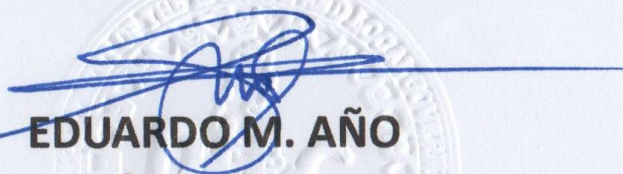




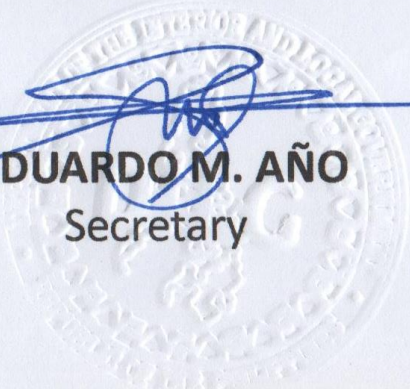
CITIZEN'S CHARTER

(FRONTLINE SERVICES)

Approved for posting/uploading in the DILG Website



EDUARDO M. AÑO
Secretary



08.16.2019

MATINO, MAHUSAY at MAAASAHAN



The History

The present Department of the Interior and Local Government (DILG) traces its roots from the Philippine Revolution of 1897. On March 22, 1897, the Katipunan Government established the first Department of Interior at the Tejeros Convention.

A revolutionary government was also established at that time and the new government elected General Emilio Aguinaldo as President and Andres Bonifacio as Director of Interior, although Bonifacio did not assume the post. At the Naic Assembly held on April 17, 1897, President Aguinaldo appointed General Pascual Alvarez as Secretary of the Interior.

The Department of Interior was enshrined in the Biak-na-Bato Constitution signed on November 1, 1897. Article XV of the said Constitution defined the powers and functions of the Department that included statistics, roads and bridges, agriculture, public information and posts, and public order.

As the years of struggle for independence and self-government continued, the Interior Department became the premier office of the government tasked with various functions ranging from supervision over local units, forest conservation, public instructions, control and supervision over the police, counter-insurgency, rehabilitation, community development and cooperatives development programs.

In 1950, the Department was abolished and its functions were transferred to the Office of Local Government (later renamed Local Government and Civil Affairs Office) under the Office of the President. On January 6, 1956, President Ramon Magsaysay created the Presidential Assistant on Community Development (PACD) to implement the Philippine Community Development Program that will coordinate and integrate on a national scale the efforts of various governmental and civic agencies to improve the living conditions in the barrio residents nationwide and make them self-reliant.

In 1972, Presidential Decree No. 1 created the Department of Local Government and Community Development (DLGCD) through Letter of Implementation No. 7 on November 1, 1972. Ten years later or in 1982, the DLGCD was reorganized and renamed Ministry of Local Government (MLG) by virtue of Executive Order No. 777; and in 1987, it was further reorganized and this time, renamed Department of Local Government (DLG) by virtue of Executive Order No. 262.

Again, on December 13, 1990, the DLG underwent reorganization into what is now known as the Department of the Interior and Local Government (DILG) by virtue of Republic Act No. 6975. The law also created the Philippine National Police (PNP) out of the Philippine Constabulary-Integrated National Police (PC-INP), which, together with the National Police Commission, was integrated under the new DILG, the Bureau of Fire Protection, Bureau of Jail Management and Penology and the Philippine Public Safety College; and absorbed the National Action Committee on Anti-Hijacking from the Department of National Defense (DND).

The passage of RA 6975 paved the way for the union of the local governments and the police force after more than 40 years of separation. Today, the Department faces a new era of meeting the challenges of local autonomy, peace and order, and public safety.



VISION AND MISSION

Vision

A strongly determined and highly trusted Department committed to capacitate and nurture local government units, public order and safety institutions to sustain peaceful, progressive, and resilient communities where people live happily.

Mission

The Department shall promote peace and order, ensure public safety, and strengthen capability of local government units through active people participation and a professional corps of civil servants.



