



CITIZEN'S CHARTER

PROVINCIAL BUDGET OFFICE

Vision: "We envision Cebu as a premier hub of culture and heritage, tourism, education, and trade and industry, with healthy and happy families living in a vibrant globally-competitive and innovation-driven economy supported by climate-smart infrastructure and thriving in a peaceful, resilient, and sustainable ecosystem led by proactive, corruption-intolerant, responsive governance, and God-centered leaders."

Mission: "We commit to deliver efficient professional services, appropriate legislation, effective stakeholder cooperation and good governance that result in sustainable generation and equitable allocation of resources adapting to changing environment and better quality of life for all."

FRONTLINE SERVICES: Receive Communication Letters and/or Visitors/Clients inquiring about Budgeting related matters or submitting annual/supplemental budget documents

TYPE OF SERVICE: Provide technical/staff services and/or render an opinion/comments on budgeting/fiscal and other related matters

DOCUMENTARY REQUIREMENTS: Letter-Request, Indorsements or any applicable documents depending on the subject matter inquired

WHO MAY AVAIL OF THE SERVICE: Officials of the Provincial Government; Budget Officers and other Officials of the Component Cities and Municipalities/other LGUs' Officials of the National Government Agencies, such as DBM & COA

HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Activity	Duration of Activity	Fees	Person In-Charge
1	Submit or mail Letter-Request	Received Letter-request	1 day	None	Jayruse G. Castellano, John Ruel L. Navarce, & Ronald A. Deiparine
		Letter-Reply	10 days	None	Danilo K. Rodas



CITIZEN'S CHARTER

PROVINCIAL BUDGET OFFICE

HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Activity	Duration of Activity	Fees	Person In-Charge
2	Email pbo.cebuph@gmail.com	Read/reply incoming email	1 day	None	Ronald J. Besabella/ reply by Budget Supervisor
3	Telephone Call 888-2324 Loc 1093	Telephone conversation	Maximum of 30 mins	None	Jayruse G. Castellano, John Ruel L. Navarce, & Ronald A. Deiparine
4	Visit the Office	Received visitor	Maximum of 1 hr	None	PBO Staff concern

PROCEDURE FOR FILING COMPLAINTS:

Schedule of Availability of Service:

Monday – Friday

8:00 am – 5:00 pm without noon break

Who May Avail of the Service:

Any person may file an administrative complaint against any civil servant in the government

What are the Requirements:

A. Filing of Cases (Complainant)

1. Full name and address of the complainant
2. Full name and address of the person complained of as well as his/her position and office of employment
3. A narration of the relevant and material facts which shows the acts of omission allegedly committed by the civil servant



CITIZEN'S CHARTER

PROVINCIAL BUDGET OFFICE

4. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any
5. The complaint must be in writing and under oath
6. Proof of payment of filing fee
7. Certificate of Non-Forum Shopping

B. Filing of Appeals

1. Notice of appeal
2. Appeal Memorandum (3 copies)
3. Proof of Service of a copy of the appeal memorandum to Disciplining Office (DO)
4. Proof of payment of the appeal fee* (temporarily suspended)
5. Certificate of Non-forum Shopping

PROCEDURE FOR FILING COMPLAINTS:

C. Filing of Motions for Reconsideration

1. Motion for Reconsideration

Approved:

DANILO K. RODAS
Provincial Budget Officer