



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

CITIZEN'S CHARTER

2019 (2nd Edition)



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I. Mandate

To promote peace and order, ensure public safety and further strengthen local government capability aimed towards the effective delivery of basic services to the citizenry.

II. 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.

III. 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.



IV. Service Pledge

We in the DILG, 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 through professionalized corps of civil servants to promote excellence in local governance specifically in the areas of PBEST:

Pace and Order

Business-Friendliness and Competitiveness

Environment-Protection and Climate Change Adaptation

Socially Protective and Safe Communities

Transparency and Accountability

We commit to attend to clients who are within the premises of the office prior to the end of official working hours and during lunch break

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



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EXTERNAL SERVICES (Central Office)



1. Comments on Appealed Administrative Cases to CSC

Description of Service:

Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Highly Technical Transaction	Total Processing Time	Not covered by EODB prescribed processing time
Type of Transaction		Fees to be paid	None
Who may avail	Civil Service Commission		
Documentary requirements		Where to secure	
Order issued by CSC officially transmitting a copy of the Appeal filed by Appellant thereto		Civil Service Commission	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time	
1. Appellant furnishes DILG a copy of the appeal filed with CSC within fifteen (15) days from receipt by Appellant of the Decision/ Resolution/ Order of the Secretary of the Department of the Interior and Local Government	1.1, Assign the CSC-appealed case preferably to the Action Officer (AO) who reviewed the case and drafted the Decision/Resolution/Order on appeal to CSC	Division Chief	Not covered by EODB prescribed processing time; Governing Rules: The exercise of Appellate jurisdiction Under RA6975 and NAPOLCOM Memorandum Circular No. 2016-002; BFP/ BJMP rules on administrative cases; EONo.292 or Administrative Code of 1987; CSC 2017 RACCS	
	1.2, Draft Comment to CSC appealed case	Division Chief, Division Assistant Chief, Attorney II, Attorney III, Legal Assistant		
2. CSC issues Order directing SILG to file his Comment on the appeal and to transmit the entire case records to CSC for the disposition of the appeal	2.1, Approve draft Comment to CSC appealed case	Division Chief		
	2.2, Recommend and sign the draft Comment for release to SILG	Director, LLLS		
	2.3, Approve and sign the recommended Comment to CSC appealed case	SILG		
	2.4, Transmit Comment and complete case records to CSC	Director, LLLS		
END OF TRANSACTION				



2. Confirmation of Dismissal Orders

Description of Service:

Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Highly Technical Transaction	Total Processing Time	Not covered by EODB prescribed processing time
Type of Transaction		Fees to be paid	None
Who may avail	PNP, BJMP and BFP		
Documentary requirements		Where to secure	
Letter from the Head Office/ Disciplining Authority requesting confirmation of Decision dismissing the uniformed/non-uniformed personnel.		Head Office/ Disciplining Authority	
Certified copy of the abovementioned Decision.		Head Office/ Disciplining Authority	
Proof of Service of said Decision to concerned respondent		Head Office/ Disciplining Authority	
Certification that respondent did not file an appeal or motion for reconsideration of said Decision		Head Office/ Disciplining Authority	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Transmit all documentary requirements to DILG through its Records Section	1.1, Assign the request for confirmation to the Action Officer	Division Chief	Not covered by EODB prescribed processing time; Governing Rules: The exercise of Appellate jurisdiction Under RA6975 and NAPOLCOM Memorandum Circular No. 2016-002; BFP/ BJMP rules on administrative cases; EONo.292 or Administrative Code of 1987; CSC 2017 RACCS
	1.2, Draft Confirmation Order	Legal Assistant Administrative Staff	
	1.3, Approve the draft Confirmation Order	Director, LLLS	
	1.4, Recommend approval of the draft Confirmation Order	Director, LLLS	
	1.5, Approve and sign the recommended Confirmation Order	SILG	
	1.6, Issue the signed Confirmation Order	AD Releasing Staff Records Section (RS)	
END OF TRANSACTION			



3.a, Disposal of Plants Properties, Equipment Thru Donation (Transfer Without Cost)

Description of Service: To ensure the proper disposal of properties thru donation (transfer without cost), pursuant NBC No. 425

Office	Property Accounts Section , General Services Division, Administrative Service		
Classification	Complex Transaction	Total Processing Time	11 Days
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Government Offices (Such as NGAs, Public schools, LGUs and Barangays)		
Documentary requirements		Where to secure	
SILG/Authorized Representative Signed/Approved Deed of Donation		DAC Secretariat	
SILG/Authorized Representative Property Transfer Report		DAC Secretariat	
DAC Committee and SILG/Authorized Representative Signed/Approved DAC Resolution		DAC Secretariat	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Letter requesting for properties for donation/transfer	1.1, Receive, record and route Request letter to the Office of the Provincial/Regional Director	Property Officer	1 Day
	1.2, Approves request	Director, AS	1 Day
	1.3, Check availability of properties and prepare the list	Property Officer	1 Day
	1.4, Prepare Disposal and Appraisal Committee (DAC) Resolution	DAC Secretariat	2 Days
	1.5, Reviews and approves DAC Resolution for Donation/Transfer of Properties	DAC Committee/ SILG/Authorized Representative	1 Day
	1.6, Prepare, review and finalize the Deed of Donation or Property Transfer Report	DAC Secretariat/ Legal Officer	1 Day
	1.7, Approves the Deed of Donation/Property Transfer Report	SILG/ Authorized Representative	1 Day



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.8, Prepare and send letter to requesting office informing the approved donation/transfer	DAC Secretariat	1 Day
2. Receipt of the donated/transferred properties	2.1, Release the requested properties	DAC Secretariat Beneficiary/Recipient	1 Day
	2.2, Prepare and submit deed of donation to Accounting Section for dropping of the donated properties from the books of account	Property Officer Accounting Section	1 Day
END OF TRANSACTION			



3.b, Disposal of Plants Properties, Equipment Thru Public Bidding

Description of Service: To ensure the proper disposal of unserviceable properties thru public bidding, pursuant to Government Accounting Manual

Office	Property Accounts Section , General Services Division, Administrative Service		
Classification	Complex Transaction	Total Processing Time	12 Days and 10 Minutes
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	Private Bidders		
Documentary requirements		Where to secure	
Bidding Documents (Terms and Condition of Sales; Official Bid Form)		DAC Secretariat	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Secure Bid Form and coordinate for the conduct of inspection of disposable properties for public bidding	1.1, With head of office's approved Disposal and Appraisal Committee (DAC) Resolution, advertise the unserviceable properties for disposal thru public bidding	DAC Secretariat	1 Day
	1.2, Issue Bid Forms to bidders with specific calendar of activities for the conduct of public bidding	DAC Secretariat	1 Day
	1.3, Facilitate the conduct of inspection of the disposable properties for public bidding	DAC Secretariat Bidder	1 Day
2. Submit Sealed Bids (together with required documents as stated in the bid form)	2.1, Conduct of Opening of Bids	DAC Committee DAC Secretariat DAC TWG COA Representative Bidders	1 Day
	2.2, Determine the highest calculated and responsive bid and declare the winning bidder/s	DAC Committee	1 Day
	2.3, Prepare DAC Resolution declaring the winning bidder/s for approval and signature of the head of office	DAC Secretariat	1 Day
3. Receive the approved Contract of Sale for their signatures and notary of the document	3.1, Prepare Contract of Sale review of Legal Unit and approval of the SILG/Authorized Representative	DAC Secretariat LLLS SILG/Authorized Representative	3 Days



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	3.2, Prepare and send letter to the winning bidder/s	DAC Secretariat	1 Day
	3.3, Furnish the winning bidder of the approved contract	DAC Secretariat	10 Minutes
4. Submit the notarized Dead of Sale and pay the contract price to the Regional cashier	4.1, Assist the winning bidder/s to secure the Order of Payment from the Accounting Section and the payment to the Cash Section	DAC Secretariat Accounting Division Cash Section	1 Day
5. Receive the properties for disposal thru public bidding	5.1, Release the properties for disposal thru public bidding	DAC Secretariat Accounting Section COA Representative	
	5.2, Submit to the Accounting Section the copy of the Release paper, together with the Contract of Sale and DAC Resolutions, for the dropping of the sold properties from the books of account	DAC Secretariat Property Office Accounting Section	1 Day
END OF TRANSACTION			



4. Emergency Calls Management

Description of Service: This service particularly deals with request for emergency response.

Office	National Call Center		
Classification	Simple Transaction	Total Processing Time	20 Minutes
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	General Public		
Documentary requirements		Where to secure	
Emergency Call to 911 Hotline			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Call 911	1.1, Receive/ Validate / Record incoming calls	Emergency TeleCommunicator	2 Minutes
	1.2, Relay/ handle / manage legitimate calls	Emergency TeleCommunicator	2 -3 Minutes
	1.3, Monitor the progress or response time	Emergency TeleCommunicator	10 Minutes
	1.4, Prepare narrative report and close case	Emergency TeleCommunicator	5 Minutes



5. Establishment of Local Call Center

Description of Service: This service particularly deals with request, queries and/ or referrals on matters related to the establishment of Local Call Centers.

Office	Emergency 911 National Office		
Classification	Highly Technical Transaction	Total Processing Time	22 Days
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Local Government Units		
Documentary requirements		Where to secure	
1. Letter of Intent (Original) for the Establishment of Local Call Center (LCC)			
2. Proposed Legal, Administrative, Operational, and technical documents and system architecture			
3. Letter of Request for Training and Certification Course			
4. Notice of Activation of LCC			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit pertinent documents to E911NO.	1.1, Receive/ Record/ Evaluate the Letter of Intent for the Establishment or Confirmation to the Establishment of Local Call Center (LCC) address to the Chairperson of the Emergency 911 Commission through the Executive Director of Emergency 911 National Office with the appropriate Sangguniang Resolution passed for that purpose.	Administrative Personnel	1 Day
	1.2, Receive/ Record/ Evaluate the Proposed Organizational Structure <ul style="list-style-type: none"> • Legal Documents • Administrative Documents • Operational Documents • Technical Documents • System Architecture 	Administrative Personnel	10 Days



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.3, Receive/ Record/ Evaluate the Letter of Request for Training and Certification Course addressed to the Chairperson of the Emergency 911 Commission through the Executive Director of Emergency 911 National Office. <ul style="list-style-type: none"> • Basic Call Handling Training • Emergency Telecommunicator's Certification Course 	Administrative Personnel	5 Days
	1.4, Receive/ Record/ Evaluate the Notice of Activation or GO-LIVE of the Emergency 911 System addressed to the Chairperson of the Emergency 911 Commission through the Executive Director of Emergency 911 National Office.	Administrative Personnel	5 Days
END OF TRANSACTION			

References:

Paragraph a, Section 2 of the Executive Order No. 56 series of 2018.
Section 4 of the Implementing Rules & Regulations of the Executive Order No. 56 series of 2018.



6. Facilitation of Personnel Movement

Description of Service: This service aims to prepare the issuance of appropriate Department Order to implement the Detail Service of PNP personnel upon the endorsement of PNP Chief

Office	Personnel Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	22 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	PNP		
Documentary requirements		Where to secure	
Letter from PNP Chief endorsing the request of the requesting agency for the Detail Service of PNP personnel			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit endorsement	1.1, Receive endorsement letter	PD Receiving Clerk	2 Minutes
	1.2, Check completeness of supporting documents	Administrative Officer II	5 Minutes
	1.3, If found in order, prepare the Department Order and transmit to SILG for approval. If lacking supporting document/s, contact PNP Directorate for Personnel and Records Management (DPRM) and request for supporting document before preparation of D.O. for SILG approval.	Administrative Officer II	20 Minutes
	1.4, Send approved copy of D.O. to Records Section for releasing.	Administrative Aide III	5 Minutes
END OF TRANSACTION			



7. Implementation of Decisions/Orders/Resolutions of the Ombudsman involving barangay officials, Sandiganbayan, COMELEC, etc

Description of Service:

Office	Legal and Legislative Liaison Service		
Classification	Highly Technical Transaction	Total Processing Time	Not covered by EODB prescribed processing time
Type of Transaction		Fees to be paid	None
Who may avail	DILG Official/Employees/Field Personnel, LGU Officials, General Public		
Documentary requirements		Where to secure	
Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS		Requests shall originate from requesting party/office	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.1, Receive/Update DMS; Indorses the document to the Chief, LRALLD	Receiving Officer	30 Minutes
	1.2, Accept Document thru DMS; Assigns documents to Action Officer	Division Chief, LRALLD	1 Day
	1.3, Accept document thru DMS; Action Officer evaluates document/s and prepares initial draft of action;	Lawyer/ Action Officer	10 Days minimum, depending on the complexity of request
	1.4.a, AO submits initial draft of action to Assistant Chief; Update DMS	Lawyer/ Action Officer	15 Minutes
	1.4.b, Receive physical document for routing		15 Minutes
	1.5, Accept document thru DMS and review draft of action; approves initial draft/directs its finalization. Otherwise, return the same to the concerned AO for its revision/correction; Update DMS	Assistant Division Chief	1 Day minimum, depending on the complexity of request



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1.a, OSEC/ USECs/ ASECs/ Directors/ PMOs • Transmit the Memorandum/Letter to LLLS at its Receiving Window • LLLS Central Receiving Staff receives and stamps on the original document and the receiving copy 1.b, For all others, including the general public • Go to the Records Section, DILG and submit the request • Records Section receives and stamps on the original document and receiving copy	1.6, Accept thru DMS; finalizes draft action, countersigns and forward the same to AC; incorporate revision/correction; Update DMS	Division Chief	30 Minutes minimum, depending on the complexity of the correction/ revision
	1.7, Accept thru DMS; sign/approve action, if amenable; forward the document to D, LLLS. Otherwise, return the same to the concerned AO for its revision/ correction; Update DMS	Division Chief	30 Minutes minimum, depending on the complexity of the correction/ revision
	1.8, Photocopy approved/signed document and release it to the Office of the Director, LLLS		30 Minutes
END OF TRANSACTION			



8. Implementation of Ombudsman Decisions (MOLEO Cases)

Description of Service:

Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Highly Technical Transaction	Total Processing Time	Not covered by EODB prescribed processing time
Type of Transaction		Fees to be paid	None
Who may avail	Office of the Ombudsman (Dep.Omb.for the Military and Other Law Enforcement Offices or MOLEO)		
Documentary requirements		Where to secure	
Indorsement from Ombudsman of a certified copy of its Decision directing SILG to implement said Decision		Office of the Ombudsman	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Indorsement of Ombudsman Decision are officially mailed or hand carried to DILG, to the attention of SILG for the latter's implementation	1.1, Assign the indorsed Ombudsman Decision to the Action Officer	Division Chief	Not covered by EODB prescribed processing time; Governing Rules: The exercise of Appellate jurisdiction Under RA6975 and NAPOLCOM Memorandum Circular No. 2016-002; BFP/ BJMP rules on administrative cases; EONo.292 or Administrative Code of 1987; CSC 2017 RACCS
	1.2, Draft Order of Implementation by way of 2ndIndorsement to either the PNP, BJMP, and BFP	Division Chief, Division Assistant Chief, Attorney II, Attorney III, Legal Assistant	
	1.3, Approve draft Order of Implementation	Division Chief	
	1.4, Recommend approval of draft Order of Implementation	Director, LLLS	
	1.5, Approve and sign the recommended Order of Implementation	SILG	
	1.6, Release the signed Order of Implementation to Records Section, DILG	AD Releasing Staff Record Section	
END OF TRANSACTION			



9. Issuance of Appointment for Permanent Vacancy in the Sanggunian (Panlalawigan, Panlungsod Of Hucs And Iccs)

Description of Service:

Office	Bureau of Local Government Supervision (BLGS)		
Classification		Total Processing Time	3 Days and 25 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	LCEs, Nominees, highest Official or Chairperson of Political Party Concerned		
Documentary requirements		Where to secure	
1. Nomination signed by the highest of the political party concerned			
2. Certificate of Party Membership of the nominee signed by the highest official of the political party			
3. Personal Data Sheet (CSC Form 212)		CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html	
4. Certificate of Party Membership of the one who caused the vacancy as certified by the highest official of the said political party			
5. Certification from the Local Election Registrar as to Party Affiliation of the person who caused the last vacancy			
6. Certificate from the DILG Regional Office on the authenticity of the supporting documents			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client sends letter of request for issuance of appointment for permanent vacancy	1.1, Receive and record request and forward the same to action officer	Admin Staff	5 Minutes
	1.2, Evaluate documents and prepare endorsement	Action Officer	1 Day
	1.3, Recommend approval of the endorsement	BLGS Director	10 Minutes
	1.4, Signed the endorsement	USLG/Secretary	2 Days
	1.5, Release endorse to Central Records	Admin Staff	10 Minutes
END OF TRANSACTION			



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

Description of Service:

Office	Bureau of Local Government Supervision		
Classification	Complex Transaction	Total Processing Time	6 Days, 1 Hour and 30 Minutes
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	<ul style="list-style-type: none"> Local Government Employees Local Government Elective Officials 		
Documentary requirements		Where to secure	
1. Accomplished Citizen's Charter Request Form			
For Study and Non-Study Trip			
2. Endorsement from: <ul style="list-style-type: none"> a) the Local Chief Executive (if applicant is a Component and Municipal Mayor, Vice Governor, Vice Mayor, Punong Barangay and LG Employees) b) the Presiding Officer (if applicant is a Sangguniang Panlalawigan Member, Sangguniang Panlungsod and Sangguniang Bayan and Sangguniang employees) c) the Punong Barangay (Sangguniang Barangay Member and Barangay Employees including Sangguniang Kabataan) 			
3. Invitation Letter from the host country or sponsoring agency			
4. Acceptance Letter from CHED, TESDA, LGA, organizer or donor, as applicable (for study trip only)			
5. Affidavit of no pending case			
6. Clearance from money and property accountabilities			
7. Indorsement from LCE			



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Documentary requirements	Where to secure
For Personal Trip of	
Governors, Mayors of Highly Urbanized Cities and Independent Component Cities	
2. Duly accomplished Application Form for Leave of Absence	
3. Affidavit of no pending administrative case or criminal case that has been filed or pending against the applicant	
4. Clearance from Money and Property Accountabilities	
5. Medical certificate for medical reasons	
Other Elected Officials and LGU Department Heads when the trip exceeds three (3) calendar months	
2. Approved Leave of Absence	
3. Affidavit of no pending administrative case or criminal case that has been filed or pending against the applicant	
4. Clearance from Money and Property Accountabilities	
5. Medical certificate for medical reasons	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client accomplishes and submits Citizens Charter Request Form and documentary requirements to City /Municipal Local Government Operations Officer or Provincial Focal Person	1,1, C/MLGOO or PFP reviews the completeness of the documents	C/MLGOO/ Provincial Focal Person	1 Hour
2. Client uploads the documents to the portal- FTA online system at fta.dilg.gov.ph	2.1, CO reviews and evaluates application documents, if found complete, prepares the certificate	Central Office Action Officer	1 Day
	2.2, Recommends application for SILG signature for approval	Director	1 Day
	2.3, Signs the certificate	SILG	4 Days



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.4, 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 Minutes
3. Client receives the authority and accomplishes the Customer Satisfaction Feedback Form			
END OF TRANSACTION			



11. Issuance of Certificate of No Pending Appeal (ConNPA)

Description of Service:

Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Highly Technical Transaction	Total Processing Time	Not covered by EODB prescribed processing time
Type of Transaction		Fees to be paid	None
Who may avail	PNP, BFP and BJMP		
Documentary requirements		Where to secure	
Letter requesting for the issuance of Certificate of No Pending Action (CoNPA)		Respective office or agency	
If the requesting party is the PNP, BFP or BJMP, the request must be signed by the Head of Office		Respective office or agency	
If the requesting party is the respondent-appellant in the concerned administrative case, attach competent proof of identification		Respective office or agency	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Transmit all documentary requirements to DILG through its Records Section (RS, GSD, AS)	1.1, Assign the request for CoNPA to the Action Officer	Division Chief	Not covered by EODB prescribed processing time; Governing Rules: The exercise of Appellate jurisdiction Under RA6975 and NAPOLCOM Memorandum Circular No. 2016-002; BFP/ BJMP rules on administrative cases; EONo.292 or Administrative Code of 1987; CSC 2017 RACCS
	1.2, Verify the request and determine the propriety of the request;		
	1.2.a, With pending appeal to DILG –no CoNPA to be issued	Legal Assistant	
	1.2.b, With appeal to DILG–CoNPA may be issued	Administrative Staff	
	1.3, If entitled to CoNPA, approve draft CoNPA	Division Chief	
	1.4, Approve and sign CoNPA and its release	Director, LLLS	
	1.5, Release CoNPA	AD Releasing Staff Record Section	
END OF TRANSACTION			



12. Issuance of Certification (Elected Barangay Officials)

Description of Service: Certification is being issued to incumbent barangay officials who may want to avail benefits under Section 393 of the LG Code and for Service Record of the former barangay officials. Other clientele of the Department like Ombudsman, other NGAs and public are also requesting for the said document for verification and for other purposes.

Office	National Barangay Operations Office		
Classification	Simple Transaction	Total Processing Time	1 Hour and 45 Minutes
Type of Transaction	Government to Citizen, Government to Government	Fees to be paid	None
Who may avail	Walk-in Clients (Ombudsman, barangay officials, general public)		
Documentary requirements		Where to secure	
Barangay Data Request Form and Unified Customer Satisfaction Survey Form or Letter of Request, ID, Oath of Office		National Barangay Operations Office	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Fill-out the Barangay Data request Form and submit together with other required documents	1.1, Evaluate. receive, and record the request	NBOO Record's Officer	5 Minutes
	1.2, Coordinate with the Action Officer if the name of the barangay official being requested is in the NBOO's Masterlist	NBOO Record's Officer	
	1.3, Check and validate if record is available	LGOO III/Action Officer	10 Minutes
	1.3.a, If data is not available: • Inform the walk-in client and note it in the Request Form	LGOO III/Action Officer	10 Minutes
	1.4, Refer the request together with the accomplished request form to the Action Officer	NBOO Record's Officer	2 Minutes
	1.5, Prepare Certification and submit to the Section Chief	LGOO III/Action Officer	10 Minutes
	1.6, Review and recommend for the approval of the Asst. Division Chief	LGOO V/Section Chief	10 Minutes
	1.7, Review and recommend for the approval of the Director/Authorized signatory	LGOO VI/Asst. DC LGOO VII/Division Chief	10 Minutes
	1.8, Forward the pre-approved Certification to the Office of the Director	Division's Record Officer	5 Minutes
1.9, Receive the pre-approved Certification, for approval of the Director/authorized signatory	NBOO Record's Officer	2 Minutes	



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.10, Approve/ Sign the Certification	Director/ /Other authorized signatory	30 Minutes
	1.11, Forward the signed Certification to the Action Officer	NBOO Record's Officer	3 Minutes
	1.12, Release the signed Certification to the client	LGOO III/Action Officer	3 Minutes
2. Fill-out the Unified Customer Satisfaction Survey Form	2.1, Administer the Unified Client Satisfaction Survey	LGOO III/Action Officer	5 Minutes
END OF TRANSACTION			



13. Issuance of Department Authorization to Utilize Confidential Funds of LGUS

Description of Service:

Office	Bureau of Local Government Supervision		
Classification	Complex Transaction	Total Processing Time	7 Days
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Local Government Units (Province, City, Municipality)		
Documentary requirements		Where to secure	
1. Duly approved Three-Year Peace and Order and Public Safety Plan		LGU	
2. Local Peace and Order Council Resolution duly approved by two-thirds (2/3) of the total membership approving the POPSPlan and the release of the CF		Local Peace and Order Council	
3. Certification from the concerned PNP Chief of the locality relative to the peace and order situation highlighting in concrete details the circumstances which require the urgency in allocating CF		Local PNP	
4. Annual and Supplemental Appropriations Ordinance indicating the appropriations for CF		LGU	
5. Certification from the Local Budget Officer as to the availability of appropriations		Local Budget Office	
6. Statement of itemized POP duly certified by the Local Budget Officer		Local Budget Office	
7. Certification of Full Disclosure Policy Compliance posting requirement in at least three (3) conspicuous places		DILG Regional Office	
8. Physical and Financial Plan, for both the original allocation for CF and the subject request, indicating the proposed amount allocated for each program, activity and project		LGU	
9. Quarterly Accomplishment Report on the use of CF (for the last 2 quarters)		LGU	



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. The LGU may file the request for a Department Authorization together with all the supporting documents to the DILG Field Offices.	1.1, Upon review of the documents and field verification of the request, the DILG Regional Office shall forward the request to the BLGS for further evaluation.	Regional Focal Person	
	1.2, The Action Officer, BLGS shall evaluate and submit a recommendation to the Office of the Director thru the Division Chief, PCMD	Focal Person	1 Day
	1.3, The Division Chief shall review the action, and/or give comment or recommendation, and forward the same to the Office of the Director, BLGS	Division Chief, PCMD	1 Day
	1.4, The Director, BLGS shall recommend and forward the action to the Office of the Undersecretary for recommending approval or denial of he request	Director, BLGS	1 Day
	1.5, The Undersecretary for Local Government shall recommend the approval or denial action of BLGS to the Office of the Secretary	Undersecretary for Local Government	1 Day
	1.6, The Secretary shall approve the request or signed the denial action	Secretary, DILG	3 Days
	1.7, The BLGS shall release the approve or signed letter thru the Central Records of DILG	Central Records	
END OF TRANSACTION			



14. Issuance of Memorandum Circular to Participate in Activities by Local Government Leagues or Leagues Federations of Local Elective Officials

Description of Service:

Office	Bureau of Local Government Supervision (BLGS)		
Classification	Complex Transaction	Total Processing Time	3 Days, 3 Hours and 35 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Local Government Leagues or Leagues Federation of Local Elective Officials		
Documentary requirements		Where to secure	
1. Letter request			
2. Activity Design			
3. Justification of charging the participation fee, if any			
4. After-Activity Report of previously conducted activity, if applicable			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client sends letter of request for issuance of authority to participate in activities conducted by the league.	1.1, Receives, records and scans documents and assigns to action officer	Receiving Staff	10 Minutes
	1.2, Assesses completeness and legal bases of the submitted documents pertinent to the request.	LGRD Action Officer	1 Hour
	1.3, Drafts the corresponding Department issuance.	LGRD Action Officer	1 Hour
	1.4, Recommends approval of the draft Department issuance.	BLGS Director	1 Hour
	1.5, Endorses the draft Department issuance, for the SILG's approval.	USLG	1 Day
	1.6, Signs the Department issuance.	SILG	2 Days
	1.7, Release the signed Department issuance back to the BLGS.	OSec Admin Staff	10 Minutes
	1.8, Release the signed Department issuance to the Central Records Section.	LGRD Admin Staff	10 Minutes



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Client receives a copy of the Department issuance.	2.1, Furnishes the client, through e-mail, with the copy of the released Department issuance.	LGRD Action Officer	5 Minutes
END OF TRANSACTION			



15. Issuance of Memorandum Circulars

Description of Service: Preparation and issuances of policies in a form of Memoranda and Memorandum Circulars on the different programs and projects of the Bureau

Office	Bureau of Local Government Development		
Classification	Complex Transaction	Total Processing Time	8 Days, 4 Hours and 50 Minutes
Type of Transaction	Government to Citizen, Government to Businesses, Government to Government	Fees to be paid	None
Who may avail	Local Government Units (LGUs), National Government Agencies, DILG top management, DILG Regional and Provincial Offices, Private Sector/NGOs		
Documentary requirements		Where to secure	
Request letter and Draft Memorandum Circular (MC)		From the requesting party/ Agency	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit letter along with the draft MC requesting for assistance to facilitate the issuance of the said policy	1.1, Receive and record the request letter from the client	ADAS II	10 Minutes
	1.2, Review document and provide instructions	Director / Asst. Director	30 Minutes
	1.3, Route document to the concerned division	ADAS II	5 Minutes
	1.4, Receive, record and endorse to the Division Chief	PO/ LGOO II	10 Minutes
	1.5, Provide further instructions and endorse to the concerned Action Officer/Focal Person	Division Chief/ Asst. Division Chief	30 Minutes
	1.6.a, Acknowledge receipt of the request (either thru email or letter).	LGOO I – V	2 Days
	1.6.b, Research, consult, provide comments/inputs on the draft MC.		
	1.6.c, Re-draft MC and prepare letter/memorandum to Legal Service or FMS and other concerned offices to solicit comments and inputs, and memorandum to ISTMS (for posting on the website)		
	1.7, Review the draft MC and letters/memoranda and provide inputs/comment/s, (if any) and endorse to the Director/Assistant Director for approval	Division Chief/ Asst. Division Chief	1 Hour
1.8, Review the draft MC and attached letters/memoranda to concerned offices and provide further instructions/comments, if any	Director / Asst. Director	1 Hour	



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.9, Route the documents to the concerned division	ADAS II	5 Minutes
	1.10.a, Receive, record and forward the signed documents to concerned offices (Legal Service and ISTMS) <i>*FMS and other offices if necessary</i>	PO/ LGOO II	10 Minutes
	1.10.b, Awaiting comments from concerned offices including legal opinion from Legal Service and posting of the draft MC on the DILG website by ISTMS		5 Days
	1.11, Receive, record the receipt of comments from the other offices and forward to the Director/Assistant Director for further instructions	ADAS II Office of the Director	5 Minutes
	1.12, Review the comments and provide further instruction to the concerned Division	Director/ Asst. Director	30 Minutes
	1.13, Review the comments from other offices and provide instructions to the concerned Action Officer	Division Chief/ Asst. Division	30 Minutes
	1.14, Consolidate all inputs and comments, including those from LLLS and ISTMS (other offices, if any), and finalize the MC along with the cover memo to DILG top management	LGOO I – V	5 Hours
	1.15, Review and endorse finalized MC and cover memo for approval of the Director/Assistant Director	Division Chief/Asst. Division	1 Hour
	1.16, Receive, record and forward to Director/Assistant Director for review and approval	ADAS II (Office of the Director)	5 Minutes
	1.17, Review and endorse the final MC along with the cover memo to the DILG top management for approval	Director/ Asst. Director	1 Hour
	1.18, Endorse the final MC to the concerned Division	ADAS II	5 Minutes
	1.19.a, Endorse the final MC along with the cover memo to the DILG top management for approval/disapproval	PO/ LGOO II	10 Minutes
	1.20, Receive, record the approved/disapproved MC for further instructions	ADAS II	5 Minutes
	1.21, Provide further instructions on the approved/ disapproved MC	Director/ Asst. Director	20 Minutes
	1.22, Receive, record and forward the reviewed document to the concerned division	ADAS II	5 Minutes
	1.23, Take further action, if needed, and forward the final document to Central Records Section for its official release (Awaiting for the dissemination of the approved MC from Central Records Section)	PO/ LGOO II	10 Minutes
2. Receive the official copy of approved/disapproved MC	2.1, Inform/provide the client a copy of the approved/ disapproved MC <i>*approved MC means with DILG number and date of issuance</i>	LGOO I – V	5 Minutes
END OF TRANSACTION			



16. Processing and Payment of Claims

Description of Service: To facilitate the processing and payment of various claims thru LDDAP-ADA or issuance of check in accordance with accounting rules and regulations.

Office	Financial and Management Service		
Classification	Complex Transaction	Total Processing Time	7 Days
Type of Transaction	Government to Citizen, Government to Businesses, Government to Government	Fees to be paid	None
Who may avail	DILG LG Officials and Employees, Financial Institutions (e.g., GSIS, HDMF, EMPC, PHIC, PALIC, AMSLAI, etc.), National Government Agencies (NGAs)/Local Government Units (LGUs), State Universities and Colleges (SUCs)/Civil Society Organizations (CSOs), Suppliers/Dealers, Other Claimants		
Documentary requirements		Where to secure	
Obligation Request and Status (ORS)- 1 Original and 3 Photocopy, if applicable		Template downloadable at the COA website/ Government Accounting Manual Vol.2	
Disbursement Voucher (DV) -1 Original and 1 Photocopy		Template downloadable at the COA website/ Government Accounting Manual Vol.2	
Salary Claims of Regular Personnel (First Salary)			
Certified True Copy of Duly Approved Appointment		Personnel Division, Administrative Service	
Certified True Copy of Assumption of Duty		Personnel Division, Administrative Service	
Certified True Copy Oath of Office Statement of Assets, Liabilities and Net Worth		Personnel Division, Administrative Service	
Original and Approved Daily Time Record (DTR)		Personnel Division, Administrative Service	
Photocopy of BIR Withholding Certificates		Concerned employee	
Salary Claims of Regular Personnel (if Deleted from Payroll)			
Original and Approved Daily Time Record (DTR)		Personnel Division, Administrative Service	
Salary Claims of COS/JOs			
Original Certificate of Services rendered (signed by immediate supervisor) if exempted to the usage of biometrics		Bureau/Service/Office concerned	
Original Accomplishment Report, noted by immediate supervisor/IPCR for the period claimed signed by the immediate supervisor and Head of Office		Bureau/Service/Office concerned	



Documentary requirements	Where to secure
Copy of Approved Contract received by COA	Personnel Division, AS
Original and Approved DTR which can be secured *In case of handwritten entries, shall be supported with Raw Swipe from the Personnel Division, AS or Logbook Entries duly certified by the Civil Security Unit, AS.	Personnel Division, AS
In case of official travels/businesses within the period, copies of DO/PTL noted by the CSU/TO and CA	Records Section AS- Department Order , PTL- concerned personnel
Photocopy of BIR Certifications (BIR Forms 1901/0605, Certificate of Registration)	concerned personnel
Department Order for Exemption on Using the Biometrics Machine (if applicable)	Records Section, AS
Salaries Under Payroll	
Daily Time Record (DTR)	Personnel Division, AS
Certified True Copy of the Payroll	Accounting Division, Financial and Management Service
Official Receipt, if salary has been reported & receipted	Accounting Division, Financial and Management Service
Terminal Leave Benefits	
Approved Terminal Leave Application	Personnel Division, AS / concerned personnel
Central/ Regional Clearance	Personnel Division, AS / concerned personnel
Service Record	Personnel Division, AS / concerned personnel
Statements of Assets, Liabilities and Networth	Personnel Division, AS / concerned personnel
Latest Appointment	Personnel Division, AS / concerned personnel
Computation of Terminal Leave Benefits duly signed/certified by accountant	Personnel Division, AS / concerned personnel
NOSA/NOSI	Personnel Division, AS / concerned personnel
RO/ CO Certification of forced leave deduction	Personnel Division, AS / concerned personnel
Certification of leave credits audited by COA	Personnel Division, AS / concerned personnel
Employee's Leave Card	Personnel Division, AS / concerned personnel
Affidavit to deduct all financial obligations	Personnel Division, AS / concerned personnel



Documentary requirements	Where to secure
Certification of no pending Administrative Case	Personnel Division, AS
in case of resignation, Employee's Resignation Letter duly accepted by the agency head	Personnel Division, AS
In case of death of claimant:	
Death Certificate	Philippine Statistics Authority
Marriage contract	Philippine Statistics Authority
Birth Certificate of all Surviving Heirs	Philippine Statistics Authority
Waiver of Rights of Children 18 years old and below	Philippine Statistics Authority
Cash Advances for Travelling Expenses	
Photocopy of Department Order /Travel Order	Records Section, GSD, AS
Original copy of Itinerary of Travel signed by immediate supervisor	Bureau/Service/Office concerned
Invitation, for Foreign Travels	External Parties (Sponsoring country/agency)
Reimbursement/ Liquidation of Travelling Expenses for Local Travels	
Photocopy of Department Order or Original copy of Travel Order/Travel Authority signed by supervisor	Records Section, GSD, AS
Photocopy of Cash Advance and Liquidation Report (if made)	Accounting Division
Original copy of the actual Itinerary of Travel signed by the immediate supervisor	Bureau/Service/Office concerned
Copy of the invitation Letter (from sponsoring country/agency, if applicable)	Bureau/Service/Office concerned
Original copy of the Certificate of Travel Completed noted by the immediate supervisor	Bureau/Service/Office concerned
Certificate of Appearance (original), except for Undersecretaries and the Secretary	Bureau/Service/Office concerned
Original Tickets (E-Tickets and Boarding Pass (Airlines)/ Terminal Fee Tickets/ Bus Tickets)	External Parties (Airline/Bus Company)
Certification of Expenses not Requiring Receipts (COA Circular No. 2017-001 dtd June 19, 2017)	Template downloadable at COA website
Reimbursement/ Liquidation of Travelling Expenses for Foreign Travels	
Photocopy of Department Order or Original Travel Order/Travel Authority signed by supervisor	Records Section, GSD, AS



Documentary requirements	Where to secure
Photocopy of Cash Advance and Liquidation Report (if made) -Original and actual Itinerary of Travel signed by the Immediate Supervisor	Bureau/Service/Office concerned External Parties (Sponsoring country/agency)
Copy of the invitation Letter (if applicable)	Bureau/Service/Office concerned
Original Certificate of Travel Completed	Bureau/Service/Office concerned
Original Tickets (E-Tickets and Boarding Pass (Airlines)/ Terminal Fee Tickets)	External Parties (Airline/Bus Company)
Certification of Expenses not Requiring Receipts (COA Circular No. 2017-001 dtd June 19, 2017)	Template downloadable at COA website
Copy of Post Travel Report duly noted by the supervisors	Bureau/Service/Office concerned
Claims Related to Training Expenses Honoraria	
Copy of Office Order/Invitation Letter duly confirmed by the lecturer, resource person and facilitator	Bureau/Service/Office concerned
Copy of Actual Program of Activities	Bureau/Service/Office concerned
Original Certificate of Services rendered with no. of hours signed by the Head of Office	Bureau/Service/Office concerned
Photocopy of Proof of Basic Monthly Salary (for Gov't Employees)	Bureau/Service/Office concerned
Photocopy of Curriculum Vitae/Personal Data Sheet	Bureau/Service/Office concerned
Original Daily Time Record (for facilitators) noted by the head of the Training Team	Accounting Division, FMS
Photocopy of Justification for rescheduled activity	Concerned Resource Person/Lecturer
Photocopy of Approved Activity Design and PPMP	Bureau/Service/Office concerned
Photocopy of Attendance Sheet for the day the Resource Person rendered his/her service for trainings with more than 50 participants	Bureau/Service/Office concerned
Justification in case more than one resource person is required for the activity signed by the Head of Office	Bureau/Service/Office concerned
Hotel Accommodation/ Seminar Venues	
Photocopy of Project Procurement Management Plan (PPMP)	Bureau/Service/Office concerned
Photocopy of Approved Activity Design	Bureau/Service/Office concerned
Certificate of Availability of Funds (CAF);	Bureau/Service/Office concerned



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Documentary requirements	Where to secure
Copy of BAC Resolution, 3 Quotations	General Services Division, AS
Certified True Copy of the Contract (received by COA; notarized within 5 days from the execution), together with LLLS Comment;	from service provider
Original Statement of Account;	from service provider
Actual Program of Activities	from service provider
Certified Correct Attendance Sheet	from service provider
Certificate of Attendance duly signed by the Head of Office	from service provider
Justification, if rescheduled activity	from service provider
Photocopy of Certificate of Registration from PhilGEPS	General Services Division, AS
Photocopy of Latest Income/Business Tax Return	General Services Division, AS
Photocopy of Business Permit	General Services Division, AS
Gasoline Expenses (Reimbursement; for Training Purposes)	
Original Official Receipts	Office concerned
Original Driver's Trip Ticket	GSD, AS
Original Vehicle Trip Log	GSD, AS
Photocopy of Activity Design (must include provision of gasoline)	GSD, AS
Photocopy of PPMP	Office concerned
Photocopy of Purchase Request	Office concerned
Meals Expenses (Reimbursement; for Training Purposes)	
Minutes of the Meeting/Program of Activities signed by the Head of Office	Bureau/Service/Office concerned
Certified Correct Attendance Sheet	Bureau/Service/Office concerned
Certificate of Attendance duly signed by the Head of Office	Bureau/Service/Office concerned
Photocopy of Activity Design	Bureau/Service/Office concerned



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Documentary requirements	Where to secure
Photocopy of PPMP	Bureau/Service/Office concerned
3 Quotations (unless Fast Food Chains)	Bureau/Service/Office concerned
Official Receipts	Bureau/Service/Office concerned
Registration Fees/Training Fees	
Photocopy of Department Order for Attendees	Records Section, GSD, AS
Official Receipt/s (for reimbursement, if paid by Attendee)	Concerned staff
Original Statement of Account (if applicable)	Concerned staff
Photocopy of Invitation	Bureau/Service/Office concerned
Certificate of Attendance for the Training	Bureau/Service/Office concerned
DILG LG Officials and Employees Claims	
Communication Expenses	
Certification re: Incurred Telephone/Mobile Expenses for the month being claimed signed by the claimant	Concerned office
Statement of Account and Official Receipt	Concerned office
Call Cards and/or Receipts	Concerned office
Representation Expenses	
Summary of Expenses signed by the Claimant	Concerned office
Certification of Expenses signed by the Claimant	Concerned office
Official Receipt/s	Concerned office
Minutes of meeting	Concerned office
Notice of meeting	Concerned office
Guest list/attendance sheet	Concerned office
Miscellaneous Expenses	
Certification of Expenses signed by the Claimant	



Documentary requirements	Where to secure
Gasoline Expenses	
Official Receipt/s duly posted by the Motorpool Sec., GSD, AS	Concerned office
Report of Monthly Consumption	Concerned office
Purchase Request	Concerned office
Travel Order in excess of monthly accommodation	Concerned office
Driver's Trip Ticket	Concerned office
RATA	
Certification of Non-Receipt of RATA signed by claimant	Concerned personnel
Photocopy of DTR	Personnel Division, AS
Clothing Allowance	
Original Certificate of Non-Receipt/Entitlement of Clothing Allowance	Personnel Division, AS
Monetization	
Approved Leave Application	Concerned office
Approved Leave of Request Letter (for Sick Leave Credits)	Concerned office
Overtime Services	
Authority to Render Stating the necessity & urgency of the work	Bureau/Service/Office concerned
Accomplishment Report noted by the Head of Office	Bureau/Service/Office concerned
Approved DTR	Personnel Division, AS
Statement of Overtime Services Rendered	Personnel Division, AS
Mid-year Bonus/ Year-end Bonus and Cash Gift	
For Mid-Year Bonus, shall attach Satisfactory Performance Rating	HRMD
For Individual Claims:	
Certification of Non-receipt of Bonus/Cash Gift signed by the Administrative Service	Administrative Service
For General Claims:	
Payroll certified correct by the Assistant Secretary for Finance and Comptrollership	FMS- Accounting Division



Documentary requirements	Where to secure
Collective Negotiation Agreement (CNA) Incentive	
for Individual Claims:	
Certification of Non-receipt of CNA signed by the HRMD, Administrative Service	FMS-Accounting Division
for General Claims:	
Payroll certified correct by the Assistant Secretary for Finance and Comptrollership	DILG Employees Union
Resolution signed by both parties incorporating the guidelines/criteria for granting CNA Incentive	DILG Employees Union
Copy of the CNA	DILG Employees Union
Performance-Based Bonus (PBB)	
for Individual Claims:	
Certification of Non-receipt of Bonus signed by the HRMD, Administrative Service	Administrative Service
for General Claims:	
Payroll certified correct by the Assistant Secretary for Finance and Comptrollership	FMS-Accounting Division
Certification from the Personnel Div., Administrative Service	Administrative Service
Productivity Enhancement Incentive (PEI)	
Depends on the guidelines released by the DBM	
Cultural/ Sports Allowance	
Cash Advance containing the list of personnel qualified for the allowance	Administrative Service, Personnel Division
Loyalty Cash Award/ Incentive	
Certification from Personnel Division, Administrative Service	Administrative Service, Personnel Division
Supplies, Materials And Equipment	
Original copy of Approved P.O./MOA received by COA	GSD, Administrative Service
Original copy of Purchase Request	GSD, Administrative Service
Original copy of Inspection and Acceptance Report (for 1,000.00 and up)	GSD, Administrative Service
Photocopy of Approved PPMP/BAC	GSD, Administrative Service
Original Invoice Noted By TPI	GSD, Administrative Service



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Documentary requirements	Where to secure
Photocopy of Certificate of Sole Distributorship (Exclusive Dealer)	GSD, Administrative Service
3 Quotations (for reimbursement)	GSD, Administrative Service
Original Statement of Account	GSD, Administrative Service
Original RIS	GSD, Administrative Service
Income/Business Tax Return & Business Permit	GSD, Administrative Service
Certificate of Registration from PhilGEPs	GSD, Administrative Service
Supplies under DBM-PS	
Original copy of Approved Purchased Request	Bureau/Service/Office concerned
Original copy of Approved and Funded APR	Bureau/Service/Office concerned
Photocopy of Approved PPMP (purchased items shall be highlighted)	Bureau/Service/Office concerned
Changes on the amount in the PR should be typewritten and initialed by authorized official (if any)	Bureau/Service/Office concerned
Lease Purchases	
Original copy of the Notarized Contract received by COA	Record Section, GSD, Administrative Service
Original Purchase Request	GSD, Administrative Service
3 Quotations	GSD, Administrative Service
Photocopy of Approved PPMP/BAC	GSD, Administrative Service
Photocopy of Certificate of Sole Distributorship (Exclusive Dealer)	GSD, Administrative Service
Original copy of the Acknowledgement Receipt of Equipment	GSD, Administrative Service
Photocopy of Income/Business Tax Return & Business Permit	GSD, Administrative Service
Photocopy of Cert. of Registration	GSD, Administrative Service
Subscriptions	
Copy of BAC Resolution/ Approved APP	Procurement Section, GSD, Administrative Service
Copy of Contract received by COA	Record Section, GSD, Administrative Service



Documentary requirements	Where to secure
Original Statement of Account	Record Section, GSD, Administrative Service
Original Delivery Receipt/Certification of Delivery	Record Section, GSD, Administrative Service
Maintenance Services	
Approved Contract Received by COA	Record Section, GSD, Administrative Service
Billing Statement	Concerned supplier
Statement of Services Rendered & Work undertaken	Concerned supplier
BAC Resolution/ Notice to Proceed/ Notice of Award	Procurement Section, GSD, Administrative Service
Tax Clearance, Business Permit and Registration	GSD, Administrative Service
Copy of PhilGEPS Certificate/ Registration	
Janitorial Services	
Approved Contract received by COA	Record Section, GSD, Administrative Service
Statement of Account	Concerned supplier
Certificate of Services Rendered	GSD, Administrative Service
Certificate of Acceptance/ Satisfactory (services issued by the client)	Bureau/Service/Office concerned
Authority to Increase the number of personnel (if there's any)	Bureau/Service/Office concerned
BAC Resolution	Bureau/Service/Office concerned
Remittances to Various Financial Institutions	
List of personnel and their contribution certified correct by the Chief Accountant	FMS- Accounting Division
Awards and Incentives	
Department Order	Record Section, GSD, Administrative Service
Memorandum of Agreement	Record Section, GSD, Administrative Service
Donations	
Department Order	Bureau/Service/Office concerned



Documentary requirements	Where to secure
Letter Request	Requesting Party
BAC Resolution	GSD, Administrative Service
Deed of Donation	Record Section, GSD, Administrative Service
Membership, Dues and Contributions to Organizations	
Letter Request	Bureau/Service/Office concerned
Financial Assistance to Municipalities to NGAS	
Memorandum of Agreement	Bureau concerned
Honoraria of LTIA Board Members	
Department Order	Bureau concerned
Accomplishment Report	Bureau concerned
Computation/Basis of amount of honoraria	Bureau concerned

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit a copy of ORS and DV with corresponding Documentary Requirements depending on the claim; for claims under Trust Funds, ORS is not necessary	1.1, Check the completeness of the supporting documents, receive and record	Administrative Staff/ (Chief, Budget Division)	2 Hours
	1.2, Review, validate the accuracy of the supporting documents and assign UACS	Administrative Officers II/ IV (Budget Division)	2 Hours
	1.3, Allocate funds and record in the book of registries.	Administrative Officers II/ IV (Budget Division)	
	1.4, Assign corresponding ORS Control and record the details in ORS Control File.	Administrative Officers II/ IV (Budget Division)	2 Hours
	1.5, Certify availability of allotment and obligated for the purpose/ adjustment as necessary.	Chief, Budget Division	1 Hour
	1.6, Detach original copy of signed ORS, record ORS number to ORS log book and release to Accounting Division/Procurement Section.	Administrative Staff/ (Chief, Budget Division)	1 Hour



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.7, Receive, record, assign DV No. and distribute vouchers to processors	Administrative Staff (Accounting Division)	1 Hour
	1.8, Review and process DV, and prepare the Journal Entry Voucher (JEV)	Accountant II/ Administrative Officer IV/II , (Accounting Division)	3 Days and 5 Hours
	1.9, Assign and apportion cash allocation	Administrative Assistant I	30 Minutes
	1.10, Review and approve JEV and box A of DV	Section Chief/ Assistant/Chief Accountant	1 Hour
	1.11, Release to Cash Section, AS for Check/ADA Preparation	Administrative Staff, Division Chief (Accounting Division)	30 Minutes
	1.12, Receive/Review/Record approved/signed Disbursement Voucher with attached supporting documents and <i>determine whether LDDAP or check</i>	Administrative Aide IV Administrative Assistant II Administrative Officer III (Cash Section, GSD, AS)	1 Hour
	1.13.a, If LDDAP-ADA: Prepare the List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA)	Administrative Officer I (Cash Section, GSD, AS)	3 Hours
	1.13.b, If check: Prepare Check and record in the check register	Administrative Assistant II Administrative Officer III (Cash Section, GSD, AS)	40 Minutes
	1.14, Review and initial LDDAP-ADA. Verifies completeness of signature on the disbursement vouchers and reviews the amount of the check against the DVs.	Section Chief (Cash Section, GSD, AS)	30 Minutes
	1.15, Signing/approval of LDDAP-ADA/check by authorized signatories	ADA IV, Director, FMS Director, AS, Assistant Secretary for Finance and Comptrolletship	1 Day
	1.16, Prepare Advice of Checks Issued and Cancelled (LDDAP-ACIC), Financial Data Entry System (FinDES) and forward to authorized signatories.	ADAS II, ADA IV Section Chief, Cash Section Division Chief, GSD	1 Hour
	1.17, Review and sign the LDDAP-ACIC and Financial Data Entry System (FinDES)	Section Chief (Cash Section, GSD, AS)	20 Minutes



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.18, Routing and signing of LDDAP-ACIC and Financial Data Entry System (FinDES) by authorized signatories,	Administrative Aide IV Chief, GSD, Director, AS	30 Minutes
2. Receive payment thru direct credit to payee's bank account or receive the check.	2.1, Transmit approved LDDAP-ADA, LDDAP-ACIC and FinDES to the Government Servicing Bank (LBP) for crediting to payees/claimant's bank account or release check to concerned client.	Administrative Assistant II Administrative Aide VI Any Available Cash Section Staff	1 Hour
END OF TRANSACTION			

Notes:

- The total time may vary per transaction based on the following:
 1. Number of claims/vouchers/training designs/PPMPs/PRs received during the day
 2. Complexity of transactions/claims
 3. Availability of cash allocation
 4. Availability of authorized signatories
 5. Completeness and correctness of submitted documents
- Payment of Services/Salaries are given priority every after the first and second half of the month.
- Transactions/Claims by External Clients shall be given top priority



17. Provision of Barangay Data

Description of Service: This data/information on barangay and barangay officials is being requested as basis/reference in drafting policies by Senate of the Philippines and House of Representative. It is also being requested by academe and researchers as reference for their studies and analysis, and for other purposes.