DILG-CO QUALITY POLICY

We, the DILG-Central Office, imbued with the core values of Integrity, Commitment, Teamwork and Responsiveness, **commit to formulate sound policies on strengthening local government capacities, performing oversight function over LGUs, and providing rewards and incentives.**

We pledge to **provide effective technical and administrative services** to promote excellence in local governance and enhance the service delivery of our Regional and Field Offices **for the LGUs to become transparent, resilient, socially-protective and competitive, where people in the community live happily.**

We commit to continually improve the effectiveness of our Quality Management System compliant with applicable statutory and regulatory requirements and international standards gearing towards organizational efficiency in pursuing our mandate and achieving clients satisfaction.

We commit to consistently demonstrate a ***“Matino, Mahusay at Maaasahang Kagawaran para sa Mapagkalinga at Maunlad na Pamahalaang Lokal”***.



FRONTLINE SERVICES



Services offered:

Request for Barangay Officials Death Benefit Assistance (BODBA)

Request for the Issuance of Certification of Compliance to Full Disclosure Policy (FDP)

Request for the Issuance of Department Authority to LGUs to Purchase Vehicle

Request for the Issuance of Certification and Certificate of Accreditation to Civil Society Organizations

Request for Certification for Service Rendered by Local/Barangay official for Application for CSC Eligibility

Request for the Issuance of Certificate of Incumbency of Local Officials

Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees

Forms:

Request Form

Client Satisfaction Form

Complaint Form

Feedback and Complaint Mechanism



Service offered: Request for Barangay Officials Death Benefit Assistance (BODBA)

Who may Avail: Surviving Legitimate Claimant/Beneficiaries of Deceased Barangay Officials

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time (40 days) Highly Technical (multi-stage)
1. Accomplished Citizen's Charter Request Form 2. Accomplished DILG-NBOO- DBC Form 001 (Application for Barangay Official's Death Benefit Claim) 3. Oath of Office 4. Certificate of Incumbency 5. Certified true Copy of Death Certificate of the Deceased Barangay Official (DBO) Other Necessary Documents to support the Claim: 1. Certified True Copy of Marriage Certificate (If the claimant is the widow/widower of the DBO; 2. Birth Certificate (if the claimant is the son/daughter of the DBO; 3. Certified True copy of birth certificate of the deceased or affidavit of two (2) disinterested parties (if the deceased barangay official is single and the claimant is his/her parent/brother/sister) 4. Waiver of rights if there is more than one beneficiary in cases of siblings 5. Affidavit of guardianship if the deceased is the widow/widower/single if the claimant is the guardian of the children who are minors 6. In the absence of the primary and secondary beneficiaries, the claimant may present valid ID or certification from the barangay that the claimant is a resident of the barangay 7. Special Power of attorney, in case claimant/s cannot personally do the transaction. 8. Valid ID of Claimant/Beneficiary but not limited to: Voter's ID, Driver's License, Postal ID, Passport, Certification from the Barangay that he/she is a resident of the said barangay	1. Claimant accomplishes and submits Citizens Charter Request Form and DBC Form 001 along with other documentary requirements to the City /Municipal Local Government Operations Officer	1. Receive, Review and Update C/MLGOO receives the accomplished application BODBA Form 001 with other supporting documents and updates the status of the Barangay Official from active to deceased in the Barangay Information System	City /Municipal Local Government Operations Officer	30 minutes
		2. Processing of BODBA C/MLGOO processes the Death Benefit Claims in the BIS and submits to the DILG Provincial Office/HUC together with the attachment of Death Certificate and application for DBC	City /Municipal Local Government Operations Officer	4 hours
		3. Verify and Validate (VV1) City/Provincial FP verifies and validates the submitted DBC request. If found correct and in order he/she shall submit to the Regional Office. If found incorrect and not in order, returned to C/MLGOO	City/Provincial Focal Person	1 wd
		4. Verify and Validate (VV2) RFP verifies and validates the submitted DBC request. If found correct and in order he/she shall submit to the NBOO. If found incorrect and not in order, it will be returned to C/MLGOO thru the Provincial Office/HUC.	Regional Focal Person	1 wd



Service offered: Request for Barangay Officials Death Benefit Assistance (BODBA)

Who may Avail: Surviving Legitimate Claimant/Beneficiaries of Deceased Barangay Officials

