



# CITIZEN'S CHARTER

## OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLALAWIGAN

### FRONTLINE SERVICES

- Reproduction and Issuance of acted SP Resolutions/Ordinances, Minutes and Journals of SP Session Proceedings, Administrative Case Records, Certifications, Transcript of Stenographic Notes, etc.

**TYPE OF SERVICE:** Makes available acted SP Resolutions/Ordinances, Minutes and Journals of SP Session Proceedings, Administrative Case Records, Certifications, etc.

**DOCUMENTARY REQUIREMENTS:** Request Slip/Letter-Request, Payment Order Form and Official Receipt from Cash Division (PTO)

**WHO MAY AVAIL OF THE SERVICES:** National Government Agencies, Regional Offices of NGAs, LGUs, NGOs, POs, CSOs, Private Entities, General Public

### HOW TO AVAIL OF THE SERVICES:

Step	Applicant/Client	Activity	Duration of Activity	Fees	Person In-Charge
1	Secure and fill out request slip or submit letter-request	Receive and assess the filled-out request slip/ letter-request	2 mins.	None	Cabungcal, Ombrosa
2	Secure the Order of Payment	Prepare and release the Order of Payment	1 min.	None	Cabungcal, Ombrosa
3	Pay the required fee at the Cash Division and secure Official Receipt	Produce and prepare the requested document/s	25 mins.	<ul style="list-style-type: none"> <li>• P10.00/page (TSN/Admin. Case Records);</li> <li>• P20.00/page (Certified True Copy);</li> <li>• P100.00 (Certification);</li> <li>• P2,000.00 (Filing Fee of Complaint/Appeal)</li> </ul>	Cabungcal, Ombrosa
4	Present Official Receipt to Records Section	Release the requested document/s	2 mins.	None	Atty. Acevedo, Abines, Cabungcal, Ombrosa,

### Schedule of Availability of Service:

Monday – Friday

8:00 am – 6:00 pm without noon break



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## WHAT ARE THE REQUIREMENTS:

### A. Filing of Cases (Complainant)

*The complaint must be accompanied by affidavits of the complainant/s and of his witnesses in such number of copies, as there are respondents, plus six (6) copies (as per SP Ord. No. 2015-23, Chapter III, Section 3).*

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
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 (6 copies)
3. Proof of Service of a copy of the appeal memorandum to Disciplining Office (DO)
4. Proof of payment of the appeal fee
5. Certificate of Non-Forum Shopping

## PROCEDURE FOR FILING COMPLAINTS:

### C. Filing of Motions for Reconsideration

1. Motion for Reconsideration

Approved:

  
**PULCHRA MARIE E. ACEVEDO**  
Secretary to the Sangguniang Panlalawigan