

DILG CITIZEN’S CHARTER

REGIONAL OFFICE

ENTERTAIN QUERIES/REQUESTS FOR FINANCIAL ASSISTANCE FOR PROPOSED PROJECTS			
Responsible Official: OFFICE OF PROJECT DEVELOPMENT SERVICES (OPDS)			
A. For phone in/calls in clients inquiring about projects of the OPDS			
STEPS	TOTAL TIME (90m)	PERSON-IN-CHARGE	
1. Refer to action unit	5 m	Admin Staff	
2. Brief client on projects being implemented by OPDS	20 m	Action Officer	
3. Provide clients with flyers/brochure and other materials on OPDS projects	5 m	Action Officer	

B. Financial Assistance and other documents			
B.1. For walk-in clients with handwritten letters			
STEPS	TOTAL TIME (95 m)	PERSON-IN-CHARGE	
1. Assume request	10 m	Action Officer	
2. Refer to action unit/other offices	5 m	Action Officer	
3. Inform client on the options and possible actions on the request	30 m	Action Officer	
4. Receive and record letter request	10 m	Admin Staff	
5. Refer to B.2 for details			

B.2 For documents routed through the DILG routing system			
STEPS		TOTAL TIME (0 wd, 2 h, 35 m)	PERSON-IN-CHARGE
1	Receive and record document and forward the same to the Director	5 m	Admin Staff
2	Provide instruction	15 m	Director
3	Review/evaluate the document	30 m	Action Officer
4	Prepare response letter/endorsement	1 h to 1 wd	Action Officer
5	Review of the action taken	30 m	Division Chief
6	Approve or refer for signature	15 m	Director
7	Forward letter response for approval	2 wd	USDG/Secretary
8	Record and release the signed document to Central Records	20 m	Admin Staff
Legend: wd – working days; h – hours; m – minutes			

Service Description

Who may avail:

- Local Chief Executives (LCEs)
- Elected LGU Officials
- Representative/staff of Senators/Congressmen
- Non-Government Organizations
- General Public

Requirements:

- Visitor's slip
- Name, contact numbers and email addresses of contact person

Availability of Service: Monday to Friday 8:00 am to 5:00 pm (No Noon Break)

Office Location: 25/F DILG-NAPOLCOM Center

Contact Number: 929-96 01

Fees: No payment required

Provision of Legal Opinion			
Responsible Division: Legal Unit			
CLIENT	RESPONSIBILITY OFFICE	PERSON IN CHARGE	DURATION (5 – 15 DAYS)
1. Submits query together with relevant documents, if any	1. Receiving clerk (stamp RECEIVED), records and forwards the documents to division concerned.	Records Officer	1 hour
	2. ORD routes query to ORD - Legal Unit.	Secretary of RD	1 hour
	3. Legal Unit acts/ research on the query and prepares legal opinion for endorsement to DILG-CCO.	Legal Officer	5 days
	4. RD signs legal opinion or endorsement.	Regional Director	1 hour
2. Receives update from RD	5. Records personnel logs and releases legal opinion or endorsement.	Records Officer	1 hour

*5 days – Simple cases; 15 days - Complex cases

Service Description

Service Title: Provision of Legal Opinion

Duration: 5 – 15 Days*

Responsible Division: Legal Unit

Service Description: Provision of Legal Opinion on local governance administration and related concerns

Who May Avail: Local Officials, functionaries and citizens

Requirements:

- Original copy of the written request
- Relevant documents on the request, if any

Availability of Service: Monday to Friday, 8 am to 5 pm (No Noon break)

Fees: No payment required

Request for Death Benefit Funding Allocation			
Responsible Division: Local Government Monitoring & Reporting Division (LGRMD)			
CLIENT	RESPONSIBILITY OFFICE	PERSON IN CHARGE	DURATION (10-14 DAYS)
1. Submits application form with the required supporting documents regarding entitlement to the BDF	1. Receiving clerk (stamp RECEIVED) the document.	Records Officer	5 minutes
	2. LGRMD evaluates the completeness of the documents	C/ASGMD	20 minutes
	3. Checks and maintains electronic records of claimants (including copy checklist with BDO, BDO and previous fund releases)	Staff	10 minutes
	4. Prepares consolidated list of claimants	Staff	10 minutes
	5. Prepares endorsement with complete supporting documents to provincial office registered office in case of field office	1 Staff	10 minutes
	6. Provincial level process involves the completion of the documents and prepares the endorsement for the P.D. Director	Fiscal Person	30 minutes
	7. Provincial Director signs endorsement and forwards to Regional Office.	Provincial Director	10 minutes
	8. The Provincial Fiscal Person forwards to Provincial Director for signature and endorsement to Provincial Office.	Fiscal Person	1 day (confer with the provincial director 1 day prior to the submission)
	9. Records Unit of the Region reviews the endorsed BDF and forwards to concerned Division	Records Section	10 minutes
	10. Prepares endorsement to NROD for signature of the RD, BDO.	Section Chief	1 hour
	11. RD signs the endorsement and refers to the same BDO.	Regional Director	1 hour
	12. BDO forwards the endorsement to Records Unit for endorsement to NROD.	Section Chief	15 minutes
	13. Records Unit forwards the endorsement to NROD once a week, 6th day (start per region)	Records Officer	1 day

