DILG CITIZEN'S CHARTER REGIONAL OFFICE



Requirements: 1. Visitor's slip

2. Name, contact numbers and email addresses of contact person

Office Location: 25/F DILG-NAPOLCOM Center Contact Number: 929.96.01

Fees: No payment required



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

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

Fees: No payment required



Requirements:
1. Application of Death Benefit Claims (DBC Form =001) 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 deceased or affidavit of two (2) disinterested parties; if the deceased Brgy. Official is single and the claimant is his surviving parent/brother/sister;

7. Special Power of Attorney, authorizing one of the legal beneficiaries to claim the benefit.

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

Fees: No payment required



2. 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);

5 minutes

30 minutes

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;

6. Affidavit of quardianship if the claimant is minor

Special Power of Attorney, authorizing one of the legal beneficiaries to claim the

Joense, 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

RESPONSIBILITY		DURATION	
CLIENT	OFFICE	PERSON IN CHARGE	(6 HOURS)
Submits request and supporting documents	Receiving clerk (STAMP RECEIVES) records and forwards the documents to division concerned.	Records Officer/ AO III	1 hour
	Person in charge evaluates the documents and prepares the endorsement letter	Section Chief/ LGOO V	2 hours
	3. The Division Chief reviews and affixes his/her initials	DIVISION CHIEF/ LGOO VII	1 hour
	Regional Director signs the endorsement letter and returns 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 Central Office or to client (upon request)	Records Officer/ AO III	1 hour

Service Description

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

Required Documents for All Types of Travel
 Letter request stating the nature and purpose of the travel, indicating also the inclusive dates and place(o) of destination;
 Endorsement from the Du,G Regional Directo, Provincial Directo, City Directo, City or Municipal Local Government

Municipal Local Government
Operations, as the case maybe,
3. Endorsement from the Provincial Governor, City or Municipal Mayor, as the ca
4. Sworn statement attesting that no administrative charge or criminal case ha
against the applicant,
5. Clearance from money and property accountability

a) Additional Documents for Official Travel (Study or Non-study Trip).
I. Statement as to the immediate and direct benefits to the local gover size il movives the use of public funds;
In the event of a non-study trip, submit the invitation from the host or pency or organize.

gency or organizer.

In case of study trip, submit endorsement from the TESDA or CHED, and a copy of the coopstance or invitation-letter from the crystatizer or donor;

If the taxe is for trade and investment purpose, submit endorsement from the DTI certain of the Chemical Chemical And

C) Additional Documents for Travel on Personal Nature 1. Submit a duly accomplished 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.





RESPONSIBILITY			DURATION	
CLIENT	OFFICE	PERSON IN CHARGE	(8 HOURS)	
1. Submits request and supporting documents	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 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 including the attached documents.	5. Records personnel records and releases the duly signed Endorsement, including the attached documents to DILG Central Office or to client (upon request)	Records Officer	1 hour	

equirements:

Original LCE Letter-request stating the purpose for which the vehicle will be used and eployed, No. of units to be purchased, type of vehicle and specification (no. of cylinders, fuel, engine sisplacement).

- Original Certificate of Availability of Funds (CAF) from LGU Accountant, BO or Treasurer Certified True Copy Appropriation Ordinance or Sanggunian Resolution approving the
- Original Updated Inventory of Existing Motor Vehicles using prescribed template signed

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



Certification for Service Rendered by Sanggunian Members for application for CSC Eligibility

RESPONSIBILITY			DURATION	
CLIENT	OFFICE	PERSON IN CHARGE	(5 HOURS)	
1. Submits request and supporting documents	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 SME Form with the certified master list	Section Chief	1 hr 30 mir	
	3. The Division Chief reviews and affixes his/her initials	Division Chief	30 minutes	
	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	

Service Description

Who may avail: All Sanggunian Members (PCM) who served on aggregate of 6 years, completed at least 72 units leading to bachelor's degree (first level eligibility) or an aggregate of 9 years having

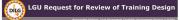
completed baccalaureate degree (2nd level eligibility). (both should start in 1991)