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time (40 days) Highly Technical (multi-stage)
1. Consolidated List of DBC Requests 2. Indorsement Letter 3. Cover Memo addressed to DBM Secretary		5. Prepare BODBA Funding Allocation Request NBOO verifies and validates the consolidated DBC request transmitted by ROs to the BIS DBC module, prepares Death Benefit Funding Allocation Request and submits to FMS	Central Office Focal Person (National Barangay Operations Office)	1 wd <i>(Step will kick off when there are 5 DBC request received)</i>
		6. FMS transmits the Death Benefit Funding Allocation to the DBM	Financial Management Service, Central Office	1 wd
WAIT FOR THE DBM TO RELEASE FUND ALLOCATION				
		7. FMS receives the Special Advise Release Order and Notice of Cash Allocation and prepares and releases the Sub-Allotment Release Order (SR) to the Respective ROs	Financial Management Service, Central Office	
		8. RO receives Sub-Allotment Release Order and transmits to the Respective PO/HUC.	Regional Accountant/Budget Officer/Cashier Regional Focal Person Regional Director /Asst. Regional Director	5 wd
		9. PO/HUC receives the SR, prepares check, notifies the beneficiary/ies thru the C/MLGOO and releases the Check.	City/Provincial Director	3 wd
	2.) Receives the Certification and accomplishes the Customer Satisfaction Feedback Form			30 minutes
END OF TRANSACTION				



Service offered: Request for the Issuance of Certification of Compliance to Full Disclosure Policy (FDP) Who may Avail: All Local Government Units (LGU)

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time (40 days) Highly Technical (multi-stage)
1. Accomplished Citizen's Charter Request Form 2. Indorsement from DILG Provincial/HUC Director C/MLGOO 3. Letter Request of Local Chief Executive stating the purpose 4. FDP CP (Current Period) Certification indicating the compliance for the last 2 preceding quarters with photos posted in 3 conspicuous places and attested by CSO representative 5. FDP CP (Current Period) monthly report (1 page) with signature of LCE and Field Officer	1. Client accomplishes Citizens Charter Request Form and submits to the City /Municipal Local Government Operations Officer or Provincial Focal Person	1. Receive and Initial Review C/MLGOO/PFP receives the accomplished request form and letter request with the attached documentary requirements	City /Municipal Local Government Operations Officer/ Provincial Focal Person	30 minutes
		2. C/MLGOO transmits letter request to the Provincial Office (PO) with the attached documentary requirements	City /Municipal Local Government Operations Officer/ Provincial Focal Person	2 wd
		3. Evaluate and Prepare C/MLGOO/PO receives the letter request and other documentary requirements and conducts onsite validation with CSO, If compliant, PO transmits result to RO.	Provincial Focal Person/City /Municipal Local Government Operations Officer	15 wd
		5. Review and Approval RO reviews letter request and forwards certification to RD for signature. Once signed, transmits request with the attached documentary requirements to CO	Provincial Focal Person/ Regional Director	1 wd
		6. CO receives and evaluates documents and forwards to SILG for signature	BLGS Central Office	2 wd
	7. CO releases the duly signed certification of compliance to FDP to RO	Records Section Central Office	2 wd	
	2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form	8. Record and Release RO receives the certificate and transmits to the client	Records Officer/ Regional Focal Person	1 wd

END OF TRANSACTION



Service offered: Request for the Issuance of Department Authority to LGUs to Purchase Vehicle

Who may Avail: All Local Government Units (LGU)