Service Description

Who may avail: Beneficiaries of deceased Barangay officials.

Requirements:

- Application of Death Benefit Claims (DBC Form – DB1) in three(3) copies;
- Certified true copy of Death Certificate of deceased Barangay Officials;
- Certified true copy of marriage contract (if the claimant is the spouse of the deceased barangay official);
- Certified true copy of the birth Certificate of the claimant if the son or daughter of the deceased Brgy. Official;
- Certified true copy of the birth certificate of the deceased or affidavit of two (2) disinterested parties if the deceased Brgy. Official is single and the claimant is his surviving parent/brother/sister;
- Affidavit of guardianship, if the claimant is minor;
- Special Power of Attorney, authorizing one of the legal beneficiaries to claim the benefit.
- Photocopy of the government issued identification card, such as Voter's ID, Driver's License, Postal ID, or a certification from the Barangay that he/she is a resident of the said Barangay.

Availability of Service: Monday to Friday, 8am to 5pm (No Noon Break)

Fees: No payment required

Release of Death Benefit Claims			
Responsible Division: Local Government Monitoring & Reporting Division (LGRMD)			
CLIENT	RESPONSIBILITY OFFICE	PERSON IN CHARGE	DURATION (15 DAYS, 15 HOURS & MINUTES)
	1. Regional Fiscal Person reviews the fiscal center version the list of claimants submitted to NROD.	Fiscal Person	5 minutes
	2. RFD prepares the endorsement and forwards the documents to the signature of LGMD Chief.	Fiscal Person	3 hours
	3. LGMD Chief reviews and signs the FY and DBS and forwards to Budget Section/FAD	Division Chief	30 minutes
	4. Budget Section prepares, provides funding and forwards to the Accounting Section.	Budget Officer	3 hours
	5. Accounting Section processes the claim and forwards to Regional Director for approval	Accountant	2 hours
	6. The Regional Director approves and forwards the claim to Cash Section.	Regional Director	1 hour
	7. The Cash Section prepares the check and bank advice and submits the same to the bank.	Cashier	3 hours
	8. Cash Section forwards LGMD/FAD of the availability of signed check.	Cashier	10 minutes
	9. RFD informs the Field Office of the availability of the cash Section transmit the checks to Field Office concerned.	Fiscal Person	3 days
1. Client receives the check from the field office concerned.	10. Field Office informs the claimants to pick-up the check at the field office concerned.	Fiscal Person in the province/city	1 hour

Service Description

Who may avail: Beneficiaries of deceased Barangay officials

Requirements:

- List of Claimants covered by fund allocation from NROD and FADs
- Certified true copy of Death Certificate of deceased Barangay Officials;
- Certified true copy of marriage contract (if the claimant is the spouse of the deceased barangay official);
- Certified true copy of the Birth Certificate of the Claimant if the son or daughter of the deceased Brgy. Official;
- Certified true copy of the birth certificate of the deceased or affidavit of two (2) disinterested parties if the deceased Brgy. Official is single and the claimant is his surviving parent/brother/sister;
- Affidavit of guardianship, if the claimant is minor;
- Special Power of Attorney, authorizing one of the legal beneficiaries to claim the benefit.
- Photocopy of the government issued identification card, such as Voter's ID, Driver's License, Postal ID, or a certification from the Barangay that he/she is a resident of the said Barangay.

Availability of Service: Monday to Friday 8:00 am to 5:00 pm (No Noon Break)

Fees: No payment required

Endorsement of Request for Issuance of Authority to Travel Abroad			
Responsible Division: Local Government Monitoring & Reporting Division (LGRMD)			
CLIENT	RESPONSIBILITY OFFICE	PERSON IN CHARGE	DURATION (6 HOURS)
1. Submits request and supporting documents	1. Receiving clerk (STAMP RECEIVES) records and forwards the documents to division concerned.	Records Officer/ AO III	1 hour
	2. Person in charge evaluates the documents and prepares the endorsement letter	Section Chief/ LGDO V	2 hours
	3. The Division Chief reviews and affixes his/her initials	DIVISION CHIEF/ LGDO VII	1 hour
	4. Regional Director signs the endorsement letter and returns to the same to division concerned	Regional Director	1 hour
2. Client receives the signed endorsement including the attached documents.	5. Records personnel records and releases the duly signed Endorsement, including the attached documents to DILG Control Office or to client (upon request)	Records Officer/ AO III	1 hour

Service Description

Who may avail: Local Government officials and employees.