Office	National Barangay Operations Office		
Classification	Complex Transaction	Total Processing Time	6 Days, 2 Hours and 20 Minutes
Type of Transaction	Government to Citizen, Government to Government	Fees to be paid	None
Who may avail	Bureaus and Services in the Central Office, Top Management, NGAs, NGOs, CSOs, Liga ng mga Barangay, Senate of the Philippines, House of Representative and General Public		
Documentary requirements		Where to secure	
Barangay Data Request Form and Unified Customer Satisfaction Survey Form or Letter of Request		National Barangay Operations Office	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. For walk-in client, fill-out the request Form or;	1.1, Evaluate. receive, and record the request	NBOO Record's Officer	5 Minutes
	1.2, Coordinate with the Action Officer if the data is available or not.	NBOO Record's Officer	
	1.3, Check and validate if record is available	LGOO III/Action Officer	10 Minutes
	1.3.a, If data is not available: • Inform the walk-in client and note it in the Request Form	NBOO Record's Officer	10 Minutes
2. Submit the request (in the form of email or letter)	2.1, Submit the request to NBOO Director/AD for instruction and forward the request letter with instruction to the Division's Record Officer	NBOO Record's Officer	20 Minutes
	2.2, Receive the request and refer to the Action Officer	Division's Record Officer	5 Minutes
	2.3, Process the data being requested		
	2.3.a, If pre-processed data: • Release to the client • Administer the Customer Satisfaction Survey	LGOO III/Action Officer	2 Hours or within the day (if pre-processed data)



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.3.b, If data being requested need to process	LG00 III/ Action Officer	6 Days
	2.4, Prepare transmittal letter/memo (with the barangay data being requested) to the Section Chief	LG00 III/ Action Officer	5 Minutes
	2.5, Review and recommend for the approval of the Asst. Division Chief	LG00 V/ Section Chief	10 Minutes
	2.6, Review and recommend for the approval of the Director/other authorized signatory	LG00 VI/Asst. Div. Chief	10 Minutes
		LG00 VII/Division Chief	10 Minutes
	2.7, Review and approve the action taken	Director / Other Authorized Signatory	30 Minutes
	2.8, Release the approved transmittal to the Action Officer	NBOO Record's Officer	7 Minutes
	2.9, Scan and record/update the ISO Process Summary Logsheet	LG00 III/Action Officer	10 Minutes
	2.10, Release the approved transmittal together with the barangay data being requested.	NBOO Record's Officer	3 Minutes
	3. Accomplish the Customer Satisfaction Survey Form	3.1, Administer the Client satisfaction Survey	LG00 III/Action Officer
END OF TRANSACTION			



18. Provision of Information on Programs, Projects, Policies, Activities , and/ or Data on Local Government

Description of Service: Providing information, data and IEC materials on the different programs, projects and activities of the Bureau to requesting clients

Office	Bureau of Local Government Development		
Classification	Highly technical Transaction	Total Processing Time	1 Day and 3 Hours
Type of Transaction	Government to Citizen, Government to Businesses, Government to Government	Fees to be paid	None
Who may avail	Congress (Senate and House of Representatives), DILG Field Office (Regional and Provincial), National Government Agencies (NGAs), Local Government Units (LGUs), Non-government Organizations (NGOs), Civil Society Organizations (CSOs), Private Sector, International Partners		
Documentary requirements		Where to secure	
Letter Request (Letter request must be received by the office 3- 4 weeks prior to the activity)		From the requesting party/ Agency	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Letter Request to the Office of the Director	1.1.a, Receive, record and acknowledge receipt of request letter from the client 1.1.a, Walk-in 1.1.b, Email	ADAS II/ Office of the Director	10 Minutes
	1.2, Review document and provide instructions	Director/ Asst. Director	10 Minutes
	1.3, Review document and assign to the concerned Division	Director/ Assistant Director	5 Minutes
	1.4, Receive and record document from the Office of the Director and endorse to the Division Chief	PO/ LGOO II	10 Minutes
	1.5, Receive, review and endorse to the concerned Action Officer/Focal Person	Division Chief/Asst. Division Chief concerned:	1 Hour
	1.6, Research and consolidate data/information requested and/or request for related data/information from concerned offices and prepare letter of reply	LGOO I-V	1 Day
	1.7, Review and endorse letter of reply for signature of the Director	Division Chief/Asst. Division Chief concerned:	30 Minutes



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.8, Final Review and approval of the letter of reply for release to concerned division and/or endorse to top management as needed	Director/ Asst. Dir Action Officer (Office of the Secretary / Undersecretary / Assistant Secretary)	30m 1wd (if such request needs endorsement to top management)
	1.9, Receive the approved letter of reply and route to concerned division and/or endorse to top management as needed	ADAS II Office of the Director	10 Minutes
2. Receive response from BLGD	2.1, Receive and release the approved reply letter thru email, DILG Records Section and/or client	Designated Action Officer/Focal Person: (LGOO I-III, POs, ADAS)	15 Minutes
END OF TRANSACTION			



19. Provision of Public Assistance and Handling of Complaints

Description of Service: This service provides appropriate assistance to the clients who lodged complaints/requests before the Public Assistance and Complaint Center of the Department, through referral and endorsement system.

Office	Public Affairs and Communication Service		
Classification	Simple Transaction (multi-stage processing)	Total Processing Time	4 Hours and 35 Minutes
Type of Transaction	Government to Citizen, Government to Government	Fees to be paid	None
Who may avail	All National Government Agencies		
Documentary requirements		Where to secure	
Visitor's slip		Lobby Guard (Information Desk)	
Complaint Form (to be accomplish by walk-in clients)		PACC	
Letter Request/Complaint (if any)			
Online Request/Complaint (for online client)			
Supporting Documents (if any)			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client files complaint at DILG Public Assistance and Complaint Center and accomplishes necessary Form/s	1.1, Review, Assess and Receipt		30 Minutes
	1.2, Action Officer interviews client and or assesses documents/letter-request		
	1.3, Action Officer receives and evaluates the accomplished Request/Complaint Form or the letter request/complaint of the client/		
	1.4, Determines jurisdiction of the complaint		
2. Waits for the advice/instruction of the Action Officer	2.1, Explain the PACC Procedures/processes		30 Minutes
	2.2, Inform the client/s on the actions to be taken		
	2.3, Provides the client with Reference Code for follow-up purposes		



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.4, Draft endorsement or letter-reply		20 Minutes
	2.5, Action Officer drafts endorsement or letter-reply for review of PRD Chief		
	2.6, Approval of endorsement or letter-reply		3 Hours
	2.7, PACS Director (alternate signatory) approves and signs endorsement or letter-reply		
	2.8, Forward signed/approved endorsement or letter-reply		15 Minutes
	2.9, Action Officer forwards the signed/approved endorsement or letter-reply to Central Records Section for mailing to Concerned Office		
	2.10, Maintain records in accordance with the Control of Records Procedure and Master List of Records		
END OF TRANSACTION			



20. Provision of Technical Assistance (Hands-on Training, Coaching, Resource Person) on Local Development Planning Local Administrative Development and Local Fiscal Resource Development

Description of Service: Providing technical assistance on the conduct of trainings, seminars and workshop of the different programs and projects of the Bureau

Office	Bureau of Local Government Development		
Classification	Simple Transaction	Total Processing Time	3 Hours and 35 Minutes
Type of Transaction	Government to Citizen, Government to Businesses, Government to Government	Fees to be paid	None
Who may avail	DILG Management, DILG Field Offices (Regional and Provincial), National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Private Sectors (PS), General Public		
Documentary requirements		Where to secure	
Letter Request (Letter request must be received by the office 3- 4 weeks prior to the activity)		From the requesting party/ Agency	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Letter Request to the Office of the Director	1.1, Receive, record and acknowledge receipt of request letter from the client 1.1.a, Walk-in 1.1.b, Email	ADAS II/ ADAS III	10 Minutes
	1.2, Review document and provide instructions	Director / Asst Director	30 Minutes
	1.3, Route document to the concerned division	ADAS II Office of the Director	5 Minutes
	1.4, Receive and record document from the Office of the Director and endorse to the Division Chief	PO/ LGOO II	5 Minutes
	1.5, Receive, review and endorse to the concerned Action Officer/Focal Person	Division Chief/Asst. Division	30 Minutes
	1.6, Receive and prepare draft letter of reply to the client indicating whether request is approved/disapproved or endorsed to another office	LGOO I-V/ Pos/ ADAS	1 Hour
	1.7, Review and endorse letter of reply for review and approval of the Office of the Director	Division Chief/ Asst. Division Chief	30 Minutes



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Monday to Friday 8am to 5pm

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.8, Review letter of reply and provide further instructions, if any	Director/ Asst. Director	30 Minutes
2. Receive response from BLGD	2.1, Receive and release the approved letter of reply thru e-mail and/or DILG Record Section	LGOO I-III, POs, ADAS	15 Minutes
END OF TRANSACTION			



21. Provision of Training for Student (OJT)

Description of Service: Application of Students for their On-the-Job Training

Office	Human Resources Management Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	1 Day, 6 Hours and 10 Minutes
Type of Transaction	Government to Citizen	Fees to be paid	None
Who may avail	Senior High School/ Collage Student		
Documentary requirements		Where to secure	
Initial:			
Endorsement letter from school (specify the student course and the number of hours required)		Required to the OJT applicants before acceptance in the department.	
Resume		Personal Data provided by the OJT applicant	
Recent 1x1 ID Picture (1pc)		Provided by OJT applicant	
Duly signed (by the school) OJT Contract		Prepared and issued by the Department thru HRMD, Administrative Service	
In the issuance of certificate:			
Evaluation Form		From the Supervisor in the office were they can assigned within the Department	
Daily Time Record (DTR)		Issued by the HRMD for attendance monitoring for the number of hours required	
Narrative Report		After the OJT Student finished and before the Certificate of Completion would be released.	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. The Student submits endorsement letter from school, together with requirements #s 2 & 3 to the Administrative Assistant II (Receiving Clerk-COS)	1.1, The Administrative Assistant II (Receiving Clerk- COS) will review/ check the completeness of the documents, if found complete, stamps received, records, encodes in the DMS and forwards the endorsement, together with requirements #s 2 & 3 to the HRMD Action Officer (AO IV) for his appropriate action.	Administrative Officer IV	5 Minutes



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2, The HRMD Action Officer (AO IV) shall evaluates, review, checks the database and prepares the OJT Contract (If there is no available slot, HRMD Action Officer prepares reply)	Administrative Officer IV	3 Hours
	1.3, The HRMD receiving Clerk (COS) shall records, updates the DMS and releases the OJT contract for signature of the AS Director	Administrative Officer IV	5 Minutes
	1.4, Once signed, the receiving clerk shall records, updates in the DMS and releases the signed Contract to the Student/OJT applicant for signature in the "CONFORME" by the concerned school	Administrative Officer IV	5 Minutes
2. Student shall receive the signed contract from the HRMD Action Officer (AO IV) for signature also in the "CONFORME" by the concerned school with the instructions that they must return the signed contract after one (1) day (minimum			
3. The Student/OJT applicant shall return/submit to the HRMD the signed contract from her/his school.	3.1, The receiving clerk shall stamps received, records, encodes in the DMS the signed contract returned by student/OJT applicant and forwards to the Action Officer	Administrative Officer IV	1 Day and 15 Minutes
4. The Student shall undergo a brief orientation i.e. assignment, organizational awareness, manner/attitude, etc.	4.1, HRMD Chief or in her/his absence AO IV (Action Officer shall conducts brief orientation to the student-trainee i.e. assignment, organizational awareness, manner/attitude, etc.	Administrative Officer IV	1 Hour
5. The student shall receive the issued ID	5.1, After the briefing, Action Officer shall prepares and issue ID to the student-trainee	Administrative Officer IV	15 Minutes
Upon Completion of the required OJT Training Hours:	6.1, Action Officer(AO IV) receives, evaluates, review, the documents submitted, if found in order, prepares Certificate of Completion	Administrative Officer IV	1 Hour
6. The Student submits to the HRMD Action Officer the requirements #s 5, 6 & 7 for the issuance /release of her/his Certificate of Completion	6.2, The receiving clerk shall records/ updates the DMS and releases the Certificate for signature of the AS Director	Administrative Officer IV	20 Minutes
	6.3, The receiving clerk records, updates the DMS and releases the duly signed Certificate of Completion to the student-trainee	Administrative Officer IV	5 Minutes
END OF TRANSACTION			



22. Provision/ Preparation of Position Papers/comments on Congressional

Description of Service:

Office	Legal and Legislative Liaison Service		
Classification	Highly Technical Transaction	Total Processing Time	Not covered by EODB prescribed processing time
Type of Transaction		Fees to be paid	None
Who may avail	DILG Official/Employees/Field Personnel, LGU Officials, General Public		
Documentary requirements		Where to secure	
Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS		Requests shall originate from requesting party/office	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.1, Receive/Update DMS; Indorses the document to the Chief, LRALLD	Receiving Officer	30 Minutes
	1.2, Accept Document thru DMS; Assigns documents to Action Officer	Division Chief, LRALLD	1 Day
	1.3, Accept document thru DMS; Action Officer evaluates document/s and prepares initial draft of action;	Lawyer/ Action Officer	10 Days minimum, depending on the complexity of request
	1.4.a, AO submits initial draft of action to Assistant Chief; Update DMS	Lawyer/ Action Officer	15 Minutes
	1.4.b, Receive physical document for routing		15 Minutes
	1.5, Accept document thru DMS and review draft of action; approves initial draft/directs its finalization. Otherwise, return the same to the concerned AO for its revision/correction; Update DMS	Assistant Division Chief	1 Day minimum, depending on the complexity of request



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1.a, OSEC/ USECs/ ASECs/ Directors/ PMOs <ul style="list-style-type: none"> • Transmit the Memorandum/Letter to LLLS at its Receiving Window • LLLS Central Receiving Staff receives and stamps on the original document and the receiving copy 1.b, For all others, including the general public <ul style="list-style-type: none"> • Go to the Records Section, DILG and submit the request • Records Section receives and stamps on the original document and receiving copy 	1.6, Accept thru DMS; finalizes draft action, countersigns and forward the same to AC; incorporate revision/correction; Update DMS	Division Chief	30 Minutes minimum, depending on the complexity of the correction/ revision
	1.7, Accept thru DMS; sign/approve action, if amenable; forward the document to D, LLLS. Otherwise, return the same to the concerned AO for its revision/ correction; Update DMS	Division Chief	30 Minutes minimum, depending on the complexity of the correction/ revision
	1.8, Photocopy approved/signed document and release it to the Office of the Director, LLLS		30 Minutes
END OF TRANSACTION			



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2, The HRMD Action Officer (AO IV) shall evaluates, review, checks the database and prepares the OJT Contract (If there is no available slot, HRMD Action Officer prepares reply)	Administrative Officer IV	3 Hours
	1.3, The HRMD receiving Clerk (COS) shall records, updates the DMS and releases the OJT contract for signature of the AS Director	Administrative Officer IV	5 Minutes
	1.4, Once signed, the receiving clerk shall records, updates in the DMS and releases the signed Contract to the Student/OJT applicant for signature in the "CONFORME" by the concerned school	Administrative Officer IV	5 Minutes
2. Student shall receive the signed contract from the HRMD Action Officer (AO IV) for signature also in the "CONFORME" by the concerned school with the instructions that they must return the signed contract after one (1) day (minimum			
3. The Student/OJT applicant shall return/submit to the HRMD the signed contract from her/his school.	3.1, The receiving clerk shall stamps received, records, encodes in the DMS the signed contract returned by student/OJT applicant and forwards to the Action Officer	Administrative Officer IV	1 Day and 15 Minutes
4. The Student shall undergo a brief orientation i.e. assignment, organizational awareness, manner/attitude, etc.	4.1, HRMD Chief or in her/his absence AO IV (Action Officer shall conducts brief orientation to the student-trainee i.e. assignment, organizational awareness, manner/attitude, etc.	Administrative Officer IV	1 Hour
5. The student shall receive the issued ID	5.1, After the briefing, Action Officer shall prepares and issue ID to the student-trainee	Administrative Officer IV	15 Minutes
Upon Completion of the required OJT Training Hours:	6.1, Action Officer(AO IV) receives, evaluates, review, the documents submitted, if found in order, prepares Certificate of Completion	Administrative Officer IV	1 Hour
6. The Student submits to the HRMD Action Officer the requirements #s 5, 6 & 7 for the issuance /release of her/his Certificate of Completion	6.2, The receiving clerk shall records/ updates the DMS and releases the Certificate for signature of the AS Director	Administrative Officer IV	20 Minutes
	6.3, The receiving clerk records, updates the DMS and releases the duly signed Certificate of Completion to the student-trainee	Administrative Officer IV	5 Minutes
END OF TRANSACTION			



23.a. Query/ Following upon Projects Requesting Financial Assistance for Phone-in Clients

Description of Service: To provide LGUs and other Government Agency financial assistance for proposed projects.

Office	Office of Project Development Services		
Classification	Simple and Complex Transaction	Total Processing Time	20 Minutes
Type of Transaction	Government to Citizen, Government to Government	Fees to be paid	None
Who may avail	Local Chief Executives, Elected LGU Officials , Representative/Staff of Senators/ Congressmen, Non-Government Organizations, General Public		
Documentary requirements		Where to secure	
Letter Request for Financial Assistance with complete information (Name, contact numbers and email addresses of contact person)			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Request for Financial Assistance	1.1, Assess the request for financial assistance	Administrative Officer	15 - 20 Minutes
	1.2, Refer to assigned Action Officer	Administrative Officer	
	1.3, Evaluate the documents submitted to the Bureau	LGOO IV/V/Focal Person	
	1.4, Communicate the action taken on the request and suggest/recommend other possible sources of funding	LGOO IV/V/Focal Person	
END OF TRANSACTION			



23.b. Query/ Following upon Projects Requesting Financial Assistance for Walk-in Clients

Description of Service: To provide LGUs and other Government Agency financial assistance for proposed projects.

Office	Office of Project Development Services		
Classification	Simple Transaction	Total Processing Time	2 Hours and 30 Minutes
Type of Transaction	Government to Citizen, Government to Government	Fees to be paid	None
Who may avail	Local Chief Executives, Elected LGU Officials , Representative/Staff of Senators/ Congressmen, Non-Government Organizations, General Public		
Documentary requirements		Where to secure	
Letter Request for Financial Assistance with complete information (Name, contact numbers and email addresses of contact person)			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit request for financial assistance to OPDS	1.1, Evaluate the Letter Request for Financial Assistance	Administrative Officer	15 - 20 Minutes
2. Inquire on the status of their request for financial assistance	2.1, Accept request and provide receiving copy to client	Administrative Officer	
	2.2, Refer to Focal Person for assistance and processing	Administrative Officer	
	2.3, Assess request and advice Client on course and process of action to be undertaken on request.	Focal Person/Division	
	2.4, Prepare referral letter/response letter to concerned Govt. Office and requesting Client.	LGOO IV/ V/ Focal Person	30 Minutes - 1 Hour
	2.5, Review and endorse to OD for signature	Division Chief	15 Minutes
	2.6, Approved/sign letter response	Director	15 Minutes
3. Received the document	3.1, Record and release signed document thru DMS	Administrative Officer	10 Minutes
END OF TRANSACTION			



23.c. Query/ Following upon Projects Requesting Financial Assistance for Documents routed through the DILG Document Management System (DMS)

Description of Service: To provide LGUs and other Government Agency financial assistance for proposed projects.

Office	Office of Project Development Services		
Classification	Complex Transaction	Total Processing Time	6 Days, 7 Hours and 40 Minutes
Type of Transaction	Government to Citizen, Government to Government	Fees to be paid	None
Who may avail	Local Chief Executives, Elected LGU Officials , Representative/Staff of Senators/ Congressmen, Non-Government Organizations, General Public		
Documentary requirements		Where to secure	
Letter Request for Financial Assistance with complete information (Name, contact numbers and email addresses of contact person)			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.1, Receive and record the documents and forward the same to the Office of the Director	Receiving Officer/ Administrative Officer	10 Minutes
	1.2, Assess request and forward to concerned Division/Unit	Administrative Officer (OD)	10 Minutes
	1.3, Evaluate and forward to concerned Focal Person	Administrative Officer (Division/Unit)	10 Minutes
	1.4, Assess request and prepare response letter	Focal Person	5 Days
	1.5, Review response letter/s and forward to OD/OUSLG for approval and signature	Division Chief	7 Hours
	1.6, OD/ OUSLG Reviews/ Approves/ Signs Letter/s Endorsement	OD/ OUSLG	1 Day
	1.7, Record and release signed document thru DMS	Administrative Officer	10 Minutes
END OF TRANSACTION			



24. Recruitment, Selection and Promotion of 1st and 2nd Level Positions

Description of Service:

Office	Personnel Division, Administrative Service		
Classification	Not Applicable	Total Processing Time	1 Hour
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	All internal and external applicants		
Documentary requirements		Where to secure	
Application Letter (with Position Title and Item Number Indicated)			
Updated Personal Data Sheet (CSC Form No. 212) with Work Experience Sheet		CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html	
Photocopy of Transcript of Records		School Graduated	
Photocopy of Diploma		School Graduated	
Photocopy of Proof of Eligibility [e.g. CSC Certificate of Eligibility [original], Certificate/License/ID-Professional Regulation Commission (PRC), Integrated Bar of the Philippines (IBP), etc.]		CSC, PRC, IBP, etc.	
Photocopy of Certificate of Completion of LGOO training course (for LGOO IV up to LGOO VII positions)		Issued by Local Government Academy upon completion of LGOO training course	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit complete Job Application documents	1.1, Receive complete Job Application documents	PD Receiving Clerk/ PD Action Officer	10 Minutes
	1.2, Evaluate if minimum qualification requirement per Civil Service Commission Qualification Standards for the position is met	PD Receiving Clerk/ PD Action Officer	
2. Acknowledge notification of indorsement/ letter-regret	2.1, Notify applicants of indorsement of applications to concerned office, if found qualified per CSC min. requirement. Otherwise, send letter-regret to applicant	PD Action Officer	5 days from deadline of submission



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
3. If qualified, confirm attendance to PQE schedule; take the PQE on the said date If not qualified, acknowledge	3.1, If qualified per functional requirement of the position, inform applicant of DILG Pre-Qualifying Exam (PQE) schedule thru SMS or e-mail; Otherwise, send regret letter	Operating Office/Unit Concerned	13 Days <i>Note: This covers the receipt and approval for the request PQE schedule from operating office/unit concerned</i> <i>PQE is scheduled every 3rd Friday of the month</i>
	3.2, Administer DILG Pre-Qualifying Examination	PD Action Officer	
4. Acknowledge receipt of PQE result	4.1, Inform applicant of PQE Result thru SMS, e-mail or regular mail	Operating Office/Unit Concerned	5 Days <i>checking and releasing of results</i>
5. Confirm attendance to B/S HRMSPB assessment and/or panel interview; attend the interview on the said date	5.1, Inform applicants who passed the PQE and qualified next-in-rank personnel, who signified intent to apply for the position, of Bureau/Service Human Resource Merit Selection and Promotion Board (HRMSPB) assessment and/or panel interview schedule	B/S HRMSPB	50 Days <i>Note: This also covers approval of Minutes of the Meeting and/or Resolution</i>
	5.2, Conduct B/S HRMSPB assessment and/or panel interview		
	5.3, Deliberate results		



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
6. Confirm attendance to Central HRMSPB panel interview; attend the interview on the said date	6.1, Notify applicants of CHRMSBP panel interview schedule	Operating Office/Unit Concerned	40 Days
	6.2, Conduct CHRMSBP assessment and/or panel interview	CHRMSBP	Note: This also covers approval of Minutes of the Meeting and/or Resolution
	6.3, Deliberate results		
7. Acknowledge letter of regret, or acknowledge receipt of approved appointment	7.1, Notify applicant of the status of application	Operating Office/Unit Concerned	
	If selected for hiring or promotion, provide copy of appointment paper to the concerned operating office/unit Otherwise, send letter of regret		
8. Check name on the list of newly-hired/promoted employees	8.1, Post list of newly-hired/promoted employees in the DILG website and 3 conspicuous places in the Department	PD Action Officer	2 Days
9. Submit documents in compliance with CSC requirement Requirements for Newly Hired/ Promoted/ Transferred Employees (FM-QP-AS-PD-01-15): <ul style="list-style-type: none"> • Latest PDS with Work Experience Sheet • Latest SALN • Certificate of Assumption to duty • Original Copy of the Authenticated • Certificate of Eligibility • Authenticated Transcript of Records • Authenticated Diploma • Position Description Form (DBM-CSC Form no. 1) 	9.1, Receive complete appointee's requirements	PD Action Officer	20 Days <i>Note: Appointee is given up to 1 month to assume duty per CSC ORA-OHRA</i>



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
<ul style="list-style-type: none"> Position Description and Qualification (PDQ) Medical Certificate for Employment (CSC Form no. 211) NSO Birth Certificate (photocopy) NBI Clearance 			
10. Undergo personnel briefing	10.1, Conduct personnel briefing to the appointee	PD Action Officer	15 Minutes <i>Note: conducted upon receipt of complete requirements</i>
END OF TRANSACTION			

Note: *Recruitment, Selection and Placement for 1st and 2nd Level process is anchored on 2017 Civil Service Commission Omnibus Rules on Appointment and other Human Resource Actions (revised 2018)

**Validity of publication: Nine (9) months reckoned from the date of publication per CSC ORA-OHRA (revised 2018)



25. Rendition Legal Opinion/ Comments

Description of Service:

Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Highly Technical Transaction	Total Processing Time	Not covered by EODB prescribed processing time
Type of Transaction	Government to Citizen, Government to Government	Fees to be paid	None
Who may avail	DILG Officials, General Public		
Documentary requirements		Where to secure	
Memorandum/Letter		DILG and attached agencies	
Letter		General Public	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1.a, OSEC/ USECs/ ASECs/ Directors/ PMOs <ul style="list-style-type: none"> Transmit the Memorandum/Letter to LLLS at its Receiving Window LLLS Central Receiving Staff receives and stamps on the original document and the receiving copy 1.b, For all others, including the general public <ul style="list-style-type: none"> Go to the Records Section, DILG and submit the request Records Section receives and stamps on the original document and receiving copy 	1.1, Assign Memorandum/ Letter of query seeking opinion or clarification to the Action Officer	Division Chief	Not covered by EODB prescribed processing time; Governing Rules: The exercise of Appellate jurisdiction Under RA6975 and NAPOLCOM Memorandum Circular No. 2016-002; BFP/ BJMP rules on administrative cases; EONo.292 or Administrative Code of 1987; CSC 2017 RACCS
	1.2, Draft Comment or Opinion	Division Chief Division Assistant Chief, Attorney III, Attorney II, Legal Assistant	
	1.3, Approve draft Comment/ Opinion	Division Chief	
	1.4, Sign and /or recommend for SILG's approval the draft Comment or Opinion	Director, LLLS	
	1.5, Approve and sign recommended Comment/Opinion, in cases where SILG's approval is needed	SILG	
	1.6, Release Comment/Opinion	Director, LLLS	
END OF TRANSACTION			



26. Request for Access to Documents/ Records/ Information

Description of Service: Provision on the request for access of records/ documents for Freedom of Information per EO 02, series of 2016

Office	Central Records Section, General Service Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	1 Hour and 45 Minutes
Type of Transaction	Government to Citizen, Government to Government	Fees to be paid	If no. of pages exceeds 50: Php3.00 per page for reproduction and additional Php2.00 per page for authentication. If not, the service is free of charge
Who may avail	Local Government Officials and Employees, Other Government Agencies, Students and Researchers, General Public		
Documentary requirements		Where to secure	
DILG Request Form		Records Section, DILG-Central Office (for hard copy) or at the DILG official website under Reports and Resources>Resources and Downloads>Forms (for electronic copy)	
Letter-request from the Requesting Party (if bearer is authorized representative only)			
One (1) valid identification card (ID) with picture		Client	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Fill-out out all applicable fields in the Request Form. If authorized representative, submit a letter-request of the requesting party. Specify the number of copies of document/record requested. (Note: If the number of pages did not exceeds 50, proceed to step 4)	1.1, Receive the accomplished Request Form and the letter-request	FOI Receiving Officer Records Section	5 Minutes
	1.2, Review the request	FOI Receiving Officer Records Section	30 Minutes
	1.3, Retrieve the document/record requested by the client	FOI Receiving Officer and/or CRS Filing Officer	1 Hour
	1.3.a, If document/record is not available, disapprove the request and inform the client.	FOI Decision Maker/ Administrative Officer V	5 Minutes
	1.3.b, If document/record is available, reproduce the document.	Administrative Officer III Records Section	1 Hour



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.3.b, If document/ record is available, reproduce the document.	Administrative Officer III Records Section	1 Hour
	1.3.b.a, If number of pages exceeds 50, assess the applicable fees to be paid by the client	Administrative Officer III Records Section	5 Minutes
2. Pay applicable fees, if the number of pages exceeds 50.	2.1, Prepare Order of Payment	Accounting Staff Accounting Division, FMS	15 Minutes
	2.2, Issue Official Receipt (OR) for the payment of requested document/ record.	Administrative Officer V Cash Section	5 minutes
3. Present the OR and a valid ID	3.1, Write the OR number in the request form and check the ID presented by the client.	FOI Receiving Officer Records Section	3 minutes
4. Remain seated while waiting for the release of requested document/ record.	4.1, Release the document/record and sign the client's visitor's pass slip	FOI Receiving Officer Records Section	2 minutes
END OF TRANSACTION			



27. Request for Barangay Officials Death Benefit Assistance (BODBA)

Pursuant to Executive Order (EO) No. 115, barangay officials who died during their term of office are covered by death benefit claims nationwide.

Description of Service:

- Beneficiaries of a deceased Punong Barangay can receive P20,000 for death benefit and P2,000 for burial expenses.
- Meanwhile, beneficiaries of a deceased member of a Sangguniang Barangay, including its Sangguniang Kabataan (SK) chairpersons as ex officio members, barangay secretary and barangay treasurer, can receive P10,000 death benefit and P2,000 for burial expenses.

Office			
Classification	Highly Technical Transaction (Multi-Stage)		13 Days, 4 Hours and 30 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Surviving Legitimate Claimant/Beneficiaries of Deceased Barangay		
Documentary requirements		Where to secure	
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			



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Documentary requirements	Where to secure
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. Special Power of attorney, in case claimant/s cannot personally do the transaction.	
9. Consolidated List of DBC Requests	
10. Indorsement Letter	
11. Cover Memo addressed to DBM Secretary	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
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	1.1, 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
	1.2, 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
	1.3, 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 Day
	1.4, 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 Day
	1.5, 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 Day <i>(Step will kick off when there are 5 DBC request received)</i>



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.6, FMS transmits the Death Benefit Funding Allocation to the DBM	Financial Management Service, Central Office	1 Day
	Wait for the DBM to Release Fund Allocation		
	1.7, 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	5 Days
	1.8, 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	1 Day
	1.9, PO/HUC receives the SR, prepares check, notifies the beneficiary/ies thru the C/MLGOO and releases the Check.	City/Provincial Director	3 Days
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form			
END OF TRANSACTION			



28. Request for DILG Plans and/or Reports

Description of Service:

- To provide relevant inputs and updates on the plans, targets and/or accomplishments of major deliverables of priority programs and projects as required from the Department by oversight agencies and other NGAs.
- To provide requesting clients with archived data/information on the plans, targets and/or accomplishments of major deliverables of programs and projects of previous years by Walk-in Clients (academe, CSOs, researchers).

Office	Planning Service		
Classification	<ul style="list-style-type: none"> Highly Technical (major deliverables of all priority programs and projects) Complex Transactions (major deliverables of selected programs and projects) Simple Transactions (request for archived data/information on the plans, targets and/or accomplishments of major deliverables of programs and projects of previous years) 	Total Processing Time	Highly Technical Transactions – 20 Working Days Complex Transactions – 7 Working Days Simple Transactions – 3 Working Days
Type of Transaction	Government to Government, Government to Citizen	Fees to be paid	None
Who may avail	Oversight Agencies (NEDA, DBM, PMS, Cabinet Clusters, Cabinet Secretariat, Senate, House of Representatives, Commission on Audit), including PCW, DFA; Other National Government Agencies (DTI, PSA, etc.); and Walk-in Clients (academe, CSOs, researchers)		
Documentary requirements		Where to secure	
Communication/Letter-request with the following information:			
Specific information/ documents required		Request for DILG Plans - Planning and Programming Division	
The need for the information/ documents		Request for DILG Accomplishment Reports – Monitoring and Evaluation Division	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit request for DILG Plans and/or Reports	1.1, Receipt of requests		
	1.1.a, Receive/record requests from offices/agencies and forward the same to the Planning Service Director;	ADAS III/ Director	5 Minutes
	1.1.b, Provide instruction (handwritten or verbal) to Division Chief/Asst. Division Chief or concerned staff; and	concurrent Director	5 Minutes
	1.1.c, Conduct initial assessment and the corresponding assignment of responsible unit/staff	Assistant Division Chief/ Division Chief	5 Minutes



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
A. If Highly Technical and Complex Transactions)			
	1.2, Preparation of draft plan/report		
	1.2.a, Request operating units for data, if data needed involves all programs and projects, is not readily available, and/or needs updating	PO I/ PO II	1 Day and 4 Hours - 5 Days
	1.2.b, Process, update and validate the submitted data and prepare 1st draft of plan/report by PPA	PO I/ PO II	3 Days
	1.2.c, Review, consolidate and integrate the Department plan/report for the requesting office/agency and submit the same to immediate supervisor/ division chief	PO III/ PEO III	3 - 5 Days
	1.3, Review and finalize Department plan/report and endorse the same to PS Director for approval NOTE: If needing modifications, instructions are provided to the concerned staff for necessary revisions	Assistant Division Chief/ Division Chief	2 Days and 4 Hours
	1.4, Approve and endorse requested document to concerned DILG Official NOTE: If needing modifications, instructions are provided to the concerned Division Chief for necessary revisions	concurrent Director	4 Hours – 2 Days
	1.5, Approve and sign the requested document and return to PS for release	Concerned DILG Official (SILG, Undersecretary or Assistant Secretary)	1 – 2 Days
END OF TRANSACTION			
B. If Simple Transactions			
	1.2, Retrieve from file and conduct table validation of requested document	PO I/ PO II	1 Day
	1.3, Reproduce requested document	AA IV	4 Hours
	1.4, Authorize the release of the requested document	Assistant Division Chief/ Division Chief	1 Day
2. Fill-up client satisfaction form before download of document	2.1, Provide advance copy of requested document thru electronic mail	AA VI	15 Minutes (upon receipt of signed document)



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
3. Acknowledge receipt of requested document	3.1, Record and forward requested official document to requesting agency through Central Records Section (AS-PD) and/or hand carry delivery ; For walk-in clients: release the requested document to client	AA IV; Central Records Section/Administrative Aide (concerned Division)	3 Hours and 30 Minutes (upon receipt of signed document)
END OF TRANSACTION			



29. Request for Information on Programs and Services

Description of Service:

Office	Bureau of Local Government Supervision		
Classification	Simple Transaction	Total Processing Time	1 Day and 20 Minutes
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	Local Government Units (LGUs), Organizations (Public and Private)		
Documentary requirements		Where to secure	
Letter request			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client submit/ send letter to the record section of the Department	1.1, Receive the request or query from CRS thru DMS and forward the same to action officer thru DMS	Admin Staff	5 Minutes
	1.2, Prepare action to the request/query and route thru DMS to the Office of the Director Admin Officer	Action Officer	1 Day
	1.3, Sign the reply/ document Route back the signed document to the Division Action Officer thru DMS	BLGS Director Bureau Admin Officer	10 Minutes
	1.4, Release signed communication to Central Records	Division Admin Staff	5 Minutes
END OF TRANSACTION			



30. Request for Nominees for Scholarships/ Training Grants

Description of Service: To provide foreign/local scholarship to qualified and deserving staff for their professional and career development, competency enhancement & efficiency in the delivery of services for the achievement of the Department objectives.

Office	Human Resource Management Division, Administrative Service		
Classification	Complex Transaction	Total Processing Time	6 Days, 2 Hours and 20 Minutes
Type of Transaction	Government to Citizen (External)	Fees to be paid	None
Who may avail	Donor Institutions (JICA, JDS, KOICA, AAAEP-P, PMDP-DAP)		
Documentary requirements		Where to secure	
Upon Application:			
Updated Personal Data Sheet (FORM 212)/curriculum vitae		CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html	
Certified true copy of Transcript of Records/Diploma		Applicant	
Updated Service Record		Applicant's respective Offices	
Statement of Actual Duties and Responsibilities		Applicant	
Certificates of no Pending Administrative Case		Applicant's Legal Office	
Service Obligation and		Applicant	
Nomination to other scholarships		Applicant's HR Division	
Medical Certificate		Applicant	
Endorsement from the Director		Applicant's respective Directors	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Forwards invitation letter to the Department	1.1, Receives, download, review, records and encodes in the DMS the invitation letter from the donor institutions then forward to concerned HRMD Action Officers;	Receiving Clerk	10 Minutes



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2, HRMD Action Officer shall evaluate/study the invitation and determine the type of scholarships title grant and number of nominees required (determine target recipients, deadlines, course, requirements)	Administrative Officer V	10 Minutes
	1.3 Communicate the scholarship/training grants opportunity		
	1.3.a, Prepare and submit Memorandum addressed to all Regional/Bureau/Service Directors requesting applicants/ recommendees for the scholarship/training grants	Administrative Officer V	1 Day
	1.3.b, Upon receipt of the signed Memo- communication, record in the DMS and forward to Records Section for releasing in accordance with the Central Records Management Procedure	Receiving Clerk	30 Minutes
	1.4, Receive the endorsement of applicants from their respective offices HRMD Action Officer shall receive and evaluate the endorsement.	Administrative Officer V	1 Hour
	1.5, Shortlists Qualified Applicants		
	1.5.a, Shortlisted qualified applicants, with no outstanding service obligation from: (1) Database of Prospective; and/or (2) received endorsements from respective offices; <i>*we resort to database if there are no takers indorsed by different offices</i>	Administrative Officer V	4 Hours
	1.5.b, Forward shortlisted of Prospective Applicants to the HRMD Chief for review and comments	Administrative Officer V	30 Minutes
	1.5.c, For shortlisted applicants from the database, confirm interest and availability of shortlisted personnel including approval of concerned Head of Office.	Administrative Officer V	15 Minutes
	1.5.d, If number of shortlisted qualified applicants is less than or equal to the required number of nominees, or if there is no limit in the number of nominations, select DILG nominees;	Administrative Officer V	30 Minutes
	1.6, Prepare Comparative Matrix of Applicants.	Administrative Officer V	1 Day
	1.7, Review the Comparative Matrix of Applicants for appropriate action of the HRMD Action Officer in case of corrections and adjustments. (If there is still ample time, provide instruction to HRMD Action Officer to prepare for the Human Resource Development Committee (HRDC) deliberation, Otherwise, if time is already close to the deadline, provide instruction to HRMD Action Officer to prepare HRDC Referendum or a resolution.)	Administrative Officer V	1 Day



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.8, Prepare documents for Human Resource Development Committee		
	1.8.a, For HRDC deliberation: Prepare Notice of Meeting, Application Notice for schedule of written exam/interview to candidates and communicate to concerned candidates, compilation of documentary requirements, Commitment Action Plan.	Administrative Officer V	1 Day
	1.8.b, For HRDC Referendum/Resolution: request the candidate to submit Personal Data Sheet, Certification of Actual Duties and IPCR, prepare the referendum/resolution	Administrative Officer V	
	1.9, Select DILG Nominees For HRDC Deliberation		
	1.9.a, HRDC Secretariat Administers CAP presentation and Central HRDC conducts panel interview and deliberate results	Administrative Officer V	1 Day
	1.9.b, CHRDC Secretariat consolidates results of the CHRDC Deliberation Matrix for review of HRMD Chief, for approval of AS Director for HRDC Referendum:	Administrative Officer V	
	1.9.c, Review the candidate's qualifications and indicate their chosen nominee as principal or alternate by affixing their initial in the column provided.	Administrative Officer V	
2. Receives the endorsement of Applicants from the department	2.1, Prepare endorsement letter to the donor institution with cover memo and forward to HRMD Chief for review; to AS Director for approval and to OASHRD for approval/ signature of the endorsement letter.	Administrative Officer V	3 Hours
	2.2, Forward the endorsement of applicants to the donor institution with complete supporting documents	Administrative Officer V	15 Minutes
END OF TRANSACTION			



31. Request for the Issuance of Certificate of Incumbency of Local Officials

Description of Service:

Office			
Classification	Simple Transaction	Total Processing Time	2 Days and 32 Minutes
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	All Local Government Units		
Documentary requirements		Where to secure	
1. Accomplished Citizen's Charter Request Form			
2. Letter request			
3. Certificate from the C/MLGOO/PFP on services rendered			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
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	1.1, 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 Minutes
	1.2, 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 Days
	1.3, Review and 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 Days



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form	2.1, 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			



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

Description of Service:

Office			
Classification	Highly Technical Transaction	Total Processing Time	14 Days and 1 Hour
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	Non-Governmental Organization and Civil Society Organizations		
Documentary requirements		Where to secure	
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"> a) 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; b) That all the documents submitted in support of the application are genuine and authenticated; c) That all information of the Application Form and in the supporting documents are true and correct; d) 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 e) 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.			



Documentary requirements	Where to secure
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)	
8. 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.	
9. Certificates of Recognitions and/or other commendations awarded to the CSO may be attached.	
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: <ol style="list-style-type: none"> a. 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; b. That all the documents submitted in support of the application are genuine and authenticated; c. That all information in the Application Form and in the supporting documents are true and correct; d. 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; e. 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.	



Documentary requirements	Where to secure
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 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.	
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.	



Documentary requirements	Where to secure
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.	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client submits complete documentary requirements to concerned office (City /Municipal Local Government Operations Office, or Provincial Office, or Regional Office, or Central Office	1,1, Receive and Initial Review Receives, records and scans documents/letter request and assigns to action officer	Admin Staff	30 Minutes
	1.2, Assessment Concerned secretariat assesses correctness and completeness of the documents and forwards to concerned PMO for evaluation	N/R/PAC Secretariat Action Officer	2 Days
	1.3, Evaluation PMO evaluates application based on technical expertise, and recommends approval/denial of application	Concerned PMO	6 Days
	1.4, Preparation of Certificate of Accreditation/Certification or Declination Notice	N/R/PAC Secretariat N/R/PAC	2 Days
	1.5, Signs the certificate of accreditation/certification or Declination Notice	SILG/RD/PD	4 Days
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form	2.1, 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 Minutes
END OF TRANSACTION			



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

Full Disclosure Policy is one of the efforts of the Department the promotes values of transparency and accountability among LGUs. The FDP requires all level of local governments to fully disclose particular financial transaction through posting in three conspicuous places and in the Portal. The Certificate of Compliance with the FDP is issued to all requesting eligible LGUs intending to avail loans or to access other national program windows, or for any other purpose. These Certifications shall be issued by DILG Central Office provided that all requirements are met by the requesting LGU.

Description of Service:

Office			
Classification	Highly Technical Transaction	Total Processing Time	23 Days and 1 Hour
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	All Local Government Units (LGU)		
Documentary requirements		Where to secure	
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			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client accomplishes Citizens Charter Request Form and submits to the City /Municipal Local Government Operations Officer or Provincial Focal Person	1,1, 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
	1.2, C/MLGOO transmits letter request to the Provincial Office (PO) with the attached documentary requirements		2 Days



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.3, 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 Days (30 mins (to transmit))
	1.4, 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 Day
	1.5, CO receives and evaluates documents and forwards to SILG for signature	BLGS Central Office	2 Days
	1.6, CO releases the duly signed certification of compliance to FDP to RO	Records Section GAS, AS Central Office	2 Days
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form	2.1, Record and Release RO receives the certificate and transmits to the client	Records Officer/ Regional Focal Person	1 Day
END OF TRANSACTION			



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

Description of Service: To ensure that the acquisition of government motor vehicles of LGUs is guided by the principles of functional suitability, affordability and practicability, in keeping with the highest standards of parsimony and efficiency in public spending

Office	Bureau of Local Government Supervision, DILG Regional Office, DILG Field Office		
Classification	Highly Technical Transaction (Multi-stage)	Total Processing Time	11 Days and 2 Hours
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	All Local Government Units (LGU)		
Documentary requirements		Where to secure	
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 a) Purpose b) No. of units to be purchased c) Type of vehicles and specification: I. no. of cylinders, fuel and engine II. 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			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client accomplishes the Citizens Charter Request Form and submits complete documentary requirements to City /Municipal Local Government Operations Officer	1,1, 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 Hour



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2, Approve and Transmit C/MLGOO transmits the documents to Provincial Office (PO)	Government Operations Officer	2 Days
	1.3, 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 Days
	1.4, RO conducts second review as to the completeness and appropriateness of the documentary requirements, if found complete endorses to CO	Regional Focal Person	1 Day
	1.5, CO receives, records and scans the documents.	Action Officer	30 Minutes
	1.6, CO evaluates documents and prepares the recommendation	Action Officer, BLGS	2 Days
	1.7, CO prepares authority to purchase vehicle for USLG's approval.	Director, BLGS	1 Day
	1.8, USLG signs the request	USLG	3 Days
	1.9, CO releases the Authority to Purchase Vehicle to the LCE thru a courier copy furnished the RO	Admin Staff	30 Minutes
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form			
END OF TRANSACTION			



35. Request for the Procurement of Goods, Services, Consultancy and Infrastructure

Description of Service: Conduct of the procurement process as prescribed by the Government Procurement Reform Act (Republic Act (RA) No. 9184) and its Revised Implementing Rules and Regulations (RIRR)

Office	BAC Secretariat Section and Procurement Section, General Services Division, Administrative Service		
Classification	Not Applicable; timelines are determined under RA No. 9184 and its RIRR	Total Processing Time	Maximum of 136 Calendar Days
Type of Transaction	Government to Citizen, Government to Business, Government to Government	Fees to be paid	Bidding Documents Fees, as prescribed in Appendix 8 of the IRR of the RA 9184
Who may avail	End Users, Suppliers/ Service Providers		
Documentary requirements		Where to secure	
Request for BAC Resolution, if applicable		End User Office (PR, Activity Design, PPMP, and other supporting documents)	
Approved and funded Activity Design/Purchase Request (PR)		End User Office (PR, Activity Design, PPMP, and other supporting documents)	
Project Procurement Management Plan (PPMP) consolidated into Annual Procurement Plan (APP)		BAC Secretariat Section and Procurement Section (APP)	
Operations Plan and Budget (OPB)		Planning Service (OPB)	
Certificate of Availability of Funds (CAF)		Financial Management Service (CAF)	
Other supporting documents as may be required from time to time			
Official Receipt for Purchase of Bidding Documents		Cash Section (Official Receipt for Purchase of Bidding Documents)	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. End User submits the documentary requirements	1.1, Receive and check the Activity Design/PR and all supporting documents	Receiving Officer Procurement Section	1 Minute
	1.2, Evaluate the mode of procurement to be used	Receiving Officer Procurement Section	15 minutes
	1.2.a, If Public Bidding, the Procurement Section forwards the PR/ Activity Design to the BAC Secretariat Section		



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2.b, If Alternative Modes of Procurement, the Procurement Section retains the PR and proceeds with the processing of the procurement transaction		
2. End user attends the Pre-Procurement Conference (for Public Bidding only)	2.1, Assign PR to Action Officer	BAC Secretariat Section Chief/ Procurement Section Chief	15 Minutes
	2.2, Conduct Pre-Procurement Conference, if applicable	COBAC, TWG, BAC Secretariat, and End User	1 Day
	2.3, Prepare request and advertisement of bid opportunity		
	2.3.a, If Public Bidding, prepare Invitation to Bid (IB) and Bidding Documents	BAC Secretariat Section Staff and TWG Members	1 Day
	2.3.b, If Alternative Modes of Procurement, prepare Request for Quotation (RFQ) or Agency Procurement Request (APR) and supporting documents For Lease or other Contracts for SVP, prepare Request for Legal Review Accomplish the Request for Posting to the DILG Website (for SVP and Shopping) with Approved Budget for the Contract (ABC) above Fifty Thousand Pesos (Php 50,000.00)	Procurement Section Staff	2-3 Days
	2.4, Approve IB and Bid Documents/RFQ		
	2.4.a, If Public Bidding, approval of the IB and the Bidding Documents 2.4.b, If Alternative Modes of Procurement, approval of the RFQ and supporting documents	COBAC Chairperson or Vice Chairperson General Services Division (GSD) Chief	1 Day
3. Prospective bidders may inspect and purchase Bidding Documents as indicated, or respond to the RFQ	3.1, Post bid opportunity to the Philippine Government Electronic Procurement System (PhilGEPS), DILG Website, and conspicuous places		
	3.1.a, Public Bidding, advertise IB and Bidding Documents to the PhilGEPS, DILG Website, and conspicuous places	BAC Secretariat Section Staff and TWG Members	7 Days
	3.1.b, If Alternative Modes of Procurement, post the RFQ if the ABC is above Fifty Thousand Pesos (Php 50,000.00) to the PhilGEPS, DILG website, and conspicuous places, and send the soft copy of the RFQ to at least (3) suppliers, contractors, or consultants of known qualifications via electronic mail, facsimile, and official mail	Procurement Section Staff	7 to 15 Days



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
4. Bidders and end users attend the Pre-Bidding Conference to clarify any concerns regarding the procurement project at hand	4.1, Conduct Pre-Bidding Conference		
	4.1.a, If Public Bidding, conduct Pre-Bidding Conference	COBAC, TWG, BAC Secretariat, SNPC, End User, and Suppliers/ Service Providers	1 Day
	4.1.b, If Alternative Methods of Procurement, conduct of the Pre-Bidding Conference is discretionary, based on the complexity of the procurement project at hand	COBAC, TWG, BAC Secretariat, SNPC, End User, and Suppliers/ Service Providers	
5. End user recommends the course of action to respond to the concern of the bidder	5.1, Issue Bid Bulletin to amend any specifications in the Bidding Documents/RFQ		
	5.1.a, If Public Bidding, issue Bid Bulletin to update Bidding Documents and post to the PhilGEPS, DILG Website, and conspicuous places, if applicable	COBAC, TWG, and BAC Secretariat	7 Days
	5.1.b, If Alternative Methods of Procurement, issue Bid Bulletin to update RFQ and post to the PhilGEPS, DILG Website, and conspicuous places, if applicable	COBAC, TWG, and BAC Secretariat	
6. Prospective bidders submit their bids	6.1, Receive bids and quotations		
	6.1.a, If Public Bidding, conduct the Opening of Bids	COBAC, TWG, and BAC Secretariat	45 Days
	6.1.b, If Alternative Modes of Procurement, conduct Opening of Sealed Quotations and sign the Abstract of Quotation/s	SNPC and Procurement Section	1-5 Days
	6.2, Conduct Bid Evaluation	COBAC, TWG, and BAC Secretariat	7 Days
	6.2.a, If Public Bidding, conduct Detailed Bid Evaluation		
	6.2.b, If Alternative Modes of Procurement, review/evaluate procurement transactions involving ICT Resources		
	6.2.c, If Alternative Modes of Procurement, conduct of further evaluation and post-qualification is discretionary		
7. The bidder declared as lowest/single calculated bid (LCB/SCB) as read submits its post-qualification documents	7.1, Receive documents of the LCB/SCB	TWG and BAC Secretariat	45 Days
	7.1.a, If Public Bidding, conduct post-qualification, including ocular inspections, verification of documents submitted by the bidder declared as LCB/SCB as read		
	7.a.b, If Alternative Methods of Procurement, conduct of further evaluation and post-qualification is discretionary		