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time 20 days (Highly Technical)
1. Accomplished Citizen's Charter Request Form 2. Indorsement of complete documentary requirements from PD/C/MLGOO 3. Letter request of LCE stating the following details: a) Purpose b) No. of units to be purchased c) Type of vehicles and specification: no. of cylinders, fuel and engine displacement 4. Certificate of Availability of Funds from Local Accountant, or in case of his/her absence the Budget Officer or Local Treasurer 5. Certified true copy of Local Appropriation Ordinance and Sanggunian Resolution approving the purchase 6. Original updated inventory of existing motor vehicles signed by the property custodian, supply officer or GSO	1. Client accomplishes the Citizens Charter Request Form and submits complete documentary requirements to City /Municipal Local Government Operations Officer	1. Receive and Initial Review Receives the accomplished request form, reviews the completeness of the attached documents and puts into records.	Records Officer/ Focal Person	1 hr
		2. Approve and Transmit C/MLGOO transmits the documents to Provincial Office (PO)	City /Municipal Local Government Operations Officer	2 wd
		3. PO reviews the completeness and appropriateness of the documentary requirements, if found complete, prepares transmittal for RD's signature and endorses documents to Regional Office (RO)	Provincial/HUC Focal Person	2 wd
		4. RO conducts second review as to the completeness and appropriateness of the documentary requirements, if found complete endorses to CO	Regional Focal Person	1 wd
		5. CO receives, records and scans the documents.	Action Officer	30 mins.
		6. CO evaluates documents and prepares the recommendation	Action Officer, BLGS	1 wd
		7. CO prepares authority to purchase vehicle for USLG's approval.	Director, BLGS	1 wd
		8. USLG signs the request	USLG	3 wd
		9. CO releases the Authority to Purchase Vehicle to the LCE thru a courier copy furnished the RO	Admin staff	30 mins.
	2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form			
END OF TRANSACTION				



Service offered: Request for the Issuance of Certification and Certificate of Accreditation to Civil Society Organizations
Who may Avail: Non-Governmental Organization and Civil Society Organizations

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time 20 days (Highly Technical)
Requirements for those to be engaged in a volunteer capacity (Annex C of DILG MC 2018-89): 1. Accomplished Citizen's Charter Request Form 2. Application Form (Annex A of DILG MC 2018-89) 3. CERTIFICATION UNDER OATH stating the following; <ul style="list-style-type: none"> That the individual filing the application and whose name and signature appears in the Application Form has been duly authorized by the CSO to do so on its behalf; That all the documents submitted in support of the application are genuine and authenticated; That all information of the Application Form and in the supporting documents are true and correct; That the CSO Authorizes that DILG or its authorized representatives to conduct, if needed, ocular inspection of their office/s and to conduct interviews with any representative from their organization or previous partner and That the CSO fully understand and agrees to abide by all provision stated in the DILG Memorandum Circular 2018- 89(Guidelines on Engagement with Civil Society Organization) 4. Certified true copy of the Certificate of Registration from SEC, CDA, DOLE, if available. 5. Organizational Chart of the CSO and a Data Sheet of the CSO containing the names, addresses, updated contact details and photographs of its current directors, trustees, officers and key personnel. 6. Copy of Resolution of the CSO's governing board authorizing the CSO to apply for accreditation and the individual filing the application on its behalf. 7. Original Sworn Certification, issued by the chief executive officer or equivalent officer of the CSO, (refer to Annex C of DILG MC 2018-89 for detailed contents of the Certification) 9. Original Certificate of Good Standing, issued not more than three (3) months before the date of application, by the responsible officer of any umbrella organization, federation, coalition, to which the CSO may belong if applicable. 10. Certificates of Recognitions and/or other commendations awarded to the CSO may be attached.	1. Client submits complete documentary requirements to concerned office (City /Municipal Local Government Operations Office, or Provincial Office, or Regional Office, or Central Office	1. Receive and Initial Review Receives, records and scans documents/letter request and assigns to action officer	Admin Staff	30 mins.
		2. Assessment Concerned secretariat assesses correctness and completeness of the documents and forwards to concerned PMO for evaluation	N/R/PAC Secretariat Action Officer	2 working days
		3. Evaluation PMO evaluates application based on technical expertise, and recommends approval/denial of application	Concerned PMO	6 working days
		4. Preparation of Certificate of Accreditation/Certification or Declination Notice	N/R/PAC Secretariat N/R/PAC	2 working days
		5. Signs the certificate of accreditation/certification or Declination Notice	SILG/RD/PD	4 wd
	2.) Receives the Certification and accomplishes the Customer Satisfaction Feedback Form	6. Record and Release Records and releases the certificate to the Client along with the Customer Satisfaction Feedback Form thru the Records Section	Records Officer	30 mins.