Requirements: All requirements should be in at least two copies. The complete documents should reach the central office at least ten calendar days prior to the actual travel / departure.

- A. Required Documents for All Types of Travel
- Letter request stating the nature and purpose of the travel, indicating also the inclusive dates and place(s) of destination.
 - Endorsement from the DILG Regional Director, Provincial Director, City Director, City or Municipal Local Government
 - Operations, as the case may be;
 - Endorsement from the Provincial Governor, City or Municipal Mayor, as the case may be;
 - Sworn statement attesting that no administrative charge or criminal case has been filed against the applicant;
 - Clearance from money and property accountability.

- B) Additional Documents for Official Travel (Study or Non-study Trip)
- Statement as to the immediate and direct benefits to the local government, when the travel involves the use of public funds;
 - In the event of a nonstudy trip, submit the invitation from the host country, sponsoring agency or organizer;
 - In case of study trip, submit endorsement from the TESDA or CHED, and a copy of the acceptance or invitation letter from the organizer or donor;
 - If the travel is for trade and investment purpose, submit endorsement from the DTI, Central or Regional Office, and;


- C) Additional Documents for Travel on Personal Nature
- Submit a duly authenticated application for leave of Absence, in case applicant is a Provincial Governor or Mayor of Highly Urbanized/Independent Component City.

Availability of Service: Monday to Friday 8:00 am to 5:00 pm (No Noon Break)


Fees: No payment required.



Request for Authority to Purchase Vehicle			
Responsible Division: Local Government Monitoring & Evaluation Division (LGMED)			
RESPONSIBILITY			DURATION (8 HOURS)
CLIENT	OFFICE	PERSON IN CHARGE	
<p>Submits request and supporting documents</p> <p>Client receives the signed endorsement including the attached documents.</p>	1. Receiving clerk (stamp RECEIVED), scans and forwards the documents to division concerned.	Records Officer	1 hour
	2. Person in charge evaluates the documents and prepares the endorsement letter	Section Chief	4 hours
	3. The Division Chief reviews and affixes his/her initials	Division Chief	1 hour
	4. Regional Director signs the endorsement letter and returns the same to division concerned	Regional Director	1 hour
	5. Records personnel records and releases the duly signed Endorsement, including the attached documents to DLG Central Office or to client (upon request)	Records Officer	1 hour

 Certification for Service Rendered by Sanggunian Members for application for CSC Eligibility <small>Responsible Division: Local Government Monitoring & Evaluation Division (LGME)</small>			
RESPONSIBILITY			DURATION (5 HOURS)
CLIENT	OFFICE	PERSON IN CHARGE	
1. Submits request and supporting documents	1. Receiving clerk (stamp RECEIVED), records and forwards the documents to division concerned.	Records Officer	1 hour
	2. Person in charge evaluates the documents and prepares the certification using CSC SWF Form with the certified master list	Section Chief	1 hr 30 min
	3. The Division Chief reviews and affixes his/her initials	Division Chief	30 minutes
	4. Regional Director signs the certification and returns the same to division concerned	Regional Director	1 hour
2. Client receives the signed certification including the attached documents.	5. Records personnel records and releases the duly signed certification, including the attached documents to client	Records Officer	1 hour

RESPONSIBILITY				DURATION (2 DAYS AND 5 HOURS)
CLIENT	OFFICE	PERSON IN CHARGE		
1. Submits letter request and supporting documents	1. Receiving clerk (Stamp RECEIVED) records and forwards the documents to division concerned	Records Officer	1 hour	
	2. Person in charge reviews contents (objectives, methodology, budgetary requirements, venue, etc.) of the training design and prepares the endorsement with comments	Section Chief	2 days	
	3. The Division Chief reviews and affixes his/her initials	Division Chief	2 hours	
	4. Regional Director signs the endorsement letter and returns the same to division concerned	Regional Director	1 hour	
	5. Records personnel releases the duly signed endorsement, including the attached documents to requesting LGU.	Records Officer	1 hour	
2. Client receives the signed endorsement including the attached documents				