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	7.2, Prepare Resolution and Notice of Award (NOA)		
	7.2.a, If Public Bidding, prepare and approve Resolution and NOA	COBAC, BAC Secretariat, and Head of Procuring Entity (HOPE)	15 Days
	7.2.b, If Alternative Modes of Procurement, prepare and approve NOA, Purchase Order (PO) or Contract and Notice to Proceed (NTP), Cover Memorandum, and request for contract review by the LLLS, if applicable	COBAC, Procurement Section, Head of End User Unit, HOPE	3-15 Days
8. The bidder declared as Lowest/Single Calculated and Responsive Bid (LCRB/SCRB) receives its NOA	8.1, Issue the NOA		
	8.1.a, If Public Bidding, issue NOA	COBAC, TWG, and BAC Secretariat	5 Days
	8.1.b, If Alternative Methods of Procurement, issue NOA, Contract/PO, and NTP	COBAC, TWG, and BAC Secretariat	
9. The bidder declared as LCRB/SCRB posts its Performance Security, if applicable	9.1, Receive Performance Security, if applicable		
	9.1.a, If Public Bidding, post NOA and Resolution to the PhilGEPS, DILG Website, and conspicuous places	BAC Secretariat Section Staff	5 Days
	9.1.b, For Alternative Methods of Procurement, Performance Security is discretionary	Procurement Section Staff	
	9.2, Prepare Contract or PO for the end user (Public Bidding only; see No. 13 for PO and Contract of Alternative Methods of Procurement)	BAC Secretariat Section	1 Day
10. The bidder declared as lowest/single calculated bid (LCB/SCB) as read submits its post-qualification documents	10.1, Approve Contract/PO		
	10.1.a, If Public Bidding, approve Contract/PO	BAC Secretariat Section Staff, Head of End User Unit/HOPE	5 Days
	10.a.b, If Alternative Modes of Procurement, the Procurement Section will serve the signed NOA, PO/Contract and NTP to the winning supplier/service provider	Procurement Section Staff	5 Days
11. FMS signs Contract/PO for funding, and returns it to the COBAC Secretariat/ Procurement Section	11.1, Submit a copy of the Contract/PO to the Commission on Audit (COA) with all the supporting documents	BAC Secretariat Section/ Procurement Section Staff	2-3 Days



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
12. Bidder signs the PO/Contract served by the COBAC Secretariat/ Procurement Section; and if Contract, facilitates its notarization	12.1, Prepare and approve NTP (Public Bidding only; see No. 13 for NTP of Alternative Methods of Procurement)	BAC Secretariat Section Staff, HOPE	7 Days
13. Bidder receives the NTP, and returns a copy of duly received NTP	13.1, Issue NTP		
	13.1.a, If Public Bidding, issue NTP and post Contract/PO and NTP to the PhilGEPS, DILG Website, and conspicuous places	COBAC and BAC Secretariat	7 Days
	13.1.b, For Alternative Methods of Procurement, refer to No. 14 for NTP, then post Contract/PO and NTP to the PhilGEPS, DILG Website, and conspicuous places	COBAC and BAC Secretariat	
	13.2, Receive documents with additional attachments from the PAS	BAC Secretariat Section/ Procurement Section Receiving Officer	1 Day
	13.3, Prepare Disbursement Voucher (DV) for the payment	Procurement Section Staff	1 Day
	13.4, Record the DV and forward to end user for signature	Procurement Section Receiving Officer	1 Day
END OF TRANSACTION			



36. Response to Complaints Against Barangay and SK Officials

Description of Service: This service is to provide the client with the necessary assistance, guidance and/or appropriate action on the complaints received against the alleged acts of irregularities, anomalies, and/or inaction, among others, of Barangay and SK Officials

Office	National Barangay Operations Office		
Classification	Simple Transaction	Total Processing Time	1 Day, 4 Hours and 25 Minutes
Type of Transaction	Government to Business, Government to Citizen, Government to Government	Fees to be paid	None
Who may avail	Barangay and SK Officials, National Government Agencies, Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Local Government Units (LGUs), Liga ng mga Barangay, and the General Public		
Documentary requirements		Where to secure	
Hard copy of the letter complaint (1 copy)		Complainant	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Proceed to the Central Records Section (CRS) (10th Floor) and submit the complaint letter	1.1, Receive the documentary requirements, update DMS and forward to the Assistant Director/Director	Admin. Staff//O.D. Staff	10 Minutes
2. CRS to receive and provide client receiving copy with "stamp receipt"	2.1, Provide instruction and return to OD Staff	Asst. Director (AD)/Director	10 Minutes
3. CRS to route documents to NBOO	3.1, Update DMS and route to CAPDD	O.D. Staff	5 Minutes
	3.2, Receive, update DMS and forward to Division Chief (DC)	Division Admin. Staff	5 Minutes
	3.3, Evaluate, provide instruction and route to Admin. Staff	Division Chief (DC)	30 Minutes
	3.4, Receive, update DMS and route to Section Chief (SC)	Admin. Staff	5 Minutes
	3.5, Receive, evaluate and assign to LGOO concerned	Section Chief	15 Minutes
	3.6, Receive, conduct research, prepare and submit the draft Indorsement or reply letter to SC/ADC/DC	LGOO concerned	1 Day
	3.7, Conduct Initial review, provide inputs and return to Action Officer	SC/ADC /DC	1 Hour
	3.8, Finalize and submit to SC/ADC/DC	LGOO concerned	20 Minutes



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	3.9, Conduct final review, affix initial, and return to Admin. Staff	SC/ADC/DC	20 Minutes
	3.10, Receive, update DMS and route to OD	Admin. Staff	5 Minutes
	3.11, Review and sign the Indorsement/reply and return to OD/Admin. Staff	AD/Director	2 Days and 4 Hours
	3.12, Receive, update DMS, retain copy and release signed Indorsement or letter reply to CRS	Admin. Staff	1 Hour
END OF TRANSACTION			



37. Response to Queries on Barangay Matters/Affairs

Description of Service: This service is to provide the client with information, guidance or appropriate action on queries pertaining to Barangay and SK governance, operations, and other Barangay and SK matters.

Office	National Barangay Operations Office		
Classification	Simple and Complex Transaction	Total Processing Time	<ul style="list-style-type: none"> • Simple - 2 Days, 4 Hours and 40 Minutes • Complex - 5 Days, 6 Hours and 45 Minutes
Type of Transaction	Government to Business, Government to Citizen, Government to Government	Fees to be paid	None
Who may avail	Barangay and SK Officials, National Government Agencies, Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Local Government Units (LGUs), Liga ng mga Barangay (LnB), and the General Public.		
Documentary requirements		Where to secure	
Hard copy of the letter complaint (1 copy)		Complainant	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time	
			Simple	Complex
1. Proceed to the Central Records Section (CRS) (10th Floor) and submit the complaint letter	1.1, Receive the documentary requirements, update DMS and forward to the Assistant Director/Director	Admin. Staff//O.D. Staff	10 Minutes	10 Minutes
2. CRS to receive and provide client receiving copy with "stamp receipt"	2.1, Provide instruction and return to OD Staff	Asst. Director (AD)/Director	15 Minutes	15 Minutes
3. CRS to route documents to NBOO	3.1, Update DMS and route to CAPDD	O.D. Staff	5 Minutes	5 Minutes
	3.2, Receive, update DMS and forward to Division Chief (DC)	Division Admin. Staff	5 Minutes	5 Minutes
	3.3, Evaluate, provide instruction and route to Admin. Staff	Division Chief (DC)	30 Minutes	30 Minutes
	3.4, Receive, update DMS and route to Section Chief (SC)	Admin. Staff	5 Minutes	5 Minutes
	3.5, Receive, evaluate and assign to LGOO concerned	Section Chief	15 Minutes	15 Minutes



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time	
			Simple	Complex
	3.6, Receive, conduct research, prepare and submit the draft Indorsement or reply letter to SC/ADC/DC	LGOO concerned	2 Days	4 Days
	3.7, Conduct Initial review, provide inputs and return to Action Officer	SC/ADC /DC	1 Hour	2 Hours
	3.8, Finalize and submit to SC/ADC/DC	LGOO concerned	30 Minutes	1 Hour
	3.9, Conduct final review, affix initial, and return to Admin. Staff	SC/ADC/DC	20 Minutes	30 Minutes
	3.10, Receive, update DMS and route to OD	Admin. Staff	30 Minutes	30 Minutes
	3.11, Review and sign the Indorsement/reply and return to OD/Admin. Staff	AD/Director	5 Minutes	5 Minutes
	3.12, Receive, update DMS, retain copy and release signed Indorsement or letter reply to CRS	Admin. Staff	15 Minutes	15 Minutes
END OF TRANSACTION				



38. Review of Appealed Administrative Cases

Description of Service:

Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Highly Technical Transaction	Total Processing Time	Not covered by EODB prescribed processing time
Type of Transaction		Fees to be paid	None
Who may avail	Appellants from PNP, BJMP and BFP		
Documentary requirements		Where to secure	
Complete case records from: <ul style="list-style-type: none"> • NAPOLCOM National Appellate Board (NAB) / Regional Appellate Board (RAB) • Bureau of Fire Protection (BFP) • Bureau of Jail Management and Penology (BJMP) 		NAB (decisions rendered by the Chief, PNP); or RAB (decisions rendered by the PNP Regional Directors)	
Notice of Appeal (NOA)		Appellant	
Memorandum of Appeal (MOA)		Appellant	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. File Notice of Appeal (NOA) with deciding authority, copy furnished appellate authority within ten(10) days from receipt of appealed decision (PNP/BJMP)	1.1, Assign the appealed case for review upon receipt of the complete case records, provided that the NOA/ MOA are already filed with DILG and transmitted to Appellate Division, Legal and Legislative Liaison Service	Division Chief	Not covered by EODB prescribed processing time; Governing Rules: The exercise of Appellate jurisdiction Under RA6975 and NAPOLCOM Memorandum Circular No. 2016-002; BFP/ BJMP rules on administrative cases; EONo.292 or Administrative Code of 1987; CSC 2017 RACCS
2. File Memorandum on Appeal (MOA) with DILG (Records Section) within 15 days from date of filing of NOA (PNP/ BJMP).For BFP, file the MOA within 15 days from receipt of appealed decision	2.1, Draft Decision/Resolution/Order	Division Chief Division Assistant Chief, Attorney III, Attorney II, Legal Assistant	
	2.2, Approve the draft Decision/Resolution/Order	Director, LLLS	



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.3, Recommend approval of the draft Decision/Resolution/Order for SILG's signature	Director, LLLS	
	2.4, Approve and sign the recommended Decision/Resolution/Order	SILG	
	2.5, Issue Notice of Decision	AD Releasing Staff Records Section (RS)	
END OF TRANSACTION			



39. Review of MOA/MOU/Contract/Department issuances/Presidential Issuances

Description of Service:

Office	Legal and Legislative Liaison Service		
Classification	Highly Technical Transaction	Total Processing Time	Not covered by EODB prescribed processing time
Type of Transaction		Fees to be paid	None
Who may avail	DILG Official/Employees/Field Personnel, LGU Officials, General Public		
Documentary requirements		Where to secure	
Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS		Requests shall originate from requesting party/office	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.1, Receive/Update DMS; Indorses the document to the Chief, LRALLD	Receiving Officer	30 Minutes
	1.2, Accept Document thru DMS; Assigns documents to Action Officer	Division Chief, LRALLD	1 Day
	1.3, Accept document thru DMS; Action Officer evaluates document/s and prepares initial draft of action;	Lawyer/ Action Officer	10 Days minimum, depending on the complexity of request
	1.4.a, AO submits initial draft of action to Assistant Chief; Update DMS	Lawyer/ Action Officer	15 Minutes
	1.4.b, Receive physical document for routing		15 Minutes
	1.5, Accept document thru DMS and review draft of action; approves initial draft/directs its finalization. Otherwise, return the same to the concerned AO for its revision/correction; Update DMS	Assistant Division Chief	1 Day minimum, depending on the complexity of request



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1.a, OSEC/ USECs/ ASECs/ Directors/ PMOs • Transmit the Memorandum/Letter to LLLS at its Receiving Window • LLLS Central Receiving Staff receives and stamps on the original document and the receiving copy 1.b, For all others, including the general public • Go to the Records Section, DILG and submit the request • Records Section receives and stamps on the original document and receiving copy	1.6, Accept thru DMS; finalizes draft action, countersigns and forward the same to AC; incorporate revision/correction; Update DMS	Division Chief	30 Minutes minimum, depending on the complexity of the correction/ revision
	1.7, Accept thru DMS; sign/approve action, if amenable; forward the document to D, LLLS. Otherwise, return the same to the concerned AO for its revision/ correction; Update DMS	Division Chief	30 Minutes minimum, depending on the complexity of the correction/ revision
	1.8, Photocopy approved/signed document and release it to the Office of the Director, LLLS		30 Minutes
END OF TRANSACTION			



INTERNAL SERVICES (Central Office)



1. Issuance of Brand Identity Manual (BIM) Certification of Compliance

Description of Service: This service is to provide the client with the certification of compliance to the DILG's Brand Identity Manual to all drafted designs coming from other offices before being printed and used to all DILG-related activities, seminars and workshops

Office	Public Affairs and Communication Service, Creative Services Division (CSD, PACS)		
Classification	Simple Transaction	Total Processing Time	2 Hours and 25 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	All DILG-CO offices		
Documentary requirements		Where to secure	
DMS routing slip, request letter (memorandum format) – including the sample image of the design		Public Affairs and Communications Service	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Prepares a request letter in the form of memorandum with attached sample image of item/s via DMS and hand-carry	1.1, Receive the memorandum, update DMS and forward to OD	Office of the Director Staff/ Director	2 Minutes
	1.2, Forward the hard-copy request with attached sample image of items to CSD	Office of the Director Staff	2 Minutes
	1.3, Receive, update DMS and route to Division Chief (DC)	Admin Aide VI	2 Minutes
	1.4, Evaluate the attached sample item	Admin Officer II	2 Hours
	1.5, Draft a memorandum certification/response	Admin Aide VI	5 Minutes
	1.6, Print and submit to the Division Chief then to Office of the Director for signature	Division Chief/ Director	5 Minutes
	1.7, Scan and route through DMS the memorandum certification/response	Admin Aide VI	5 Minutes
2. Contacted by PACS-CSD and receives the BIM certification of compliance from PACS-CSD staff in charge of issuance.	2.1, Contact the person referenced in the request memorandum to receive the hardcopy certification/response	Admin Aide VI	2 Minutes
	2.2, The hard copy of the BIM certificate of compliance is issued and given to the client	Admin Aide VI	2 Minutes



2. Issuance of No Pending Case

Description of Service:

Office	Legal and Legislative Liaison Service, Trial and Investigation Division (LLLS, TID)		
Classification	Complex Transaction	Total Processing Time	1 Day
Type of Transaction	Government to Citizen	Fees to be paid	None
Who may avail	Department Personnel and LGU Officials		
Documentary requirements		Where to secure	
Accomplished Request Form		LLLS Receiving Personnel	
Clearance Log Sheet		LLLS Receiving Personnel	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Personally appearing person at the LLLS provides the following detail in the Clearance Log Sheet: <ul style="list-style-type: none"> • Date requested; • Type of Request • Name of the person requesting/ office Signature of the Requesting DILG Personnel/ LGU Officials 	1.1, Receive Accomplished Request Form	LLLS Receiving Personnel	10 Minutes
	1.2, Receive the request and update the Clearance Log Sheet	TID Receiving Officer	5 Minutes
	1.3, Review the Request and Verify	TID Action Officer	15 Minutes
	1.4, Prepare the Certification	TID Staff	10 Minutes
	1.5, Release the Certificate	TID Staff	7 Hours and 30 Minutes
	1.6, Retain records	TID Staff	
END OF TRANSACTION			

**Note: For services exempted from the prescribed processing time under RA 11032 put legal basis*



3. Facilitation of Issuance of Authority to Practice Profession

Description of Service: This service aims to prepare the issuance of Department Order permitting the practice of profession of DILG personnel

Office	Personnel Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	22 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Officials and Personnel		
Documentary requirements		Where to secure	
Recommendation/ Justification from concerned officials and personnel			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit recommendation/ justification from the concerned officials and personnel	1.1, Receive recommendation/ justification	PD Receiving Clerk/ Administrative Officer	2 Minutes
	1.2, Review the completeness and appropriateness of recommendation	Administrative Officer IV	5 Minutes
	1.3, Prepare the D.O. and transmit to SILG for approval	Administrative Officer IV	15 Minutes
	1.4, Send the approved copy of D.O. to Records Section for releasing	Administrative Aide III	5 Minutes
	1.5, Retain an approved copy of Department Order in the 201 file.	Administrative Assistant III	3 Minutes
END OF TRANSACTION			



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.3, Contact the person referenced in the request memorandum to receive the hardcopy certification/response	Admin Aide VI	2 Minutes
END OF TRANSACTION			



4. Leave Administration (Processing of Leave Application and Updating of Leave Balances)

Description of Service: This process undertakes the recording of leaves of all Officials and employees

Office	Personnel Division , Administrative Service		
Classification	Not applicable	Total Processing Time	2 Days, 2 Hours and 50 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	All DILG Officials and Employees		
Documentary requirements		Where to secure	
Completely filled-out Leave Application Form with attachments, if necessary		DAC Secretariat	
Consolidated Report of Attendance (CRA)			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
Processing of Leave Application			
1. Submit accomplished leave application with attachments, if necessary to PD.	1.1, Check the compliance of the leave application to the prescribed filing period, record and stamp received accordingly.	PD Receiving Clerk	5 Minutes
	1.2, Review leave application as to correctness of data and completeness and appropriateness of supporting documents. Process the leave application if found in order and transmit to signing authority.	PD Attendance Officer/Action Officer	5 Minutes
	1.3, Review the accuracy of leave balance as to correctness of computation and appropriateness of the type of leave.	Section Chief; Division Chief	10 Minutes
Updating of Leave Balances			
2. Submit CRA to PD	2.1, Receive CRA and check completeness of attached DTRs	PD Receiving Clerk	10 Minutes
	2.2, Review CRA and DTR as to correctness and completeness of entries and attachments, and accuracy of computation.	PD Action Officer	30 Minutes
	2.3, Update leave card and record earned 1.25 VL and 1.25 SL of employee, if applicable.	PD Action Officer	10 Minutes
	2.4, Issue appropriate memorandum on Habitual Tardiness signed by Division Chief, Absenteeism and Non-Submission of DTR signed by Administrative Service Director, as appropriate.	PD Action Officer	30 Minutes



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.5, Prepare monthly report of leave without pay (LWOP) and quarterly report of leave balances (ROLB) to be submitted to FMS and concerned offices, respectively.	PD Action Officer	2 Day and 1 hour
	2.6, Retain original copy of leave application in the 201 file room.	PD Action Officer	10 Minutes
END OF TRANSACTION			



5. Posting of Information in the DILG website

Description of Service: An Internal service offered by the ISTMS-TOSD to the different Offices/Services/Bureaus for posting of Information in the DILG Website (e.g. Careers, Events, Bid Opportunities, Draft Issuances, Reports and Resources, etc.)

Office	Information System and Technology Management Service		
Classification	Simple Transaction	Total Processing Time	2 Hours and 25 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Bureaus and Services of the Department		
Documentary requirements		Where to secure	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit letter request for posting/updating thru DMS (DILG Intranet) or email	1.1, Receive document request for posting/updating	Receiving Officer	5 Minutes
	1.2, Forward the Document to the Office of the Director (OD) for information and/or instruction	Receiving Officer	5 Minutes
	1.3, Review the document and forward the document/request to the Technical and Operations Support Division (TOSD) for action	Director, OD Admin Staff	30 Minutes
	1.4, Post/update the document/request in the DILG Website and forward the document to the Web Content Manager (WCM) for review of documents posted in the DILG Website	Assigned Web Content Assistant	45 Minutes
	1.5, Review document/s posted in the DILG Website	Web Content Manager	20 Minutes
	1.6, inform client that the request has been posted/updated in the DILG Website and to accomplish the Client Satisfaction Survey (CSS) form	Assigned Web Content Assistant	20 Minutes
2. Accomplished CSS form thru DMS (DILG Intranet), email, or thru link provided	2.1 Receive, record, and file the request for posting/updating and accomplished CSS form for monitoring purposes	Records Officer	20 Minutes
END OF TRANSACTION			



6. Preparation of Appointment for Co-Terminus and Contractual

Description of Service: This service aims to review recommendation and prepare appointments based on the recommendation of the operating units/ offices concerned

Office	Personnel Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	37 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Office of the Secretary, Undersecretaries and Assistant Secretaries/ Bureaus/ Services/ Project Management Offices		
Documentary requirements		Where to secure	
Recommendation for hiring of Co-Terminus and Contractual personnel :			
Personal Data Sheet		CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit recommendation	1.1, Receive recommendation of recommending units/ offices concerned	PD Receiving Clerk	2 Minutes
	1.2, Review completeness and appropriateness of recommendation documents.*	Administrative Officer IV	20 Minutes
	1.3, Prepare appointment and transmit to the concerned official for approval	Administrative Officer IV	10 Minutes
2. Receive copy of approved appointment.	2.1, Transmit approved appointment to Civil Service Commission for validation, copy furnished the concerned offices and maintain a copy in 201 file.	Administrative Officer IV	5 Minutes
END OF TRANSACTION			



7. Preparation of Contract of Services

Description of Service: This service facilitates the hiring of COS personnel based from the recommendation/justification of concerned officials.

Office	Personnel Division, Administrative Service		
Classification	Highly Technical Transaction	Total Processing Time	3 Days and 25 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Operating Units in the DILG CO		
Documentary requirements		Where to secure	
Recommendation/ justification of concerned officials		Operating Office/Unit Concerned	
Completely filled-up PDS		CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html	
NBI Clearance		NBI	
Drug Test		Drug Testing Laboratory	
Terms of Reference		Operating Office/Unit Concerned	
Previous Contract, if any		Operating Office/Unit Concerned	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit recommendation/ justification for the hiring of COS personnel.	1.1, Receive recommendation/ justification	PD Receiving Clerk/ Administrative Officer	2 Minutes
	1.2, Review the completeness and appropriateness of administrative requirements	Administrative Officer IV	5 Minutes
	1.3, Prepare Resolution on hiring of COS personnel for the approval and signature of the Review and Evaluation Committee on the Hiring of Renewal of Contract of Services	Administrative Officer IV Chief, Personnel Division	3 Days
	1.4, Prepare contracts for approval of the SILG	Administrative Aide III	10 Minutes
	1.5, Copy furnish signed contract to Commission on Audit and Financial and Management Service	Administrative Aide III	5 Minutes



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.6, Retain the approved copy of contract in the 201 file	Administrative Aide III	3 Minutes
END OF TRANSACTION			



8. Processing of Request for the Department Order and Travel Authority

Description of Service: Issuance of the Department Order and Travel Authority

Office	Human Resource Management Division, Administrative Service		
Classification	Complex Transaction	Total Processing Time	5 Days, 4 Hours and 40 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Officials & Employees (LG Sector: Central Office – Bureaus & Services, Regional/ Field Offices/ LGA Interior Sector: BFP, BJMP, PNP-NHQ/ Regional/Field Offices/ PPSC		
Documentary requirements		Where to secure	
Local			
Endorsement from the Head of Office		Applicant's Respective Regional/Bureau/Service Directors	
Invitation Letter		From the Donor/ Institutions or Agency	
Foreign			
Endorsement from the head of office		Applicant's Respective Regional/Bureau/Service Directors	
Invitation Letter		From the Donor Institutions/Agency	
Clearances(Central/ Regional/ Provincial Office)		Respective Applicants Office	
Certification(No pending Administrative Case)		Respective Applicants Office	
Personal Data Sheet		Applicant	
Approved Application for Leave		Respective Applicants HR Division	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submits the request with complete requirements to the Human Resource Management Division (HRMD).	1.1, Receives, review, records and encodes in the DMS the request with complete attachments then forward to concerned HRMD Action Officer;	Administrative Assistant II	10 Minutes



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2, HRMD Action Officer shall review/Check the completeness and appropriateness of the supporting documents for processing in accordance to legal and/or administrative requirements/guideline/procedures, as appropriate, and against the checklist of supporting documents on issuance of department Order;	Administrative Assistant II	15 Minutes
	1.3, Prepare the Department Order and (travel authority for travel abroad) with cover memo then submit for review of HRMD Chief/Assistant Chief.	Administrative Assistant II	2 Hour
	1.4, Review as to the content of the D.O. If found in order, forward to the HRMD receiving staff for DMS, then same will be forwarded to the office of the AS Director for her information/comments/approval else, provide instruction to action officer for necessary correction/revision.	Division Chief/ Administrative Assistant II	40 Minutes
	1.5, The receiving staff from the Office of AS Director shall receive, records, encodes in the DMS then forward to the Director for her review. If found in order, affix initial, then forward to the Office of the Assistant Secretary for Administrative and Human Resource Development for her initial/signature else, provide instruction to HRMD for necessary correction/revision.	Administrative Assistant II	3 Hours
	1.6, The receiving staff from the Office of the Assistant Secretary for HRD, shall records in the DMS the documents then forwards to their Executive Assistant for her/his review/correction before the Assistant Secretary signed the documents if found in order forward to the Office of the Head Executive Assistant (HEA) for her/his review before SILG signed the documents; else return to HRMD for necessary correction/revision.	Administrative Assistant II	1 Day
	1.7, SILG sign/approve the department Order and Travel Authority	Administrative Assistant II	3 Days
	1.8, The approved/signed D.O. shall record in the DMS of the Office of the Secretary then forward to HRMD for their appropriate action;	Administrative Assistant II	6 Hours
	1.9, Upon receipt of signed/approved scanned D.O., HRMDs receiving clerk shall records, encodes in the DMS and forward to Central Records Section for numbering/ releasing to concerned offices in accordance with the Central Records Management procedures.	Administrative Assistant II	30 Minutes
2. The requesting party shall receive the duly signed/approved original copy of Travel Authority and a copy of the department order	2.1, HRMDs receiving clerk shall release to the requesting party via email /courier or personal appearance (upon the discretion of the requesting party)) copies of the Department Order and travel authority	Administrative Assistant II	5 Minutes
END OF TRANSACTION			



9. Provision of Graphics and Layout Service

Description of Service: This service is to provide the client with the certification of compliance to the DILG's Brand Identity Manual to all drafted designs coming from other offices before being printed and used to all DILG-related activities, seminars and workshops

Office	Public Affairs and Communication Service, Creative Services Division (CSD, PACS)		
Classification	Simple Transaction	Total Processing Time	2 Hours and 25 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	All DILG-CO offices		
Documentary requirements		Where to secure	
DMS routing slip, request letter (in memorandum format) – including the specifications and details thru e-mail		Public Affairs and Communications Service	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit the request letter to CSD-PACS thru DMS, E-mail, and/or Memorandum	1.1, Receive the letter request, update DMS and forward to DC	Admin Aide VI	5 Minutes
	1.2, Review job specifications and assess availability of resources and staff	Division Chief	5 Minutes
	1.3, Contact the requesting office to discuss the request	Admin Aide VI/ Division Chief	5 Minutes
2. Proceed to the Admin. Staff/ Front Desk Officer of PACS-CSD	2.1, Discuss the request including the submission date, duration and specifications of the request.	Division Chief	15 Minutes
	2.2, Conceptualize and develop the job order's design and submission date	Division Chief/ CSD Graphic Artist	5 Minutes
	2.3, Fill up the job order form based on the given request memorandum and designate the job order to Graphics Artist (GA)	Admin Aide VI/ Division Chief	5 Minutes
	2.4, Submit draft design to Division Chief for review and approval	Division Chief/ CSD Graphic Artist	5 Minutes
END OF TRANSACTION			



10. Provision of Internal Audit Services

Description of Service: The Provision of Internal Audit Services is established by the DILG-Internal Audit Service as reference for the effective conduct of audit in determining compliance to applicable laws, rules, regulations and Department issuances; evaluating adequacy of internal controls and the 4Es (Effectiveness, Efficiency, Economical and Ethical) of operations.