Service offered: Request for the Issuance of Certification and Certificate of Accreditation to Civil Society Organizations Who may Avail: Non-Governmental Organization and Civil Society Organizations

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time 20 days (Highly Technical)
Requirements for those to be engaged as provider of goods and services (Annex B of DILG MC 2018-89): 1. CERTIFICATION UNDER OATH stating the following: <ul style="list-style-type: none"> That the individual filling the application, whose name signature appears in the Application Form has been authorized by the CSO to do so on its behalf; That all the documents submitted in support of the application are genuine and authenticated; That all information in the Application Form and in the supporting documents are true and correct; That the CSO authorizes the DILG or its authorized representatives the conduct, if needed, an ocular inspection of their office/s and to conduct interviews with any representatives from their organization or previous partners and; That the CSO fully understand and agrees to abide by all the provisions stated in the DILG Memorandum Circular 2018- 89 (Guidelines on Engagements with Civil Society Organizations). 2. Certified true copy of the Certificate of Registration form SEC, CDA, DOLE, as the case may be. 3. Copy of Resolution of the CSO's governing board authorizing the CSO to apply for accreditation and the individual filing the application on its behalf. 4. Organizational Chart of the CSO and a Data Sheet of the CSO containing the names, addresses, updated contact details and photographs of its current directors, trustees, officers and key personnel. 5. Original Certification of No Derogatory Record, issued not more than three (3) months before the date of application by the SEC, CDA, or DOLE, as the case may be. 6. Certified true copies of Audited Financial Reports/Statements and Annual Income Tax Returns, as filed with the BIR, for the past three (3) years.	1. Client submits complete documentary requirements to concerned office (City /Municipal Local Government Operations Office, or Provincial Office, or Regional Office, or Central Office	1. Receive and Initial Review Receives, records and scans documents/letter request and assigns to action officer	Admin Staff	30 mins.
		2. Assessment Concerned secretariat assesses correctness and completeness of the documents and forwards to concerned PMO for evaluation	N/R/PAC Secretariat Action Officer	2 working days
		3. Evaluation PMO evaluates application based on technical expertise, and recommends approval/denial of application	Concerned PMO	6 working days
		4. Preparation of Certificate of Accreditation/Certification or Declination Notice	N/R/PAC Secretariat N/R/PAC	2 working days
		5. Signs the certificate of accreditation/certification or Declination Notice	SILG/RD/PD	4 wd
	2.) Receives the Certification and accomplishes the Customer Satisfaction Feedback Form	6. Record and Release Records and releases the certificate to the Client along with the Customer Satisfaction Feedback Form thru the Records Section	Records Officer	30 mins.
END OF TRANSACTION				

SERVICES ARE FREE OF CHARGE

MATINO, MAHUSAY at MAAASAHAN



Service offered: Request for the Issuance of Certification and Certificate of Accreditation to Civil Society Organizations
Who may Avail: Non-Governmental Organization and Civil Society Organizations

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time 20 days (Highly Technical)
Continuation 7. Original Sworn Certification, issued by the chief executive officer or equivalent officer of the CSO, stating that the CSO is not in default or delay in liquidating any funds received from any Government Agency, that neither the CSO nor any of its past or present directors, trustees, officers or key personnel has been blacklisted by any Government Agency, or is a defendant respondent or accused in any civil, administrative or criminal case arising from or involving the use of public funds received by the CSO. 8. Original Sworn Certification, issued by the chief executive officer or equivalent officer of the CSO, stating that the CSO does not have any directors, trustees, officers and the key personnel related within the fourth civil degree of consanguinity or affinity to any DILG officials involved in the processing of their application for accreditation, or any official of the government agency funding or implementing the program or project to be implemented. 9. Original Sworn Certification, issued not more than three (3) months before the date of application, by the Head of each Government Agency And Local Chief Executive appearing in the Application Form, stating the programs and projects that the CSO implemented or implementing with the Government Agency and that the CSO has no derogatory record with the Government Agency. 10. Written Internal Policy of the CSO On monitoring and evaluation system to ensure that public funds received are used for its intended purpose. 11. Certified true copy of Certificate of Affiliation issued by the responsible officer of any umbrella organization, federation, coalition, to which the CSO may belong, if applicable. 12. Original Certificate of Good Standing, issued not more than three (3) months before the date of application, by the responsible officer of any umbrella organization, federation, coalition, to which the CSO may belong, if applicable. 13. Photocopy of profiles of at least three (3) individuals in the organization that have technical expertise in the program or project being applied for. 14. Certificates of Recognitions and/or other commendation awarded to the CSO may be attached.				