 Issuance of certification of compliance to Full Disclosure Policy (FDP) for endorsement to Central Office				
Responsible Division: Local Government Monitoring & Evaluation Division (LGMED)				
RESPONSIBILITY			DURATION (2 DAYS & 4 HOURS)	
CLIENT	OFFICE	PERSON IN CHARGE		
1. Submits letter request and requirements to receiving officer.	1. Receiving clerk (stamp RECEIVED) records and forwards the documents to division concerned.	Records Officer	1 hour	
	2. Focal person reviews Certification issued by the DILG P.O. and checks the FDP Portal (thru onsite validation or thru other reliable means)	Section Chief	2 days (if with endorsement on geographical location of subject LGU)	
	3. Focal Person prepares the endorsement letter with the P.O. Certification on FDP-compliance to posting on conspicuous places (attested by CSO)	Section Chief	1 hour	
	4. RD signs the certification and the endorsement letter and returns the same to division concerned.	Regional Director	1 hour	
2. Client receives the signed endorsement including the attached documents. (upon request)	5. Records personnel records and releases the duly signed Endorsement, including the attached documents to DILG Central Office	Records Officer	1 hour	

DCL

Scholarship Grants/Study Leave

Knowledge, Local Government and Skills Development

RESPONSIBILITY			
CLIENT	OFFICE	PERSON IN CHARGE	DURATION (HOURS)
1. Submit request letter and supporting documents	1. Receiving clerk (stamp RECEIVED), records and forwards the documents to Division in charge.	Records Officer	1 hour
	2. Division in charge evaluates the documents and prepares the endorsement letter.	Section Chief	4 hours
	3. The Division Chief reviews and affixes his/her initials	Division Chief	1 hour
	4. Regional Director signs the endorsement letter and returns the same to division concerned	Regional Director	1 hour
2. Client receives the signed endorsement letter and supporting documents (upon request)	5. Records personnel records and releases the signed Endorsement, including the attached documents to DLG Central Office	Records Officer	1 hour

DOCUMENTARY ARE CORRECT AND COMPLETE

Service Description

Service Description: Local Officials and employees application for Scholarship Grants to ensure that the grants shall be in accordance with the terms and conditions other program grants.

Favorable endorsement application for Scholarship Grants

Who may avail: Local Government officials and employees.

Requirements:

1. Endorsement from the DLG Regional Director, Provincial Director / City Director
2. LCE's endorsement
3. Certificate of no pending administrative and/or criminal case;
4. Resume with 2x2 contact;
5. Transcript of Records – Certified true copy
6. List of Seminars/ Trainings attended
7. Updated Service Records
8. Certified Actual Duties and responsibilities relevant to the course/ program
9. Performance Rating (last two (2) rating periods) : January - June and July to December (Certified True Copy)
10. Certificate of no pending nomination in local and/or Foreign Scholarship Grants
11. Statement of direct benefits derived from scholarship grant

Availability of Service: Monday to Friday 8 am to 5 pm (No Noon Break)

Fees: No payment required



REGIONAL OFFICE NO. V
Rizal St., Legazpi City
Tel. No. (052) 4801484
Fax No. (052) 4804023

For more information
visit our website at
<http://region5.dilg.gov.ph>

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What to expect from government frontline offices:

No fixing or collusion with fixers	Continuous service even during lunch break	Public Assistance and Complaints Desk managed by competent staff	Citizen's Charter posted within agency premises	Exact fees to be paid or requirements stated in the Citizen's Charter
Courteous frontline service	Presence of special lane for the elderly, pregnant women, and persons with disabilities	Issuance of Official Receipt	Responsiveness to clients	Other mechanisms for the provision of efficient services



Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) of 2007 states that, "The head of office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. (Section 7 on the Accountability of the Heads of Agencies)"

For immediate action on concerns, clients are requested to provide CCB agents the following:

- name
- name of official/employee transacted with
- nature and date of encounter

Unless otherwise stated, information received will immediately be forwarded to concerned agencies for appropriate action.

ANTI-FIXER CAMPAIGN

The Anti-Red Tape Law (R.A. 9485) imposes stiff penalties on fixers:
Imprisonment of as long as six, or a fine of up to P200,000, or both.

Labanan ang Fixers!

Report the name of the fixer, name and location of government office, date and type of transaction to the following:

Office of the Ombudsman 0926-6994703
 (02) 927-4102
 (02) 927-2404

Civil Service Commission 0917-8398272
 (02) 932-0111

Fix the Fixers!

NO

NOON BREAK

POLICY

we are happy to serve you..



FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following :

- Accomplish our Feedback Form and put it in the drop box at the Public Assistance and Complaints Desk
- Send your feedback through email (region5personnel@gmail.com) or call us at (052) 7435022
- Talk to our OFFICER OF THE DAY

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Action Officer at the Public Assistance and Complaints Desk.

THANK YOU for helping us continuously improve our services