Office	Internal Audit Service		
Classification	Highly Technical Transaction	Total Processing Time	1 Year, 4 Months, 12 Days, 1 Hour and 30 minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Auditees: LG Sector: Central Office (Bureaus & Services, Regional & Field Offices), Attached Agency: Local Government Academy (LGA) Interior Sector: Bureau of Fire Protection (BFP) and Bureau of Jail Management and Penology (BJMP)-National Head Quarters (NHQ), Regional & Field Offices and Philippine Public Safety College (PPSC Other attached agencies: National Youth Commission (NYC), National Council on Muslim Filipinos (NCMF) and Philippine Commission on Women (PCW)		
Documentary requirements		Where to secure	
Audit Planning			
Relevant documents, records and reports of the audit areas			
Audit Execution			
AFS-IAS: Audit Feedback Survey Form			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.1, Prepare Department Order on the conduct of audit		
	1.1.a, Preparation	Internal Auditor I/ II Division Chiefs/IAS Head	1 Day
	1.1.b, Review		1 Day
	1.2, Prepare Memorandum to all concerned		
	1.2.a, Preparation	Internal Auditor I/II Division Chiefs IAS Head/IAS Admin. Staff	1 Day
	1.2.b, Review		1 Day



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2.c, Approval	Internal Auditor I/II Division Chiefs IAS Head/IAS Admin. Staff	30 Minutes
	1.2.d, Distribution		1 Hour
2. OSEC – Approve the Audit Plan	2.1, Prepare Audit Plan and Program		
	2.1.a, Preparation	Internal Auditor/s I/II/III Audit Team Leader/s IAS Head	3 Days
	2.1.b, Review		
	2.1.c, Approval		
3. Auditee – Provide relevant documents, records and reports of the audit areas, if requested	3.1, Prepare, review and approve Audit Tools/ Work Paper Templates		
	3.1.a, Preparation	Internal Auditor/s I/II	5 Days
	3.1.b, Review	Audit Team Leader/s	1 Day
	3.2, Prepare Notice of Entry Meeting to all concerned Offices		
	3.2.a, Preparation	Internal Auditor/s I/II	1 Day
	3.2.b, Review	Audit Team Leader/s	1 Day
	3.2.c, Approval	IAS Head	30 Minutes
	3.2.d, Distribution	IAS Admin. Staff	1 Hour
END OF AUDIT PLANNING			
AUDIT EXECUTION			
4. Auditee – Participate in the Entry Meeting	4.1. Conduct Entry Meeting	Audit Team Leader/s	2 Hours



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
4. Auditee – Participate in the conduct of Audit <ul style="list-style-type: none"> • Provide requested documents to be presented during audit • Submit self for interview • Assist Auditors • Provide logistical support, if necessary 	4.1, Conduct Actual Audit	Audit Team	14 Days
5. Auditee – Participate in the Exit Meeting to provide initial comments/feedback on the initial audit report	5.1, Prepare Initial Audit Report		
	5.1.a, Preparation	Internal Auditor/s I/II/III Audit Team Leader/s	3 Days
	5.1.b, Review	IAS Head	2 Days
6. Fill out Internal Audit Feedback Survey Form	6.1, Administer the Internal Audit Feedback Survey	Audit Team	1 Hour
END OF AUDIT EXECUTION			
AUDIT REPORT			
7. OSEC – Receive the Audit Report with Recommendations for approval of the SILG	7.1. Prepare, review and submit Final Audit Report to the Office of the Secretary		
	7.1.a, Preparation/Consolidation	Audit Team/s Division Chiefs/ IAS Head/ IAS Admin. Staff	20 Days
	7.1.b, Review		10 Days
	7.1.c, Release		30 Minutes
8. Auditee – Receive the Audit Report with Recommendations	8.1, Communicate and distribute the approved Audit Report with recommendations to concerned offices.	IAS Admin. Staff	30 Minutes
END OF AUDIT REPORTING			



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
AUDIT FOLLOW-UP			
9. Auditee – Participate in the Entry Meeting	9.1. Prepare Audit Program for Audit Follow-up		
	9.1.a, Preparation/Consolidation	Internal Auditor/s I/II/III Audit Team Leader/s IAS Head	5 Days
	9.1.b, Review		
9.1.c, Release			
10. Auditee – Implement the Audit Recommendations and report status of implementation through the AAPIS to the Internal Audit Service and participate in the conduct of Audit Follow-up validation activity, as necessary	10.1, Conduct Audit Follow-up on the Implementation of Approved Recommendations		
	10.1.a, Preparation of Internal Assessment of Compliance to Audit Recommendations (IASCAREs)	Audit Team/s	4 Quarters (1 year)
	10.1.b, Review/ Validate		
11. OSEC – Receive the Audit Follow-up Report for the approval of the SILG	11.1. Prepare, review and submit Audit Follow-up Report to the Office of the Secretary		
	11.1.a, Preparation/ Consolidation	Audit Team/s Division Chiefs/ IAS Head IAS Admin. Staff	20 Days
	11.1.b, Review		10 Days
	11.1.c, Release		30 Minutes
END OF AUDIT REPORTING			
END OF TRANSACTION			

Note: In the event of non-implementation of recommendation/inadequate action, recommend to SILG, appropriate legal and/or management remedies for non-implementation, recommendation and inadequate actions by the auditee.



11. Provision of Photo and/or Video Services

Description of Service: This service is to provide the client with Photo and/or Video Services to document the activities and programs of the different Offices of the Department as well as its Attached Agencies.

Office	Public Affairs and Communication Service, Creative Services Division (CSD, PACS)		
Classification	Simple Transaction	Total Processing Time	2 Hours and 37 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	All DILG Offices Bureaus and Attached Agencies		
Documentary requirements		Where to secure	
Memorandum - Letter of Request			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit the request letter to CSD-PACS thru a memorandum	1.1, Receive the letter request		1 Minute
	1.2, Review job specifications and assess availability of resources and staff		5 Minutes
	1.3, Arrange for the logistics with the requesting office		5 Minutes
	1.4, Assign a photographer to cover the event		2 Hours
	1.5, Put the event on schedule		2 Minutes
2. Personally request for the Photo and or Video Files to the Photo Section providing the details of the files being requested. And provide the sufficient storage device for the files.	2.1, Receive the Request		1 Minute
	2.2, Determine whose in charge of the coverage	Section Chief/Photo Section	3 Minutes
	2.3, Search for the files on the computer or storage device	Section Chief/Photo Section	5 Minutes
3. Submit the request letter to CSD-PACS thru e-mail	3.1, Download the files to the storage provided by the requesting office	Corresponding Photographer	15 Minutes
	3.2, Send the files requested via email	Corresponding Photographer	
END OF TRANSACTION			



12. Provision of Vehicular Service for DILG Officials and Employees

Description of Service: Provision of Vehicular Service for DILG Officials and Employees

Office	Motorpool Section, General Services Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	1 Hour
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Personnel, and DILG Regional Offices		
Documentary requirements		Where to secure	
Vehicular Support Service Request Form (FM-QP-AS-GSD-12-01)		Motorpool Section	
Supporting Documents (e.g. Activity Design, Department Order, Invitation, List of Passengers, etc.)		Motorpool Section	
Driver's Trip Ticket Form (FM-QP-AS-GSD-12-04)		Motorpool Section	
Travel Order		Motorpool Section	
B.L.O.W.B.A.G.S Checklist Form (FM-QP-AS-GSD-12-02)		Motorpool Section	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit accomplished vehicle request form attached with necessary supporting documents to Motorpool Section, GSD, AS. Note: Submit the form no later than 24 hours prior to requested date if the trip is within Metro Manila; 5 days before if the trip is outside Metro Manila.	1.1, Receive request form and check for supporting documents needed.	Chief, Motorpool Section/ AA III/ AA II	2 Minutes



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2, Evaluate the request concerning to following: <ul style="list-style-type: none"> • Official nature of trip • Availability of Driver • Availability of Vehicle <i>If above items are all satisfactory complied, indicate the assigned driver/ vehicle on the form and sign the corresponding section to recommend for approval</i>	Chief, Motorpool Section	10 Minutes
	1.3, Endorse the request to GSD Chief for the approval of request	Chief, Motorpool Section	5 Minutes
	1.4, Return approved/disapproved request to Motorpool Section, GSD, AS.	GSD Staff	2 Minutes
	1.5, Inform the requesting party on the approval/disapproval of request. Provide the details of driver and vehicle for approved request.	Chief, Motorpool Section/ AA III	5 Minutes
	1.6, Prepare Driver's Trip Ticket Form and Travel Order and sign the corresponding section to recommend for approval. Note: Issuance of Travel Order is required if the requested destination is outside Metro Manila.	Chief, Motorpool Section/ Automotive Equipment Inspector II	10 Minutes
	1.7, Endorse Driver's Trip Ticket Form and Travel Order to GSD Chief/AS Director for approval.	Chief, Motorpool Section/ AA III	5 Minutes
	1.8, Return approved/disapproved travel documents to Motorpool Section, GSD, AS and forward to the assigned Driver	GSD Staff	5 Minutes
	1.9, Prepare necessary travel documents for the trip. Perform B.L.O.W.B.A.G.S checklist and sign on the corresponding sections on the form.	Driver/ Guard-on-duty	10 Minutes
	1.10, Carry out the trip. Update driver's trip ticket form on every reached destination	Driver	1 Minute
	1.11, Receive all the accomplished travel documents for record filing and updating of RVSS Log Sheet after the trip.	Chief, Motorpool Section/ Automotive Equipment Inspector II	2 Minutes
END OF TRANSACTION			



13. Provision on Library Services

Description of Service: This service is to provide the client with Photo and/or Video Services to document the activities and programs of the different Offices of the Department as well as its Attached Agencies.

Office	Public Affairs and Communication Service, Creative Services Division (CSD, PACS)		
Classification	Simple Transaction	Total Processing Time	
Type of Transaction	Government to Business, Government to Citizens, Government to Government	Fees to be paid	None
Who may avail	DILG Employees, Researchers & Students, NGA / LGU personnel		
Documentary requirements		Where to secure	
Visitors' Logbook		Located at the DILG Library's entrance	
Identification Cards (IDs)		Prepared & provided by the researcher	
Request Letter		Prepared & provided by the researcher	
Visitors' Pass and Visitors' Slip		Issued at the DILG lobby, by the lobby guard	
DILG Clearance Form		Prepared & provided by the DILG Employee, can be downloaded at the Official DILG Website (www.dilg.gov.ph)	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
A. Provision of information and reference materials			
1. Registration of researchers in the designated visitor's logbook upon arrival at the DILG Library		Researchers / Visitors	5 Minutes
	1.1, Receipt & evaluation of requested service a) Published IEC materials (Brochures, Flyers, etc) b) Reference materials (ie: Books, Magazines, Journals, Dictionaries, Compendiums, Published Thesis and Dissertations)	DILG Librarian	10 Minutes
	1.2, Checking for the availability of the requested material	DILG Librarian	30 Minutes
	1.3, Actions to be taken on the request		2 Hours
	1.3.a, Provide the requested material to the researcher, if available.		2 Minutes



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.3.b, Coordinate with Department Bureau on the requested material and refer researchers to the bureau concerned, if material is available	DILG Librarian	10 Minutes
2. Receipt of signed Visitor's slip from the Librarian	2.1, Signing visitors' slip upon departure	DILG Librarian	5 Minutes
END OF TRANSACTION			
B. Signing in the DILG Office Clearance			
1. Endorsement of Clearance form to the Librarian	1.1, Evaluation of the endorsed form	DILG Central Office employee	5 Minutes
	1.2, Check and verify from the borrowers list for any library accountability	DILG Librarian	20 Minutes
2. Receipt of signed Clearance form from the Librarian	2.1, Signing of DILG Librarian's portion in the Office Clearance and endorsement of signed Clearance form to the requesting DILG employee	DILG Librarian	5 Minutes
END OF TRANSACTION			



14. Request for Function Room and DILG Dormitory

Description of Service: To ensure all request in proper coordination

Office	Auxiliary Section, General Services Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	3 Days
Type of Transaction	Government to Citizen	Fees to be paid	None
Who may avail	DILG Central Office, DILG Regional Office & NAPOLCOM Office		
Documentary requirements		Where to secure	
Request for Function Room.		Auxiliary Section	
Request for Dorm Accommodation		Auxiliary Section	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Fill-up prescribe request form. The form can be download at DILG website or you can request a copy for Auxiliary Section, GSD	1.1, Receive the requested letter with recommendation of Administrative Service Director	Administrative Aide III	1 Day
	1.2, Check availability of function room, DILG Dormitory	Administrative Aide III	
	1.3, Check the availability of the said request and ready the request to be filled by the end user	Administrative Aide III	
2. Letter request address to Director of Administrative Service	2.1, Prepare send letter to the requester	Administrative Aide III	1 Day
	2.2, Release the approved request form	Administrative Aide III	
3. Letter request address to GSD Chief	3.1, Prepare and submit letter requesting party	Administrative Aide III	1 Day
END OF TRANSACTION			



15. Request for Information Systems Development

Description of Service: The Service adopted the following steps to ensure the application systems developed are of quality and produced in a timely manner

Office	Information System and Technology Management Service		
Classification	Highly Technical Transaction	Total Processing Time	6 Months
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Bureaus and Services of the Department		
Documentary requirements		Where to secure	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit request letter	1.1, Receive letter request	Administrative Assistant III	5 Minutes
	1.2, Assess the type of request and assign a technical staff	Director/ IS-PDPMD Chief	3 Days
	1.3, Conduct initial meeting with client	IS-PDPMD Chief	1 Day
2. Submit reference materials	2.1, Gather System Requirements	Assigned Technical Staff	1 Day
	2.2, Provide User Requirements List for Client's review	Assigned Technical Staff	1 Day
3. Finalize the requested features of the system. Acknowledge the provided User Requirements List	3.1, Receive the signed Requirements List	Assigned Technical Staff	2 Days
	3.2, Conduct System Study and Formulate System Design	Assigned Technical Staff	1 Minute
	3.3, Perform Systems Development	Assigned Technical Staff	4 Minutes
	3.4, Present the System	IS-PDPMD Chief, Assigned Technical Staff	4 Hours
	3.5, Provide User Acceptance Certificate to client	Assigned Technical Staff	2 Days
4. Accomplish the provided User Acceptance Certificate	4.1, Receive the accomplished User Acceptance Certificate	Assigned Technical Staff	2 Days



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
5. Conduct Pilot Testing of the System			3 Months
6. Implement the Developed System			1 Month
END OF TRANSACTION			



16. Request for Repair and Maintenance

Description of Service: Provision of repair and maintenance

Office	Auxiliary Section, General Services Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	1 Day
Type of Transaction	Government to Citizen	Fees to be paid	None
Who may avail	DILG Central Office, DILG Regional Office & NAPOLCOM Office		
Documentary requirements		Where to secure	
Request for Repair and Maintenance		Auxiliary Section	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Letter request address to GAS Chief	1.1, Receive the requested letter with recommendation of Administrative Service Director	Administrative Aide III	1 Day
	1.2, Check the availability of the maintenance personnel	Administrative Aide III	
	1.3, Check the availability of the said request and ready the request to be filled by the end user	Administrative Aide III	
	1.4, Prepare send letter to the requester	Administrative Aide III	
	1.5, Release the approved request form	Administrative Aide III	
	1.6, Prepare and submit letter requesting party	Administrative Aide III	
END OF TRANSACTION			



17. Request for Technical Assistance on ICT Resources

Description of Service: An internal service offered by the ISTMS-NTMD to the different Offices/Services/Bureaus if they would need technical assistance on their ICT resources (e.g. a hardware, software application or internet/network service being used by a DILG employee and is owned by the department).

Office	Information System and Technology Management Service, Network and Technology Management Division (ISTMS-NTMD)		
Classification	Simple Transaction	Total Processing Time	4 Hours
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Offices/ Services/ Bureaus		
Documentary requirements		Where to secure	
Request Form		ISTMS-NTMD	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit request of technical assistance	1.1, Receive and log the request for technical assistance	Receiving Officer/ Records Officer	5 Minutes
	1.2, Assess the type of request and assign a technical staff	NTMD Chief	30 Minutes
	1.3, Assigned technical staff to coordinate with the client	Technical Staff	15 Minutes
	1.4, Provide technical assistance	Technical Staff	3 Hours
2. Client to sign the technical assistance request from and provide feedback thru the client satisfaction survey	2.1, Document the technical assistance rendered and have the client sign the technical assistance request form and answer the client satisfaction survey	Technical Staff	5 Minutes
	2.2, Record and file the technical assistance rendered and/or the status of work for further monitoring and assistance	Records Officer	5 Minutes
END OF TRANSACTION			



18. Transfer of Funds

Description of Service: To facilitate the issuance of Sub-Allotment Release Order (SRO) and Notice of Transfer Allocation (NTA) to Regional Offices.

Office	Financial and Management Service		
Classification	Complex Transaction	Total Processing Time	4 Days
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Regional Office/Operating Unit		
Documentary requirements		Where to secure	
Letter request for fund transfer (Sub-Allotment Release Order and Notice of Transfer Allocation) with the following applicable attachment: <ul style="list-style-type: none"> • 1 Photo copy of Operations Plan and Budget (OPB) • 1 Photo copy Activity Design • 1 copy of funding requirement breakdown per Program, Activity and Project (PAP) and per corresponding Expense account name/code. • 1 Photo copy of Notice of Fund Transfer (if not included in OPB) 		Operating/Requesting Unit/Regional Office	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit letter request of fund transfer (SRO and NTA) with corresponding supporting documents.	1.1, Receive letter request for fund transfer via Data Management System (DMS) or hard copy with applicable supporting documents	Administrative Assistant/ AOII/ BD	10 Minutes
	1.2, Attach Transfer of Fund Tracker	Administrative Assistant/ AO II, BD	25 Minutes
	1.3, Record letter request in the Communication log book and encode in the Process summary log sheet the details of request for transfer of funds. Note: Request with incomplete or inappropriate supporting documents will be returned to concerned Operating Units for completion of the documentary requirements		
	1.4, Forward to Chief, Budget Division		



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.5, Review/ determine if transfer of funds can be allowed.	(Chief, BD)	1 Hour
	1.6, Provide instruction/s in the Transfer of Fund Tracker.		
	1.7, Validate details of the request as to funds and amount against the supporting documents (e.g. Activity Design, OPB, SARO)	Administrative Officer IV	1 Day, 7 Hours and 45 Minutes
	1.8, Record transfer of funds data/details in the appropriate Registry of Allotments, Obligation and Disbursement (RAOD) per PAP		10 Minutes
	1.9, Prepare and attach Memo-transmittal.		5 Minutes
	1.10, Review transfer of fund request with memo transmittal. Note: if found in order, affix signature if not return to Operating unit or processor and provide instructions in the Transfer of fund tracker	Administrative Officer V	4 Hours
	1.11, Conduct final review on the request. If found in order, prepare the SRO and forward to Division Chief Else, return to Section Chief for correction and indicate in the Fund Transfer Tracker. Note: he absence of Section Chief and Supervising Admin Officer, the Chief of Budget Division can conduct the final review of the SRO.	Supervising Administrative Officer	40 Minutes
	1.12, Verify supporting documents for consistency of entries against GAA or latest Status of funds. If acceptable, certify availability of Fund in the SRO and affix initials on the Memo-transmittal;	Chief, BD	20 Minutes
	1.13, Provide instruction to release the SRO		
	1.14 Forward SRO to the office of the Director to secure signature on the Certification on the Availability of Funds portion of the SRO The Office of the Director will forward the SRO to the next designated signatory	Administrative Assistant/ AO II, BD	5 Minutes



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.15, Approve SRO Note: Approval of SRO will depend on the availability of the authorized signatories	Authorized Signatories	
	1.16, Receive and Encode approved SRO to Process Summary Logsheet (cloud encoding)	Administrative Assistant/ AO II, BD	20 Minutes
	1.17, Photocopy Approved SRO and supporting Documents, forward the photocopy to Accounting Division for NTA preparation.		1 Day
	1.18, Encode to DILG intranet – Financial Reporting System the SRO details and Scan the approved SRO and supporting documents as attachment. File the original SRO		
	1.19, receive SRO through email/hard copy or through FRS.	Administrative Staff/AD	
	1.20, Prepare Notice of Transfer Allocation (NTA), assign control no., date of NTA preparation, LDP-MDS account number , LBP Branch name, SA number, PAP and amount Note: If SRO receives toward the end of the quarter, NTA will be prepared 1st working day of the following month	Administrative Staff, AD (Administrative Assistant I)	30 Minutes
	1.21 Review and affix initial on the NTA	Chief, Accounting Division	20 Minutes
	1.22, Forward to Office of the Director/OASFC for approval	Administrative Staff, AD	20 Minutes
	1.23, Approve NTA	Director, FMS / ASEC for Finance and Comptrollership	1 Hour
	1.24, Forward approved NTA to the Accounting Division for information and recording to the logbook	Administrative Staff, OASFC Administrative Assistant I	30 Minutes
2. Region/s received NTA	2.1 Submit NTA to Landbank to effect crediting of funds to the Region's MDS Bank Account	Administrative Staff, AD	1 Day



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.2 Scan approved NTA and upload to FRS for information and updating of records of the regional office/s Note: File Copy of NTA	Administrative Staff, AD	30 Minutes
END OF TRANSACTION			

Notes

:The total time may vary per transaction based on the following:

- 1.Number of claims/vouchers/training designs/PPMPs/PRs/Contracts received during the day
- 2.Availability of cash allocation
- 3.Availability of authorized signatories
- 4.Completeness and correctness of submitted documents
 - Funding Requirement Breakdown



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EXTERNAL SERVICES (Regional Office)



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

Description of Service:

Office			
Classification	Simple Transaction	Total Processing Time	3 Days and 10 Minutes
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	<ul style="list-style-type: none"> 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		Where to secure	
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)			
6. Certification of Services Rendered issued by PD/CD/M/CLGOO			
7. Dry Sealed master list per term signed by the Field Officer			
8. Duly signed Certification			



Documentary requirements	Where to secure
9. Dry Sealed master list per term	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client accomplish Citizens Charter Request Form and submits documentary requirements to the City /Municipal Local Government Operations Officer	1.1, 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 Minutes
	1.2, Evaluation and Preparation Focal person evaluates 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 Day
	1.3, 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 Day
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form	2.1, Record and Release Records personnel records and releases the duly signed certification, including the attached documents to client	Records Officer/ C/MLGOO	1 Day
END OF TRANSACTION			



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

Description of Service:

Office			
Classification	Highly Technical Transaction	Total Processing Time	14 Days and 1 Hour
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	Non-Governmental Organization and Civil Society Organizations		
Documentary requirements		Where to secure	
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"> a) 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; b) That all the documents submitted in support of the application are genuine and authenticated; c) That all information of the Application Form and in the supporting documents are true and correct; d) 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 e) 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.			