END OF TRANSACTION



Service offered: Request for Certification for Service Rendered by Local/Barangay official for Application for CSC Eligibility

Who may Avail:

- All Sanggunian Members (PCM) who served on aggregate of 6 years, complete at least 72 units leading to bachelor's degree (first level eligibility) or an aggregate of 9 years having completed baccalaureate degree (2nd level eligibility). (both should start in 1991)(Can avail the service in the Provincial and Regional DILG Office)
- All barangay elected Officials who completed one full term of service (Can be availed in the Municipal/City DILG Office)
- All Barangay Secretaries and Treasurers who served an aggregate of 3 years of service in the same position(Can be availed in the Municipal/City DILG Office)

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time 7 days (Simple Transaction)
1. Accomplished Citizen's Charter Request Form 2. Original/Certified true copy of Oath of Office 3. Certification from the following Officials as to the inclusive dates of services rendered with Satisfactory Performance and shall include the date and place of Birth of the Barangay Official (applicant) using the revised CSC Form dated April 2012: a) Punong Barangay b) DILG-Municipal c) DILG-Provincial d) DILG-Regional 4. Appointment as Barangay Treasurer/Secretary Resolution duly concurred by Barangay Treasurer/Secretary 5. Authenticated copy of Birth Certificate and Marriage Contract (if applicable)	1. Client accomplish Citizens Charter Request Form and submits documentary requirements to the City /Municipal Local Government Operations Officer	1. Receiving (stamp RECEIVED), and put into records (if in the regional and provincial level, records officer forward the same to the Focal Person)	Regional Focal Person/ Provincial Focal Person/ City /Municipal Local Government Operations Officer	10 Mins
		2. Evaluation and Preparation Focal person evalautes the documents and checks the name of official reflected on the duly accomplished request form against the BIS or the masterlist of Local/Barangay Officials If found to be in order, prepares the CSC-ERPO-BOE Form 1 (a) or (b); or CSC SME Form 1, March 2013; and/poriton of the Masterlist of Barangay and Local Official with cover letter for CSC.	Regional Focal Person/ Provincial Focal Person/ City /Municipal Local Government Operations Officer	1 wd
		3. Review and Approval The Divisions Chief / Section Chief reviews and affixes his/her initials on the prepared documents and the Regional Director / Provincial or HUC Director / CMLGOO signs the certification	Regional Director/ Provincial Director/ HUC Director/ C/MLGOO	1 wd
1. Certification of Services Rendered issued by PD/CD/M/CLGOO 2. Dry Sealed master list per term signed by the Field Officer	2.) Receives the Certification and accomplishes the Customer Satisfaction Feedback Form	4. Record and Release Records personnel records and releases the duly signed certification, including the attached documents to client	Records Officer/ C/MLGOO	1 wd
1. Duly signed Certification 2. Dry Sealed master list per term		END OF TRANSACTION		



Service offered: Request for the Issuance of Certificate of Incumbency of Local Officials
Who may Avail: All Local Officials

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time (3 days) Simple Transaction
1. Accomplished Citizen's Charter Request Form 2. Letter request 3. Certificate from the C/MLGOO/PFP on services rendered	1. Client accomplishes Citizens Charter Request Form/Client and submits letter requests for the issuance of Certificate of Incumbency to the City /Municipal Local Government Operations Officer	1. Receive and Initial Review (stamp RECEIVED), and put into records (if in the regional and Provincial/HUC level, records officer forward the same to the Provincial/HUC FP)	Regional Focal Person/ Provincial Focal Person/ City /Municipal Local Government Operations Officer	30 mins
		2. Evaluation and Preparation C/MLGOO/Focal Person to verify from the master list and prepares certificate of incumbency after verification,	C/MLGOO HUC/Provincial Focal Person/ City Director (in the case of HUCs & ICC)	1 wd
		3. Review and Approval Approval of the Certificate of Incumbency	C/MLGOO HUC/Provincial Focal Person City Director (in the case of HUCs & ICC) Provincial Director (in the case of Prov'l Gov't)	1 wd
	2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form	4. Record and Release Records personnel records and released the duly signed certification	C/MLGOO HUC/Provincial Focal Person RFP/PFP Records PD (in the case of Prov'l Gov't)	2 Minutes
END OF TRANSACTION				