Requirements:
1. Certification of Services Rendered issued by PD/CD/MLGOO

2. Dry sealed master list per term

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

Fees: No payment required



RESPONSIBILITY		DURATION	
CLIENT	OFFICE	PERSON IN CHARGE	(2 DAYS AND 5 HOURS)
Submits letter request and supporting documents	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
	Regional Director signs the endorsement letter and returns the same to division concerned	Regional Director	1 hour
2. Client receives the signed endorsement including the attached documents.	5. Records personnel releases the duly signed endorsement, including the attached documents to requesting LGU.	Records Officer	1 hour

Service Description

Who may avail: LGUs, Local Leagues and other service provider except those covered by consultancy contracts.

Requirements: 1. Complete training/ Activity Design

- 2. Endorsement from the DILG Provincial/ City office
- 3. Certification from the Provincial / City DILG that the activity is included in the CapDev Agenda of the proponent,
- Endorsement of the LCE/ President/ Head of proponent organization for the conduct of the training/ Activity.
- 5. CapDev Agenda of the proponent
- Written request for DILG Personnel as training facilitator, resource speaker and/or lecturer, if applicable

Availability of Service:

Fees: No payment required

Issuance of certification of compliance to Full Disclosure Policy (FDP) for endorsement to Central Office

DURATION (2 DAYS 4 HOURS)

1 hour

may vary depending on geographical location of subject LGU)

1 hour

1 hour

*****	Responsible Division: Local Government Manifort		
	RESPONSIBILITY		
CLIENT	OFFICE	PERSON IN CHARGE	
Submits letter request and requirements to receiving officer.	Receiving clerk (stamp RECEIVED) records and forwards the documents to division concerned.	Records Officer	
	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	
	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	
	RD signs the certification and the endorsement letter and returns the same to division concerned.	Regional Director	
2. Client receives the signed endorsement including the	5. Records personnel records and releases the duly signed Endorsement, including the	Records Officer	

Who may avail: All Provinces, Cities, and Municipalities thru the FDP Focal Persons

Requirements:
1. Letter request stating the purpose; and,

2. Certification of Compliance to FDP issued by DILG Provincial Offices attested by Civil Society Organization.

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

RESPONSIBILITY			DURATION	
CLIENT	OFFICE	PERSON IN CHARGE	(8 HOURS)	
Submits letter request and supporting documents	Receiving clerk (stamp RECEIVED), records and forwards the documents to division concerned. Records Officer		1 hour	
	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	
	Regional Director signs 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	

- 3. Certificate of no pending administrative and/or criminal case
- 4. Resume with 2x2 picture:
- 5. Transcript of Records Certified true copy
- 7. Updated Service Records 8. Certified Actual Duties and responsibilities relevant to the course/ program
- Performance Ratings for the last two (2) rating periods , January—June and July to December (Certified true copy)
- 10. Certificate of No pending nomination in local and/for Foreign Sch

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



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



Your direct line to quality government service

Text 0908 881-6565

> Call 1-6565*

Log-on to

www.contactcenterngbayan.gov.ph



Exact fees to be

Citizen's Charter

requirements

stated in the

paid or

www.facebook.com/contactcenterngbayan

What to expect from government frontline offices:

No fixing or collusion with

Courteous

DILG

frontline

service

Continuous service even during lunch break

Presence of

special lane

disabilities

for the elderly,

pregnant women

Public Assistance Citizen's and Complaints Desk managed by competent staff

Issuance

Receipt

of Official

Charter posted within agency premises

Responsiveness

Other to clients mechanisms for the provision of efficient

and persons with 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.

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

(Section 7 on the Accountability of the Heads of Agencies)



- 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

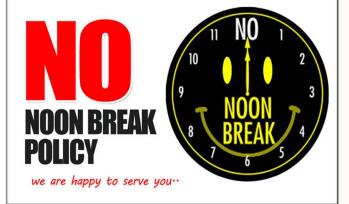
№ 0926-6994703 **(02) 927-4102**

(02) 927-2404

Civil Service Commission

№ 0917-8398272 **(02)** 932-0111

Fix the Fixers!





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
- feedback Send your 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