Documentary requirements	Where to secure
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)	
8. 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.	
9. Certificates of Recognitions and/or other commendations awarded to the CSO may be attached.	
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"> a. 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; b. That all the documents submitted in support of the application are genuine and authenticated; c. That all information in the Application Form and in the supporting documents are true and correct; d. 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; e. 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.	



Documentary requirements	Where to secure
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 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.	
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.	



Documentary requirements	Where to secure
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.	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client submits complete documentary requirements to concerned office (City /Municipal Local Government Operations Office, or Provincial Office, or Regional Office, or Central Office	1,1, Receive and Initial Review Receives, records and scans documents/letter request and assigns to action officer	Admin Staff	30 Minutes
	1.2, Assessment Concerned secretariat assesses correctness and completeness of the documents and forwards to concerned PMO for evaluation	N/R/PAC Secretariat Action Officer	2 Days
	1.3, Evaluation PMO evaluates application based on technical expertise, and recommends approval/denial of application	Concerned PMO	6 Days
	1.4, Preparation of Certificate of Accreditation/Certification or Declination Notice	N/R/PAC Secretariat N/R/PAC	2 Days
	1.5, Signs the certificate of accreditation/certification or Declination Notice	SILG/RD/PD	4 Days
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form	2.1, 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 Minutes
END OF TRANSACTION			



3.a, Disposal of Plants Properties, Equipment Thru Donation (Transfer Without Cost)

Description of Service: To ensure the proper disposal of properties thru donation (transfer without cost), pursuant NBC No. 425

Office	Regional/Provincial Property Unit		
Classification	Highly Technical Transaction	Total Processing Time	9 Days and 1 Hour
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Government Offices (Such as NGAs, Public schools, LGUs and Barangays)		
Documentary requirements		Where to secure	
Head of Office Signed/Approved Deed of Donation		Regional/Provincial DAC Secretariat	
Head of Office Signed/Approved Property Transfer Report		Regional/Provincial DAC Secretariat	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Letter requesting for properties for donation/transfer without cost	1.1, Receive, record and route Request letter to the Office of the Provincial/Regional Director	Records Section/Unit	30 Minutes
	1.2, Approves request	Provincial/Regional Director	1 Day
	1.3, Check availability of properties and prepare the list	Provincial/Regional Property officer	1 Day
	1.4, Prepare Disposal and Appraisal Committee (DAC) Resolution for review and approval of the Provincial/Regional Director	DAC Secretariat/DAC Members/DAC Chairperson	2 Days
	1.5, Approves DAC Resolution for Donation of Properties	Provincial/Regional Director	1 Day
	1.6, Prepare, review and finalize the Deed of Donation	DAC Secretariat Provincial/Regional Legal Officer	1 Day
	1.7, Approves the Deed of Donation	Provincial/Regional Director	1 Day
	1.8, Prepare and send letter to requesting office/donee informing of the approved donation	DAC Secretariat	1 Day
2. Receipt of the donated properties	2.1, Release the requested properties	DAC Secretariat Property Officer	30 Minutes



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.2, Prepare and submit deed of donation to Accounting Section for dropping of the donated properties from the books of account	Property Officer Accounting Section	1 Day
END OF TRANSACTION			



3.b, Disposal of Plants Properties, Equipment Thru Public Bidding

Description of Service: To ensure the proper disposal of unserviceable properties thru public bidding, pursuant NBC No. 425

Office	Regional/Provincial Property Unit		
Classification	Highly Technical Transaction	Total Processing Time	10 Days, 1 Hour and 35 Minutes
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	Private Bidders		
Documentary requirements		Where to secure	
Bidding Documents		Regional/Provincial DAC Secretariat	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Secure Bid Form and coordinate for the conduct of inspection of disposable properties for public bidding	1.1, With head of office's approved Disposal and Appraisal Committee (DAC) Resolution, advertise the unserviceable properties for disposal thru public bidding	DAC Secretariat	1 Day
	1.2, Issue Bid Forms to bidders with specific calendar of activities for the conduct of public bidding	DAC Secretariat	15 Minutes
	1.3, Facilitate the conduct of inspection of the disposable properties for public bidding	DAC Secretariat	1 Day
2. Submit Sealed Bids (together with required documents as stated in the bid form)	2.1, Conduct of Opening of Bids	DAC Chairperson DAC Members DAC Secretariat COA Representative	30 Minutes
	2.2, Determine the highest calculated and responsive bid and declare the winning bidder/s	DAC Chairperson DAC Members	1 Day
	2.3, Prepare DAC Resolution declaring the winning bidder/s for approval and signature of the head of office	DAC Secretariat	30 Minutes
3. Receive the approved Contract of Sale for their signatures and notary of the document	3.1, Prepare Contract of Sale review of Legal Unit and approval of the head of office	DAC Secretariat Legal Unit Head of Office	3 Days
	3.2, Prepare and send letter to the winning bidder/s	DAC Secretariat	1 Day



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	3.3, Furnish the winning bidder of the approved contract	DAC Secretariat	10 Minutes
4. Submit the notarized Dead of Sale and pay the contract price to the Regional cashier	4.1, Assist the winning bidder/s to secure the Order of Payment from the Accounting Section and the payment to the Cash Section	DAC Secretariat Accounting Section Cash Section Property Officer	20 Minutes
5. Receive the properties for disposal thru public bidding	5.1, Release the properties for disposal thru public bidding	DAC Secretariat Accounting Section Property Officer COA Representative	30 Minutes
	5.2, Submit to the Accounting Section the copy of the Release paper, together with the Contract of Sale and DAC Resolutions, for the dropping of the sold properties from the books of account	DAC Secretariat Property Office Accounting Section	1 Day
END OF TRANSACTION			



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INTERNAL SERVICES (Regional Office)



1. Action on Legal Queries

Description of Service: To provide appropriate legal services

Office	Office of the Regional Director – Legal Service Unit		
Classification	Simple, Complex and Highly Technical Transaction	Total Processing Time	Simple: Three (3) working days Complex: Seven (7) working days Highly Technical: 20 Days
Type of Transaction	Government to Citizens, Government to Government	Fees to be paid	None
Who may avail	Internal and External Client		
Documentary requirements		Where to secure	
Written Query		Not Applicable	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submits the written legal query either personally or mail (registered/ commercial/ electronically)	1.1, Receives and records the letter-inquiry	Regional Records Officer	10 Minutes
	1.2, Routes to the Office of the Regional Director for actions to be taken	Regional Records Officer	5 Minutes
	1.3, Provides instruction/directives for the legal officer's action	Regional Director/ Officer-in-Charge	1 Hour
	1.4, Records and routes the letter-query with the attached instruction/directive to the ORD-Legal Unit	Secretary to the Regional Director	5 Minutes
	1.5, Reviews the legal query and prepares letter-reply in accordance with existing laws, policies and rules and regulations	Attorney IV	Simple: 3 Days Complex: 7 Days Highly Technical: 20 Days
	1.6, Reviews, approves and sign the letter-reply	Regional Director	1 Hour and 12 Minutes
2. Receives and acknowledge the letter-reply	2.1, Receives, records and send the letter-reply to the recipient	Regional Records Officer	10 Minutes
END OF TRANSACTION			



2. Payment of Claims

Description of Service: To facilitate the processing of claims in accordance with existing accounting and auditing rules and regulations

Office	Budget and Accounting Section, Cash Unit (Cash Section)		
Classification	Complex Transaction	Total Processing Time	1 Day and 5 Hours
Type of Transaction	Government to Citizens, Government to Government, Government to Businesses	Fees to be paid	None
Who may avail	<ul style="list-style-type: none"> • Financial Institutions (e.g., GSIS, HDMF, EMPC, PHIC, Government Banks) • National Government Agencies (NGAs)/Local Government Units (LGUs) State Universities and Colleges (SUCs)/Civil Society Organizations (CSOs) • Suppliers/Dealers • Other Claimants 		
Documentary requirements		Where to secure	
<ol style="list-style-type: none"> 1. 2 copies of Disbursement Voucher (DV) –Box A already signed by head of office or authorized official & 1 copy of DV (Region 6) 2. 2 copies of Obligation Request and Status (ORS) applicable – Box A already signed by head of office or authorized official 3. Complete required supporting documents in accordance with specific claims as follows: <p>Salary Claims of Regular Personnel (First Salary)</p> <ol style="list-style-type: none"> 1. Certified True Copy of Duly Approved Appointment Personnel Section, FAD 2. Original copy of Certificate of Assumption Personnel Section, FAD 3. Certified True Copy of Oath of Office Personnel Section, FAD 4. Copy of Statement of Assets, Liabilities and Net Worth (SALN) Personnel Section, FAD 5. Approved DTR secure form and biometric printouts, if applicable from Personnel Section, FAD 6. Copy of BIR Withholding Tax Certificates from previous employer, if applicable 7. BIR Forms 1902 (Application for Registration) and 2305 (Certificate of Update of Exemption and of Employer and Employees Information) 			



Documentary requirements	Where to secure
<p>Additional Requirements for Transferees:</p> <ol style="list-style-type: none"> 1. Clearance from money, property & legal accountability. 2. Certified copy of last salary DV and/or certification of last salary received duly verified by the resident auditor of the previous agency 3. BIR form 2316 4. Certificate of Available Leave Credits 5. Service record <p>Salary Claims of Regular Personnel (If Deleted from Payroll)</p> <ol style="list-style-type: none"> 1. Original Daily Time Record (DTR) duly signed and approved by immediate supervisor supported with copies of approved vacation/sick leave application, if applicable <p>Salary Claims of COS/Jos</p> <ol style="list-style-type: none"> 1. Certificate of Services rendered signed by immediate supervisor (if exempted from the usage of biometric) 2. Accomplishment Report, noted by immediate supervisor IPCR format 3. Copy of duly approved and notarized Contract (to be attached for the first salary within the contract period) Personnel Section, FAD 4. Approved DTR Personnel Section, FAD 5. Copy of BIR Certifications (BIR Forms 1901/0605, Certificate of Registration), if applicable (to be attached for the first salary within the contract period) 6. Proof of remittance to PHILHEALTH and SSS (once a month) - (R6) <p>Salaries Under Payroll</p> <ol style="list-style-type: none"> 1. Approved Daily Time Record (DTR) 2. Duly approved Payroll for the period <p>Terminal Leave Benefits (TLB)</p> <ol style="list-style-type: none"> 1. Approved Terminal Leave Application Personnel Section, FAD 2. GSIS Retirement Application 3. Original Copy of Central and Regional Clearances/Provincial Clearance for Field Officers Personnel Section, FAD 4. Service Record Personnel Section, FAD 	



Documentary requirements	Where to secure
<p>5. Copy of Statements of Assets, Liabilities and Net worth as of date of retirement & previous year (R6)</p> <p>6. Certified True Copy of Latest Appointment Personnel Section, FAD</p> <p>7. Computation of Terminal Leave Benefits duly signed/certified by Personnel Officer & Chief Admin. Officer Personnel Section, FAD</p> <p>8. Certified True Copy of NOSA/NOSI Personnel Section, FAD</p> <p>9. RO Certification of forced leave deduction Personnel Section, FAD</p> <p>10. Copy of leave cards verified by COA Personnel Section, FAD</p> <p>11. Original copy of Affidavit to deduct all financial obligations with the employer/Agency</p> <p>12. Original copy of Certification of no pending Administrative Case Affidavit of applicant of no pending criminal investigation or prosecution against him/her (R6) Personnel Section, FAD</p> <p>13. Declaration of Pendency/Non-Pendency of Case (R6)</p> <p>14. In case of resignation, Employee's Resignation Letter duly accepted by the agency head Personnel Section, FAD</p> <p>Additional Requirements In Case of Death of Claimant for TLB:</p> <p>1. Death Certificate issued by NSO</p> <p>2. Marriage contract issued by NSO, if applicable</p> <p>3. Birth Certificate of all Surviving Heirs issued by NSO</p> <p>4. Waiver of Rights of Children 18 years old and below, if applicable</p> <p>Cash Advances for Travelling Expenses</p> <p>1. Duly Approved Itinerary of Travel</p> <p>2. Invitation, in case of Foreign Travels</p> <p>Reimbursement/ Liquidation of Travelling Expenses for Local Travels</p> <p>1. Approved TO/RO/DO</p> <p>2. Copy of Cash Advance and Liquidation Report (if made) which may be secured from Accounting Division</p> <p>3. Approved Itinerary of Travel</p> <p>4. Certificate of Travel Completed signed by the immediate supervisor</p> <p>5. Certificate of Appearance (original) and no erasures</p> <p>6. E-Tickets Boarding Pass (Airlines) Terminal Fee Tickets Bus Tickets</p> <p>7. Certification of Expenses not Requiring Receipts (COA Circular No. 2017-001 dtd June 19, 2017) for Php 300.00 and below</p>	



Documentary requirements	Where to secure
<p>8. Official receipts e.g. Taxi receipts 9. Report on the travel undertaken (R6)</p> <p>Reimbursement and/or Liquidation of Travelling Expenses for Foreign Travels</p> <p>1. Copy of Department Order (may be acquired from the Records Section, GSD, AS) or Travel Order/Travel Authority signed by SILG or authorized representative 2. Copy of Cash Advance and Liquidation Report (if made) which may be secured from Accounting Section, FAD 3. Approved Actual Itinerary of Travel signed by immediate supervisor/head of office 4. Copy of the invitation Letter (from sponsoring country/agency, if applicable) 5. Certificate of Travel Completed signed by immediate supervisor 6. Certificate of Appearance (original) or copy of cert. of participation 7. Original Tickets: <ul style="list-style-type: none"> • E-Tickets • Boarding Pass (Airfares) • Terminal Fee Tickets </p> <p>8. Certification of Expenses not Requiring Receipts 9. (COA Circular No. 2017-001 dtd June 19, 2017) 10. Copy of Post Travel Report duly noted by supervisors</p> <p>Claims Related to Training Expenses:</p> <p>Honoraria</p> <p>1. Copy of Invitation Letter duly confirmed by the lecturer, resource person and facilitator 2. Copy of Actual Program of Activities 3. Certificate of Services rendered with no. of hours signed by the Head of Office 4. Copy of Proof of Basic Monthly Salary (for Gov't Employees) 5. Copy of Curriculum Vitae/Personal Data Sheet 6. Terms of Reference (R6)</p> <p>Catering Services</p> <p>1. Purchase Request with attached menu 2. Purchase Order 3. Copy of Project Procurement Management Plan (PPMP) 4. Copy of Approved Activity Design 5. Request for Quotations (3) 6. Abstract of Quotations 7. Original Statement of Account/Billing Statement/ Charge Invoice 8. Attendance Sheet (daily)</p>	



Documentary requirements	Where to secure
<p>Hotel Accommodation/ Seminar Venues</p> <ol style="list-style-type: none"> 1. Copy of Project Procurement Management Plan (PPMP) 2. Copy of Approved Activity Design 3. Request for Quotations (RFQ) from three (3) suppliers/service providers 4. Copy of BAC Resolution 5. Abstract of Quotations 6. Original Copy of Purchase Order 7. Original Statement of Account 8. Attendance Sheet (daily) 9. Guest Folio (All guest availing of the accommodation must sign the guest folio) - R6 10. Regional Order, if applicable - R6 <p>Gasoline Expenses (Reimbursement for Training Purposes)</p> <ol style="list-style-type: none"> 1. Original Official Receipts 2. Driver's Trip Ticket 3. Vehicle Trip Log 4. Copy of Activity Design with allocation for Gasoline Expenses 5. Copy of PPMP 6. Approved Purchase Request <p>Meal Expenses (Reimbursement for Training Purposes)</p> <ol style="list-style-type: none"> 1. Attendance Sheet 2. Copy of Activity Design 3. Copy of PPMP 4. 3 Quotations (unless Fast Food Chains) 5. Original Official Receipts <p>Registration Fees/Training Fees</p> <ol style="list-style-type: none"> 1. Copy of Department or Regional Order for Attendees Personnel Section, FAD 2. Original Official Receipt/s 3. Statement of Account (if applicable) 4. Copy of Invitation 5. Certificate of Attendance to the Training <p>DILG LG Officials and Employees Claims Communication Expenses</p> <ol style="list-style-type: none"> 1. Certification re: Incurred Telephone/Mobile Expenses for the month signed by the claimant 2. Statement of Account and Official Receipt, if applicable 3. Call Cards and/or Receipts (Call Cards not attached, only receipt of purchase) - R6 	



Documentary requirements	Where to secure
<p>Representation Expenses</p> <ol style="list-style-type: none"> 1. Summary of Expenses signed by the Claimant 2. Certification of Expenses signed by the Claimant 3. Original Official Receipt/s <p>Miscellaneous Expenses</p> <ol style="list-style-type: none"> 1. Certification of Expenses signed by the Claimant <p>RATA</p> <p><i>General claims</i></p> <ol style="list-style-type: none"> 1. Approved Payroll for RATA 2. Certificate that claimant did not use government vehicle (for TA only) 3. Approved DTR (note: for individual claims – attach no. 2 & 3 only) <p>Clothing Allowance</p> <ol style="list-style-type: none"> 1. Approved payroll – (for general claims) 2. Certificate of Non-Receipt/Entitlement of Clothing Allowance - (for individual claims) <p>Accounting Section, FAD</p> <p>Monetization</p> <ol style="list-style-type: none"> 1. Approved Leave Application 2. Approved Request Letter with attached proof of billings <p>Overtime Services</p> <ol style="list-style-type: none"> 1. Authority to Render Overtime Stating the necessity & urgency of the work 2. Accomplishment Report noted by the Head of Office or immediate supervisor 3. Duly Approved DTR 4. Duly approved payroll – for general claims <p>Mid-year Bonus/ Year-end Bonus and Cash Gift</p> <ol style="list-style-type: none"> 1. For general claims: Payroll duly approved by Chief FAD/ARD or RD 2. For Individual Claims: Certification of Non-receipt of Bonus/Cash Gift signed by the Chief Accountant <p>Collective Negotiation Agreement (CNA) Incentive</p> <ol style="list-style-type: none"> 1. For Individual Claims: Certification of Non-receipt of CNA signed by the Chief accountant 	



Documentary requirements	Where to secure
<p><i>For General Claims:</i></p> <ul style="list-style-type: none"> • Payroll duly certified by the Chief FAD/ARD/RD • Copy of the CNA signed and approved by both parties (Management and Union) <p>Performance-Based Bonus (PBB)</p> <p><i>For Individual Claims:</i> Certification of Non-receipt of PBB signed by the Chief Accountant, FAD</p> <p><i>For General Claims:</i> Approved Payroll signed by Chief-FAD, RD or ARD</p> <p>Productivity Enhancement Incentive (PEI)</p> <p><i>For Individual Claims:</i> Certification of Non-receipt of PEI signed by the Chief Accountant, FAD</p> <p><i>For General Claims:</i> Approved Payroll signed by Chief-FAD, RD or ARD</p> <p>Cultural/Sports Allowance</p> <p><i>For Individual Claims:</i> Certification of Non-receipt of Cultural/Sports Allowance signed by the Chief Accountant, FAD</p> <p><i>For General Claims:</i> Approved Payroll signed by Chief-FAD, RD or ARD</p> <p>Loyalty Cash Award/ Incentive</p> <p><i>For Individual Claims:</i> Certification of Non-receipt of Loyalty Cash Award signed by the Personnel Officer, FAD & Service Record</p> <p><i>For General Claims:</i></p> <ul style="list-style-type: none"> • Approved Payroll signed by Chief-FAD, RD or ARD • Service Record <p>Supplies, Materials and Equipment</p> <ol style="list-style-type: none"> 1. Original copy of Approved Purchase Order /MOA Supply Section 2. Purchase Request End user 3. Original copy of Inspection and Acceptance Report Supply Section 4. Copy of Approved PPMP End user 5. Original Invoice 6. Certified True Copy of Certificate of Sole Distributorship/Dealer, if applicable 7. Abstract of Quotations/3 Quotations 	



Documentary requirements	Where to secure
<p>8. Original Statement of Account</p> <p>Supplies/Materials/Equipment Purchased at DBM-PS</p> <ol style="list-style-type: none"> 1. Copy of Approved Purchase Request 2. Original copy of Purchase Order 3. Copy of Approved PPMP 4. Inspection and Acceptance Report <p>Lease Purchases</p> <ol style="list-style-type: none"> 1. Original copy of the Notarized Contract or Purchase Order 2. Purchase Request 3. 3 Quotations 4. Abstract of Quotations 5. Copy of Approved PPMP 6. Certified True Copy of Certificate of Sole 7. Distributorship/Exclusive Dealer, if applicable 7. Inspection and Acceptance Report 8. Copy of the Acknowledgement Receipt of Equipment <p>Subscriptions</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Copy of Approved PPMP 3. Copy of Contract/PO 4. Original Statement of Account 5. Original Delivery Receipt/Certification of Delivery <p>Maintenance Services</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Approved Contract or Purchase Order 3. Copy of PPMP 4. Original Billing Statement with statement of services rendered & work undertaken 5. BAC Resolution/Notice to Proceed/ Notice of Award, if applicable 	



Documentary requirements	Where to secure
<p>Gasoline Expenses</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Copy of Contract 3. Original billing statement with attached invoices per vehicle 4. Driver's Trip Ticket 5. Vehicle Trip Log 6. Summary of Monthly Consumption of Petroleum Products per vehicle <p>Remittances to Various Financial Institutions</p> <ol style="list-style-type: none"> 1. Remittance List certified correct by the Chief Accountant <p>Janitorial Services</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Approved Contract or Purchase Order 3. Copy of PPMP 4. Original Statement of Account 5. Certificate of Services Rendered 6. Certificate of Acceptance of Satisfactory Services signed by the Chief Admin. Officer, FAD 7. Authority to Increase the number of personnel (if there's any) 8. Quotations and Abstract of Quotations/Bids 9. BAC Resolution/Notice to Proceed/Award, if applicable <p>Awards and Incentives</p> <ol style="list-style-type: none"> 1. Praise Resolution 2. Summary of Rating prepared by the Praise Committee <p>Donations</p> <ol style="list-style-type: none"> 1. Department Order 2. Letter Request <p>Membership, Dues And Contributions To Organizations</p> <ol style="list-style-type: none"> 1. Letter 2. Approval by head of Office 	



Documentary requirements	Where to secure
<p>Financial Assistance to Municipalities to NGAs</p> <p>1. Memorandum of Agreement</p> <p>Honoraria of LTIA Board Members</p> <p>1. Regional Order</p> <p>2. Accomplishment Report</p> <p>3. Computation/Basis of amount of honoraria</p> <p>4. Copy of Curriculum Vitae/PDS</p> <p>5. Copy of proof of salary received for government employees</p>	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
<p>1. Submit 4 copies of ORS and DV together with the required supporting Documents. Claims funded under the Trust Accounts, submit 4 copies of DV together with the required supporting documents.</p>	1.1, Receive , review the completeness of the supporting documents. Assign UACS, ORS control number.	Budgeting Assistant/ Budget Section	1 Hour
	1.2, Allocate funds and sign/certify BOX B of the ORS.	Budget Officer/ Budgeting Section	1 Hour
	1.3, Release the signed ORS and DV with the required supporting documents to Accounting Section.	Budgeting Assistant/ Budget Section	1 Hour
	1.4, Receive, record, and process the claim	Accounting Clerk/ Accounting Section	1 Hour
	1.5, Review and process the DV and supporting documents, fill-up the corresponding accounting entry in Box B and sign/certify Box C thereof	Accountant/ Accounting Section	1 Hour
	1.6, Submit the processed and signed DV together with complete supporting documents for approval	Accounting Clerk/ Accounting Section	1 Hour
	1.7, Sign/approve Box D of DV	RD or ARD	2 Hours
	1.8, Release the approved DV together with complete supporting documents to Cash Unit. (Cash Section)	Accounting Clerk/Accounting Section (ADAS III/ORD)	1 Hour
	1.9, Prepare/review LDDAP-ADA, FINDES, ACIC and/or check, as the case maybe	Cashier/Cash Unit (Cash Section)	1 Hour
	1.10, Sign/approve LDDAP-ADA, FINDES, ACIC or check issued.	Cashier, Accountant, FAD Chief/ARD/RD	1 Hour



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.11, Release the check to respective payees and/or transmit the approved LDDAP-ADA to the Government Servicing Bank (LBP) for crediting to payee's bank account.	AA IV/Cash Unit (ADAS II/AO III-Cash Section)	2 Hours
END OF TRANSACTION			



3. Request for Technical Assistance (TA) on Local Governance

Description of Service: To provide technical assistance as Resource Speaker or Facilitator or conduct of Capacity Development

Office	Regional and Field Offices		
Classification	Simple, Complex Transaction	Total Processing Time	Simple – 3 days (receives directly from client) Complex – 7 days (endorsed by C/MLGOO and/or City/Province)
Type of Transaction	Government to Citizens, Government to Government	Fees to be paid	None
Who may avail	Internal and External Client		
Documentary requirements		Where to secure	
1. Request Letter		Not Applicable	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submits the request letter to any of the DILG Offices within the region through electronic mail or personal appearance	1,1, Receives and records the request	C/MLGOOs/ City Records Officer/ Provincial Records Officer/ Regional Records Officer	10 Minutes
	1.2, Routes the request to concerned section/unit/division NOTE: As to the Office of the C/MLGOO, this step is skipped.	City Records Officer/ Provincial Records Officer/ Regional Records Officer	5 Minutes
	1.3, Assigns personnel to review and evaluate the request NOTE: Request for the C/MLGOO's technical assistance., this step is skipped.	City/Provincial Director/ Division Chief/ Officer-in-Charge	5 Minutes
	1.4, Determines if the requested technical assistance is within the: a. technical capacity/expertise of the subject matter; and b. availability of the Resource Speaker on the requested date	C/MLGOOs/ Assigned personnel (for city/provincial/ regional offices)	2 Days and 4 Hours
	1.5, Prepares a letter-reply as to: a. acceptance of the request which includes the scope, training requirements, and other administrative requirements; or	C/MLGOOs/ Assigned personnel (for city/ provincial/regional offices)	2 Hours