Service offered: Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees
Who may Avail: Local Government Employees, Local Government Elective Officials

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time (7 days) Complex Transaction
<p>Accomplished Citizen's Charter Request Form For Study and Non-Study Trip</p> <p>1. Endorsement from: i. the Local Chief Executive (if applicant is a Component and Municipal Mayor, Vice Governor, Vice Mayor, Punong Barangay and LG Employees) ii. the Presiding Officer (if applicant is a Sangguniang Panlalawigan Member, Sangguniang Panlungsod and Sangguniang Bayan and Sangguniang employees) iii. the Punong Barangay (Sangguniang Barangay Member and Barangay Employees including Sangguniang Kabataan)</p> <p>2. Invitation Letter from the host country or sponsoring agency</p> <p>3. Acceptance Letter from CHED, TESDA, LGA, organizer or donor, as applicable (for study trip only)</p> <p>4. Affidavit of no pending case</p> <p>5. Clearance from money and property accountabilities</p> <p>6. Indorsement from LCE</p>	<p>1. Client accomplishes and submits Citizens Charter Request Form and documentary requirements to City /Municipal Local Government Operations Officer or Provincial Focal Person</p>	<p>1. C/MLGOO or PFP reviews the completeness of the documents</p>	<p>C/MLGOO/ Provincial Focal Person</p>	<p>1 hr</p>
	<p>2. Client uploads the documents to the portal- FTA online system at fta.dilg.gov.ph</p>	<p>2. CO reviews and evaluates application documents, if found complete, prepares the certificate</p>	<p>Central Office Action Officer</p>	<p>1 wd</p>
		<p>3. Recommends application for SILG signature for approval.</p>	<p>Director</p>	<p>1 wd</p>
		<p>4. Signs the certificate</p>	<p>SILG</p>	<p>4 wd</p>
		<p>5. Uploads/emails the approved certificate to the concerned requesting party along with the Customer Satisfaction Feedback Form copy furnished the Regional Office</p>	<p>Action Officer</p>	<p>30 minutes</p>
		<p>3. Client receives the authority and accomplishes the Customer Satisfaction Feedback Form</p>		
END OF TRANSACTION				



Service offered: Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees
Who may Avail: Local Government Employees, Local Government Elective Officials

Documentary Requirements	Client Action (detailed steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Maximum Processing Time (7 days) Complex Transaction
<p>Accomplished Citizen's Charter Request Form For Personal Trip of:</p> <p>Governors, Mayors of Highly Urbanized Cities and Independent Component Cities</p> <ol style="list-style-type: none"> Duly accomplished Application Form for Leave of Absence Affidavit of no pending administrative case or criminal case that has been filed or pending against the applicant Clearance from Money and Property Accountabilities Medical certificate for medical reasons <p>Other Elected Officials and LGU Department Heads when the trip exceeds three (3) calendar months</p> <ol style="list-style-type: none"> Approved Leave of Absence Affidavit of no pending administrative case or criminal case that has been filed or pending against the applicant Clearance from Money and Property Accountabilities Medical certificate for medical reasons 	<ol style="list-style-type: none"> Client accomplishes and submits Citizens Charter Request Form and documentary requirements to City /Municipal Local Government Operations Officer or Provincial Focal Person 	<ol style="list-style-type: none"> C/MLGOO or PFP reviews the completeness of the documents 	C/MLGOO/ Provincial Focal Person	1 hr
	<ol style="list-style-type: none"> Client uploads the documents to the portal- FTA online system at fta.dilg.gov.ph 	<ol style="list-style-type: none"> CO reviews and evaluates application documents, if found complete, prepares the certificate 	Central Office Action Officer	1 wd
		<ol style="list-style-type: none"> Recommends application for SILG signature for approval. 	Director	1 wd
		<ol style="list-style-type: none"> Signs the certificate 	SILG	4 wd
		<ol style="list-style-type: none"> Uploads/emails the approved certificate to the concerned requesting party along with the Customer Satisfaction Feedback Form copy furnished the Regional Office 	Action Officer	30 m
	<ol style="list-style-type: none"> Client receives the authority and accomplishes the Customer Satisfaction Feedback Form 			
END OF TRANSACTION				



