets/brochures.



Aside from these, the Office of the Provincial Vice-Governor made available the citizen's charter in the official silo of the Provincial Government of Cavite. As the pandemic affects the transaction in the government, utilization of the Information Technology/Media platforms is necessary to adapt to the "new normal".

### CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Office of the Provincial Vice-Governor	Legislative Building, Provincial Capitol Compound, Brgy. San Agustin, Trece Martires City, Cavite	<b>Telephone:</b> (046) 412 1862 <b>Telefax:</b> N/A <b>Email Address:</b> opvg.communication@gmail.com