



## CITIZENS' CHARTER

A. MANDATE The Receiving Unit ensures all communications, requests, complaints, resolutions, invitations, applications, and other documents addressed to the Governor are properly received, documented, and endorsed to the appropriate offices for action in accordance with RA 11032 (Ease of Doing Business). B.

TYPES OF DOCUMENTS RECEIVED The Receiving Unit accepts and records all types of documents addressed to the Governor, including but not limited to:

1. Letter requests and Communications
2. MOAs, MOUs and other legal papers
3. Barangay Resolutions and Requests
4. Municipal/City Resolutions and Requests
5. Invitations for events and activities
6. Scholarship Applications and Requirements
7. Complaints and Grievances
8. Project Proposals and Endorsements
9. Any other official communication for the Governor's Office

### C. FRONTLINE SERVICE FLOW

#### 1. Document Receiving

CLIENT STEPS	OFFICE ACTION	POINT PERSON	TURN-AROUND-TIME
1. Submit document at receiving area.	Check and review completeness of docs submitted	Hannah	1 minute
2. Wait for document to be stamped and recorded.	Stamp document with control number, date and time Scan all pages of the documents received	Hannah	1 minute
3. Receive stamped copy with control number, date and time.	TOTAL WAITING TIME	Hannah	1-2 minutes
			3-5 minutes

Note to Clients: Kindly keep the copy of your received document. This will serve as your proof and reference number. Bring it with you if you make a follow-up, so we can easily check the status of your request. This helps us serve you faster and accurate



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2. Document Recording and Segregation.

OFFICE ACTION	POINT PERSON	TURN-AROUND-TIME
1. Collect scanned and logged documents from Hanna daily.	Orly	1 minute
2. Encode document in the office's database.	Orly	1-3 minutes
3. Review, classify, and segregate documents according to action needed.	Orly	1-3 minutes

D. FOLLOW-UP INSTRUCTIONS (ZERO-CONTACT POLICY)

Clients who need to follow up on their submitted documents can do so through the following official channels: **(Note: Clients should have their control number ready to help expedite the follow-up process.)**

1. In-Person Follow-up:

CLIENT STEPS	OFFICE ACTION	POINT PERSON	TURN-AROUND-TIME
1. Go to the Receiving Office and approach the Outgoing Desk.	Outgoing Officer will greet and ask for the document control number	Jc Wall	1 minute
2. Provide control number.	Outgoing Officer will check the status of the document in the database	Jc Wall	1 minute
3. Wait for the update (if applicable, further routing or information may be required).	Outgoing Officer will provide a status update, or direct client for further steps	Jc Wall	3 minutes
4. Receive updates or instructions for next steps.	Outgoing Officer will guide you on the next steps or forward the request to the concerned office.	Jc Wall	1-2 minutes
TOTAL WAITING TIME			6-8 minutes

2. Email Follow-up:

Step 1: Send an email to the Receiving Unit at [pio@cebu.gov.ph](mailto:pio@cebu.gov.ph) or [pgo063025@gmail.com](mailto:pgo063025@gmail.com).

Step 2: Include the control number in the subject line or body of the email.

Step 3: The Outgoing Officer, under the Receiving Unit, will check the status of the request and reply with status updates or instructions for the next steps.



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Step 4: If needed, the unit will forward inquiry to the relevant office for action.

3. Phone/Text Follow-up:

Step 1: Call or text the Outgoing Officer, under the Receiving Unit at (032) 888 2328 loc 1001, 1005 or 1008.

Step 2: Provide the control number so the officer can quickly locate the document and check its status.

Step 3: The officer will check the status and provide updates via phone or text.

Step 4: If further action is needed, the request will be forwarded to the appropriate office.

Important Reminder: To maintain the Zero-Contact Policy, client should not approach the office staff directly or contact the concerned offices regarding the request. All communications and inquiries must go through the Document Outgoing Officer Desk, email, or phone. This system helps us process the request efficiently, ensures fair treatment for all, and avoids unnecessary delays.

E. SERVICE STANDARDS

Simple transactions: processed within 3 working days

Complex transactions: within 7 working days

Highly technical transactions: within 20 working days

No Noon Break Policy – transactions are accepted from 8:00 AM–5:00 PM

Zero-Contact Policy – follow-ups only through Receiving Unit

Keep your stamped copy safe. This is your reference when asking for updates.

F. PROCESS FLOW

1. Client Submits Document:

- o Client hands over documents at the Receiving Desk.
- o Hannah reviews and ensures completeness of the document.

2. Document Stamped & Logged:

- o Hannah stamps the document with date, time, and tracking code.
- o Hannah scans and records the document in the computer registry.
- o Client receives the stamped copy with reference number.

3. Document Segregation & Routing:

- o Orly collects the scanned documents from Hannah.
- o Orly classifies and segregates documents based on the action needed.
- o Orly forwards the documents to the relevant offices or departments.



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4. Follow-up Process:

- o In-person: Client visits the Receiving Office and approaches the Jc Wall for updates.
- o Email: Client sends an email with control number @govoffice@pambaricuatro.com or pgo063025@gmail.com. for follow-up.
- o Phone/Text: Client calls or texts Jc Wall with control number for follow-up.

5. Final Action

- o Concerned office processes the request.
- o Client is updated by the Receiving Unit or Outgoing Desk.
- o If necessary, further instructions are provided to the client.

G. FINAL NOTE TO THE PUBLIC

Our office is here to serve you. All types of documents you submit are important to us because they reflect your needs and concerns. By working together and following this simple process, we can ensure faster service and clear communication.

We encourage all constituents to come forward, make use of government services, and trust that your Provincial Government is committed to transparency, accountability, and genuine public service. Your participation helps us build a more responsive, caring, and people-centered governance for the Province of Cebu.