Feedback and Complaint Mechanism

Kindly give us your comment/s on the way we deliver our service to you by doing any of the following:

- Accomplish the Feedback/Complaint Form available in our DILG Public Assistance and Complaint Center located at 10th Floor, DILG-NAPOLCOM Center Building, EDSA corner Quezon Avenue, West Triangle, Quezon City. In the case of Regional, Provincial, City and Municipal Offices, approach the Desk/Officer of the Day;
- E-mail us your feedback/issues/complaints through pacs.dilg@yahoo.com
- You may also reach us at telephone no. 925-343 or Facebook Page – DILG Phillipines and Twitter Account- @DILGPhilippines
- Talk to our Desk Officer of the Day

Feedback/issues/complaints which may be written or verbal shall be immediately attended to by the Desk Officer of the Day stationed at our Public Assistance and Complaint Center. The same shall be forwarded to the DILG Task Force on Citizen's Charter for appropriate action.

THANK YOU for helping us continuously improve our services.


FORMS



**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
CITIZEN'S CHARTER SERVICE REQUEST FORM**

SERVICE TITLE		Identification no.	
Request for the Issuance of Department Authority to LGUs to Purchase Vehicle		NAME OF CLIENT:	
DOCUMENTARY REQUIREMENTS		NAME OF ORGANIZATION:	
1. Letter request stating the purpose, number of units to be purchased and type of vehicle		CONTACT DETAILS:	
2. Certificate of Availability of Funds		SIGNATURE:	
3. Certified true copy of the Appropriation Ordinance and Sanggunian Resolution approving the purchase		RECEIVED BY:	
4. Original updated inventory of existing motor vehicles signed by property custodian, supply officer or GSO		DATE AND TIME RECEIVED:	
5. Indorsement of complete documentary requirements from PD/C/MLGOO		Receiving Officer	
REMARK/S:		ENDORSED TO RESPONSIBLE OFFICER:	
		DATE AND TIME ENDORSED	
		Name/ Unit and Designation	

ACKNOWLEDGEMENT RECEIPT

This is to acknowledge the service/s you have requested:			IDENTIFICATION NO:	
SERVICE TITLE:	Date Received	Expected date of Release	Date of release in case of extension	 Republic of the Philippines DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT OFFICE OF THE _____ DILG-NAPOLCOM Center, EDSA corner Quezon Avenue West Triangle, Quezon City
Request for the Issuance of Department Authority to LGUs to Purchase Vehicle				
NAME OF RESPONSIBLE OFFICER/UNIT/DESIGNATION:	CONTACT DETAILS:			
REMARKS:				



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
CUSTOMER SATISFACTION SURVEY FORM

Name (optional): _____ Date: _____

Service/Assistance Requested/Received: _____

Office concerned: _____

Dear Client,

We at the DILG endeavors to consistently provide effective services to meet our clients' needs. In this regard, may we request you to help us improve our service by allowing us to hear your voice.

Kindly fill-out this survey form and reflect your impressions about our services. Encircle the rating that corresponds to the level of your satisfaction.

<u>Rating Scale</u>	<u>Description of Satisfaction level</u>
5	Very High
4	High
3	Moderate
2	Low
1	Very Low

<u>A. Service Parameter</u>	<u>Client Satisfaction</u>	<u>Remarks</u>
1. Service Quality	5 4 3 2 1	_____
2. Service Timeliness	5 4 3 2 1	_____
3. Staff Responsiveness	5 4 3 2 1	_____
<u>B. Overall Impression</u>	5 4 3 2 1	_____

C. Suggestion for Improvement:

"Matino, Mahusay, at Maaasahan.

O, MAHUSAY at MAAASAHAN



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

CLIENT COMPLAINT FORM

Date: _____ Time: _____

Name of Complainant: _____

Contact Number: _____

Name of Office: _____

Office Address: _____

Name of Officer Being Complained: _____

Position/Office: _____

Reason for the Complaint: _____

You may use the back page for additional information needed.

Signature of Complainant

"Matino, Mahusay, at Maaasahan."