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	b. rejection of the request which includes any of the following: i. no technical experts on the requested subject matter; or ii. unavailability of the Resource Speaker/(s) within the requested date; or iii. request is endorsed to the next higher office; or iv. suggests for agency/(ies)/ institution/(s) that can be tapped for the requested subject matter.		
	1.6, Reviews and forwards the letter-reply to the approving authority NOTE: As to the Office of the C/MLGOO, this step is skipped	for City/Provincial Offices: Program Manager/ Outcome Manager/ Officer-in-Charge for Regional Office Division/Unit/Section Chief/ Officer-in-Charge	1 Hour
	1.7, Reviews and signs the letter	C/MLGOO/ City/Provincial Director/ Regional Director	30 Minutes
2. Receives and acknowledges the letter-reply	2.1, Records and sends it to the recipient through mail (electronic or courier). NOTE: If request is endorsed to next higher office, actions are repeated starting from Step 1 to Step 7.	C/MLGOOs/ City Records Officer/ Provincial Records Officer/ Regional Records Officer	10 Minutes
END OF TRANSACTION			



4. Request for Technical Assistance (TA) on Information and Communications Technology (ICT) Resources

Description of Service: To provide appropriate action on complaints forwarded through 8888 Complaints Hotline and other Media

Office	Regional Information and Communications Technology Unit (RICTU) – Office of the Regional Director		
Classification	Simple Transaction	Total Processing Time	3 Days
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Regional and Field Office Personnel		
Documentary requirements		Where to secure	
1. Accomplished Technical Assistance Request Form (TARF) (1 Copy)		RICTU/ DILG Office Website	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Duly Accomplished Technical Assistance Request Form (TARF) to RICTU Personnel	1, Receive, record, assess and act on request	Information Technology Officer I/ Office of the Regional Director	
	1.1, Receive and record request and fill out the received date upon checking of the ICT equipment		15 Minutes
	1.2, Conduct initial assessment to determine the specific ICT concern or problem		4 Hours
	1.3, Conduct troubleshooting based on the initial assessment <ul style="list-style-type: none"> a. If within the means of the unit (e.g., installation of available softwares, rebooting of internet connection, etc.), provide resolution/s to ICT concern and conduct testing together (if applicable) b. If beyond the means of the unit (e.g., defective ICT parts), provide recommendations to the end user c. If ICT resource was found to be defective but within warranty period, coordinate with General Services Section to contact the Service Provider for resolution. d. If ICT resource was found to be defective and no longer covered by any warranty, advise end-user to coordinate with General Services Section for outside repair or parts replacement. 		2 Days



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Acknowledges the Completion of Request for Technical Assistance and Accomplishes the Customer Satisfaction Feedback Form	2.1, Provide Completion Status on the Request for Technical Assistance and Administer Customer Satisfaction Survey Tool		
	2.1, Discuss with client the status of request	Information Technology Officer I/ Office of the Regional Director	3 Hours and 15 Minutes
	2.b, Administer Customer Satisfaction Survey Tool		30 Minutes
END OF TRANSACTION			



5. Action on Job Application/Promotion

Description of Service: This service facilitates job application to vacant permanent/plantilla positions based on CSC Rules and Regulations and DILG Policies

Office	<ul style="list-style-type: none"> Personnel Section, Finance and Administrative Division (Regional Office) Finance and Administrative Section (Provincial/City Offices) 		
Classification	Highly Technical Transaction	Total Processing Time	12 Days, 14 Hours and 40 Minutes
Type of Transaction	Government to Citizens, Government to Government	Fees to be paid	None
Who may avail	All Qualified Persons Interested to Apply to Vacant Permanent/ Plantilla Position		
Documentary requirements		Where to secure	
Upon Application			
1. One (1) Signed Application Letter			
2. One (1) Updated Personnel Data Sheet CSC Form 212 with Passport-sized Photo and Thumbmark		Form accessible at the CSC and DILG Regional Websites	
3. One (1) Photocopy of Transcript of Records		School were the applicant graduated	
4. One (1) Photocopy of Certificate of Eligibility		CSC, PRC, SC	
5. One (1) Photocopy of Performance Rating in the present position one year (if applicable)		Agency/Company where the applicant is currently employed (if applicable)	
Upon Appointment (Applicants for hiring, after passing all recruitment activities) per CSC 2017 OHRA-ORA (Revised 2018) and DILG RMC No. 2018-011			
1. Four (4) Notarized Updated Personnel Data Sheet CSC Form 212 with Passport-sized Photo and Thumbmark		Form accessible at the CSC and DILG Regional Websites	
2. One (1) Certified Copy of Diploma		School were the applicant graduated	
3. One (1) Certified Copy of Transcript of Records		School were the applicant graduated	
4. One (1) Certified True Copy of Certificate of Eligibility		CSC, PRC, SC	
5 Four (4) Notarized Accomplished Statement of Assets Liabilities and Networth		Form accessible at the Ombudsman	
6. One (1) Original Valid NBI Clearance – Employer’s Copy		NBI	
7. One (1) Photocopy of Clearance from Previous Employer		Agency/Company where the applicant is currently employed (if applicable)	



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Documentary requirements	Where to secure
8. One (1) Certified Copy of Marriage Contract	PSA
9. One (1) Original Birth Certificate	PSA
10. One (1) Photocopy of Certificate of Trainings, Seminars, etc.	
11. One (1) Original Medical Certificate CSC form 211 signed by Government Physician with laboratory results as attachment	Government Physician
Upon Appointment (Applicants for promotion) per DILG RMC No. 2018-011	
1. Four (4) Notarized Updated Personnel Data Sheet CSC Form 212 with Passport-sized Photo and Thumbmark	Form accessible at the CSC
2. One (1) Certified True Copy of Certificate of Eligibility	CSC, PRC, SC

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit job application letter with complete supporting documents <ul style="list-style-type: none"> To the Regional Office for applicants to vacant positions at the Regional Office To the Provincial/City Offices for applicants to the vacant positions at the Provincial/City Offices 	1.1, Check completeness and correctness and receive job application letter with supporting documents	Designated Records Officer (Provincial/City Offices) Administrative Officer III/V (Records Unit/Personnel Section, Regional Office)	10 Minutes
	1.2, Screen and evaluate job applications	Designated HRM Officer (Provincial/City Offices) Administrative Officer IV/V (Personnel Section, Regional Office)	1 Day
2. Attend Provincial HRMSPB Deliberation (for applicants to vacant positions in the provincial offices)	2.1, Conduct Provincial HRMSPB Deliberation	Provincial HRMSPB Members and Secretariat (Provincial Offices)	1 Day
	2.2, Endorse to Take Pre-Qualifying Exam as deemed qualified	LGOO VIII/Provincial Director (Provincial Offices) Director IV/Regional Director (Regional Office)	1 Day
3. Take Pre-Qualifying Exam (for qualified applicants)	3.1, Conduct Pre-Qualifying Exam	DILG Central Office	1 Day



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
4. Receive Results of Pre-Qualifying Exam	4.1, Notify Results of Pre-Qualifying Exam	Administrative Service Director (Central Office) Director IV/Regional Director (Regional Office) LGOO VIII/Provincial Director (Provincial Offices)	4 Hours
5. Attend Pre-Admission Test (for Technical Pre-Qualifying Exam passers)	5.1, Conduct Pre-Admission Test		
	5.1.a, Conduct Pre-Admission Test Component I: Written Examination	Administrative Officer IV/V (Personnel Section, Regional Office)	1 Day
	5.1.b, Conduct Pre-Admission Test Component II: Oral and Group Dynamics Examination	Regional Assessment Committee (Regional Office)	1 Day
6. Attend Regional HRMSPB Deliberation • Applicants to vacant positions at the Regional Office who passed the Prequalifying Exam • Applicants to the vacant positions at the Provincial/City Offices who passed the Prequalifying Exam and Pre-Admission Test (technical positions)	6.1, Conduct Regional HRMSPB Deliberation	Regional HRMSPB Members and Secretariat (Provincial Offices)	1 Day
	6.2, Conduct Background Investigation (BI) for external applicants and new entrants	Administrative Officer IV/V (Personnel Section, Regional Office)	1 Day
	6.3, Submit HRMSPB Assessment Results to the Appointing Authority	Director III/Assistant Regional Director/Regional HRMSPB Chairperson (Regional Office)	1 Day
7. Attend Final Interview	7.1, Conduct Final Interview	Director IV/Regional Director (Regional Office)	1 Day
8. Receive final results of application	8.1, Notify Results to applicants 8.1.a, Applicants for hiring, after passing all recruitment activities 8.1.b, Applicants who are not considered for appointment	Director IV/Regional Director (Regional Office)	4 Hours



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
9. Submit mandatory employment requirements for applicants for hiring, after passing all recruitment activities	9.1, Check completeness and correctness and receive employment requirements	Administrative Aide IV (Regional Office)	1 Hour
10. Sign Appointment documents and other CSC forms	10.1, Prepare Appointment documents and other CSC forms	Administrative Aide IV (Regional Office)	1 Day
11. Attend Oath Taking	11.1, Conduct of Oath Taking Ceremony	Director IV/ Regional Director (Regional Office)	1 Day
12. Attend Onboarding/Orientation Activity	12.1, Conduct Onboarding/Orientation Activity	Administrative Officer IV/V (Personnel Section, Regional Office)	1 Hour
	12.2, Submit of Signed/Approved Appointments to CSC-FO for attestation	Administrative Aide IV (Regional Office)	4 Hours
	12.3, File records at 201 of personnel	Administrative Aide IV (Regional Office)	30 Minutes
END OF TRANSACTION			

*** CSC 2017 Omnibus Rules on Appointments and Other Human Resource Actions (Revised 2018) – Rule VII Publication and Posting of Vacant Positions Section 29. “The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published. Should no appointment be issued within the nine-month period, the agency has to cause re-publication and re-posting of vacant position”.



6. Procurement of Goods, Services, Consultancy and Infrastructure

Description of Service: This process starts from the receipt of approved and funded Activity Design to the Memorandum informing the end user of their approved Resolution to prepare payment of the winning supplier/ service provider

Office	Regional Office		
Classification	N/A	Total Processing Time	14 Days
Type of Transaction	Government to Government, Government to Citizens, Government to Business	Fees to be paid	None
Who may avail	Suppliers, Procurement Service-DBM, End-user		
Documentary requirements		Where to secure	
1. Approved and funded Purchase Request (PR)		End-user	
2. Certificate of Availability of Funds		Accounting Section	
3. Market Analysis supported by at least three (3) quotations		Supply Section	
4. Justification (for Lease of Venue)		End-user	
5. Terms of Reference, if applicable		End-user	
6. Distribution List, if applicable		End-user	
7. Request for Contract Review by Legal Unit		Procurement Unit	
8. Other supporting documents as may be required from time to time (e.g. menu, program of activities)		End-user	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. End-User submits the documentary requirements	1.1, Receive and forward approved PR and supporting documents to GSS for consolidation	Staff of LGMED,PDMU, ORD, LGCDD and FAD	1 Day
	1.2, Prepare Request for Quotation (RFQ) and supporting documents *For procurement of CSE, Prepare Agency Procurement Request (APR) to be accomplished at PhilGEPS Virtual Store	GSS Staff (Procurement	1 Day
	1.3, Review and affix initial on the RFQ or APR or return to GSS Staff for revision/correction.	DAC Secretariat	



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.4, Forward to FAD Chief for signature of RFQ or APR or return to the GSS Staff (Procurement) for revision/correction	FAD Chief	
	1.5, For Purchase Requests with the Approved Budget for the Contract (ABC) of above Fifty Thousand Pesos (Php 50,000.00), Post the RFQ to the Philippine Government Electronic Procurement System (PhilGEPS) website and conspicuous place. <ul style="list-style-type: none"> • Send soft copy of RFQ to at least three (3) suppliers, service providers, contractors, consultant of known qualifications via electronic mail • Accomplish the Request for Posting Slip and forward to RICTU for Regional Office Website Posting • For Direct Contracting: Send the RFQ to the exclusive supplier • For procurement of CSE through PS-DBM, proceed to step 14 	GSS Staff (Procurement)	
2. Review of Technical Specifications submitted by the supplier/s (if ICT Resources only)	2.1, Gather quotation/s from the supplier/s For Direct Contracting: gather quotation from exclusive supplier Prepare Abstract of Quotation/s	GSS Staff (Procurement)	1 Day
	2.2, Sign the Abstract of Quotation/s	Small Shopping Value Procurement Committee (SSVPC) Head and Members:	1 Day
	2.3, Prepare Resolution, Notice of Award (NOA), Purchase Order (PO) or Contract and Notice to Proceed (NTP).	GSS Staff (Procurement)	1 Day
3. Winning Supplier to receive the Notice of Award (NOA), Purchase Order (PO) or Contract and Notice to Proceed (NTP)	3.1, Serve the signed NOA, PO or Contract and NTP to the winning supplier/dealer	GSS Staff (Procurement)	1 Day
	3.2, Submit copy of Contract of Services/Purchase Order with supporting documents to Commission on Audit (COA)	GSS Staff (Procurement)	
	3.3, GSS to submit the prepared DV and ORS for funding by Budget/ Accounting Section for signature (End of Transaction for Goods and Services through Alternative Modes of Procurement (Small Value Procurement, Shopping, Direct Contracting, Negotiated Procurement - Lease of Venue, Accommodation and/with Food and Small Value Procurement - Catering Services))	GSS Staff (Procurement)	1 Day
4. Provide Official receipt. Receive APR, issue supplies and provide Delivery Receipt	4.1, For procurement of CSE through PS-DBM, Cash Section will deposit the payment to DBM-PS Landbank Account thru LDDAP for pre-payment	Cashier	1 Day



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	4.2, GSS Staff to bring the original copies of the payment including vouchers (DV/ORS) to PS-DBM for the issuance of Official Receipt and proceed to the ordering of supplies	GSS Staff (Procurement)	1 Day
	4.3, Forward the APR with additional attachments (Official Receipt and Delivery Receipt) to GSS for preparation of the Liquidation Report Review and affix signature on the Liquidation Report or return to GSS Staff for revision/correction	GSS Staff (Procurement) GSS Chief	1 Day
	4.4, Forward the signed Liquidation Report and attachments to the Accounting Section and Cash Section	GSS Staff Regional Accountant Cashier	1 Day
END OF TRANSACTION			

*** Covered by RA 9184 "Government Procurement Reform Act"



7. Leave Application

Description of Service: This service facilitates different types of leave application based on CSC Rules and Regulations and DILG Policies

Office	<ul style="list-style-type: none"> Personnel Section, Finance and Administrative Division (Regional Office) Finance and Administrative Section (Provincial/City Offices) 		
Classification	Simple Transaction	Total Processing Time	2 Days, 1 Hour and 20 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Employees		
Documentary requirements		Where to secure	
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)			
Maternity Leave			
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
2. One (1) Original Medical Certificate signed by licensed physician (for miscarriage)		Form accessible at the CSC and DILG Regional Websites	
Paternity Leave			
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
2. One (1) Photocopy of Medical Certificate signed by licensed physician or One (1) Photocopy of Child's Birth Certificate			
Rehabilitation Leave			
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
2. One (1) Photocopy of Medical Certificate signed by licensed physician			
3. One (1) Original Letter-request availing leave			
'Magna Carta for Women' Leave			
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
2. One (1) Original Medical Certificate signed by licensed physician (indicating gynecological disorder)			
3. One (1) Original Letter-request availing leave			



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Documentary requirements	Where to secure
'Anti-VAWC' Leave	
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)	Form accessible at the CSC and DILG Regional Websites
2. One (1) Original Medical Certificate signed by licensed physician	
3. One (1) Certified True Copy of Complaint/Report filed in the Barangay, Police or the Court	Barangay, PNP, Any applicable judicial court
4. One (1) Original Letter-request availing leave	
Solo Parent Leave	
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)	Form accessible at the CSC and DILG Regional Websites
2. One (1) Photocopy of One (1) Photocopy Solo Parent ID	LGU, DWSD
Calamity Leave	
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)	Form accessible at the CSC and DILG Regional Websites
2. One (1) Photocopy of Declaration of State of Calamity	LGU
3. One (1) Original Certification from DRRM Office or Attached Photos of Damages	
4. One (1) Original Letter-request availing leave	
Study Leave	
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)	Form accessible at the CSC and DILG Regional Websites
2. One (1) Original Letter-request availing leave	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit leave form with complete supporting documents as necessary	1.1, Check completeness, correctness of leave form and supporting documents as well as its timeliness, and receive leave application	Leave Card Custodian (Provincial Office) Administrative Aide IV (Personnel Section, Regional Office)	10 Minutes



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2, Process leave application and certify leave credits/balances	Designated HR Officer (Provincial Office) Administrative Officer IV/V (Personnel Section, Regional Office)	30 Minutes
	1.3, Evaluate leave and sign leave form (Recommending Approval/Disapproval)	Cluster Team Leader/Program Manager/Section Chief (Provincial Office) Division Chief/Assistant Division Chief/Section Chief (Personnel Section, Regional Office)	1 Day
	1.4, Approve/Disapprove leave application and sign leave form	LGOO VIII/Provincial Director (Provincial Office) Director IV/Regional Director (Regional Office)	1 Day
	1.5, Update concerned employee's leave card	Leave Card Custodian (Provincial Office) Administrative Aide IV (Personnel Section, Regional Office)	30 Minutes
2. Receive status and/or copy of leave application as approved/disapproved	2.1, Notify employee on the status of leave application and/or provide copy of acted upon leave application	Leave Card Custodian (Provincial Office) Administrative Aide IV (Personnel Section, Regional Office)	10 Minutes
END OF TRANSACTION			



8. Request for Authority to Travel Abroad

Description of Service: This service facilitates request for authorization for travel abroad of personal nature based on DILG Policies

Office	<ul style="list-style-type: none"> Personnel Section, Finance and Administrative Division (Regional Office) Finance and Administrative Section (Provincial/City Offices) 		
Classification	Complex Transaction	Total Processing Time	4 Days, 3 Hours and 20 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Employees		
Documentary requirements		Where to secure	
1. One (1) Original Letter-request for authorization			
2. One (1) Original Fully-accomplished CSC Form 6 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
3. One (1) Original Provincial Clearance		Template accessible at the DILG Regional Websites	
4. One (1) Original Fully-accomplished CSC Form 7 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
5. One (1) Indorsement Letter (for Provincial/City Offices personnel)			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Letter-request indicating date and place of travel and leave form	1.1, Receive Application Letter and leave form	Designated Records Officer (Provincial/City Offices) Administrative Officer III/V (Records Unit/Personnel Section, Regional Office)	10 Minutes
2. Sign Clearance	2.1, Prepare Clearances from Work, Records, and Financial Accountabilities		
	2.1.a, Prepare Provincial/City Clearance (for Provincial/City Offices personnel)	Designated HR Officer (Provincial Office)	1 Hour
	2.1.b, Prepare Regional Clearance	Administrative Officer IV/V (Personnel Section, Regional Office)	1 Hour



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.2, Sign Clearances	LGOO VIII/ Provincial Director (Provincial Offices) Chief Administrative Officer, LGOO VII-MED and CDD Division Chief, Accountant III, Administrative Officer V (Personnel and General Services Section) Director IV/ Regional Director (Regional Office)	2 Days
	2.3, Endorse request for authorization at the Regional Office along with all original attachments (for Provincial/City Offices personnel)	Designated HR Officer (Provincial Office) LGOO VIII/ Provincial Director (Provincial Offices)	1 Day
	2.4, Process leave application and certify leave credits/balances	Administrative Aide IV (Personnel Section, Regional Office)	30 Minutes
	2.5, Draft Authorization	Administrative Officer IV/V (Personnel Section, Regional Office)	30 Minutes
	2.6, Approve/Disapprove authorization, leave form, and clearances	Director IV/ Regional Director (Regional Office)	1 Day
3. Receive Authorization to Travel Abroad or Letter (if disapproved)	3.1, Release Authorization or Letter (if disapproved)	Administrative Officer IV/V (Personnel Section, Regional Office)	10 Minutes
END OF TRANSACTION			



9. Request for Certification and Records on Personnel Matters

Description of Service: This service facilitates request for certificates pertaining to employment and other personnel records of active and inactive employees

Office	<ul style="list-style-type: none"> Personnel Section, Finance and Administrative Division (Regional Office) Finance and Administrative Section (Provincial/City Offices) 		
Classification	Simple Transaction	Total Processing Time	2 Days, 5 Hours and 20 Minutes
Type of Transaction	Government to Government, Government to Citizen	Fees to be paid	None
Who may avail	DILG Employees (both presently employees and those separated from the Department)		
Documentary requirements		Where to secure	
1. One (1) Properly filled-out Personnel Records Requisition Form		Form accessible at the DILG Regional Website	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Personnel Record Requisition Form	1.1, Check the appropriateness and receive filled-out Personnel Records Requisition Form	Administrative Aide IV (Regional Office)	10 Minutes
	1.2, Check personnel records and/or gather relevant supporting documents to supply the data for the requested document	Administrative Aide IV (Regional Office)	1 Day
	1.3, Prepare the requested document/s	Administrative Aide IV (Regional Office)	1 Hour
	1.4, Check the veracity of the document and submit to signing authority	Administrative Officer IV/V (Personnel Section, Regional Office)	4 Hours
	1.5, Sign the document upon verification	Chief Administrative Officer	4 Hours
2. Claim the requested document/s	2.1, Release the requested document/s	Administrative Aide IV (Regional Office)	10 Minutes
END OF TRANSACTION			



10. Request for Release of Equipment

Description of Service: To monitor the release and return of office equipment.

Office	Finance and Administrative Division, General Service Section		
Classification	Simple Transaction	Total Processing Time	25 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Regional and Field Office Personnel		
Documentary requirements		Where to secure	
1. Request for Equipment Release Form		Finance and Administrative Division, General Service Section	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Request for Equipment Release Form signed by their immediate supervisor	1.1, Receive and check the details of the Request for Equipment Release Form and the condition of the requested equipment	Administrative Aide IV, GSS	5 Minutes
	1.2, Review and approve the Request for Equipment Release Form	GSS Chief FAD Chief	5 Minutes
	1.3, Records the details on the logsheet and return the approved Request Form to the requesting employee, indicate time and date of release	Administrative Aide IV, GSS	10 Minutes
2. Receive the approved Request Form	2.1, Retain copy of the approved Request Form	Administrative Aide IV, GSS	5 Minutes
3. Present and return the borrowed equipment	3.1, Receive and check the details and condition of the returned equipment, indicate the date and time of return	Administrative Aide IV, GSS	10 Minutes
END OF TRANSACTION			



11. Request for Vehicular Support Service

Description of Service: To provide transport assistance to all personnel of DILG Regional and Field Offices

Office	Regional and Provincial Offices		
Classification	Simple Transaction	Total Processing Time	31 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Internal and External Client		
Documentary requirements		Where to secure	
1. Request for Vehicular Support Service (RVSS) Form		Supply and General Services Section (SGSS) – Finance and Administrative Division	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submits the request letter to any of the DILG Offices within the region through electronic mail or personal appearance	1,1, Receives and records the request	SGSS Staff (RO) FAS Staff (PO/CO)	1 Minute
2. Submit the filled-out form	2.1, Receive duly accomplished request form and evaluate based on the following: a. Official nature of the trip, b. Availability of driver, and c. Availability of vehicle (based on the capacity of vehicle) NOTE: If there is no available driver/vehicle, proceed to step 5	SGSS Staff (RO) FAS Staff (PO/CO)	10 Minutes
	2.2, Review and approve request	GSS Chief (RO) City/Provincial Director (CO/PO)	10 Minutes
	2.3, Record the approved request and inform the driver on the details of the trip	SGSS Staff (RO) FAS Staff (PO/CO)	5 Minutes
3. Receive the result of the request	3.1, Inform requesting personnel of the status of request. If approved, provide details of driver and vehicle.	SGSS Staff (RO) FAS Staff (PO/CO)	5 Minutes
END OF TRANSACTION			



12. Reservation and Usage of Training Center Facilities

Description of Service: The customer request for the use of facility. The Supervising Administrative Officer/Authorized Representative (SAO/AR) act on request and calendar approved request. If payment is required, Customer to pay to the Cashier, Cashier receive payment and issue official receipt.

Office	DILG CAR		
Classification	Simple Transaction	Total Processing Time	1 Day and 6 Hours
Type of Transaction	Government to Government	Fees to be paid	Use of Hall: 1. DILG related – Free 2. Non-DILG related – Php1,000.00/day Use of Dormitory: 1. DILG personnel – Php 200/day 2. Non-DILG personnel – Php 300/day
Who may avail	DILG employees and other government agencies		
Documentary requirements		Where to secure	
Request For Use Of Nene Hall / Function Hall/ Staff House/ Dormitory Form			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Check Availability of Facility.	1.1, Supervising Administrative Officer/Authorized Representative (SAO/AR) verifies availability of training center facility	Supervising Administrative Officer	10 Minutes
	1.2, Inform Client of availability of training center facility	Supervising Administrative Officer	10 Minutes
2. Submit request form	2.1, Receive request and transmit to approving authority	Supervising Administrative Officer	4 Hours
	2.2, RD/ARD/CAO approve request	Regional Director/ Assistant Regional Director/ Chief Administrative Officer	1 Day
	2.3, SAO calendar the approved request		10 Minutes
	2.4, SAO fill up payment form and release to client		30 Minutes



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
3. Client pay to Cashier	3.1, Cashier receives payment and issue OR.	Cashier	1 Hour
END OF TRANSACTION			



VI. Feedback and Complaints

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 the 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. 925-7343 or Facebook Page – DILG Phillipines and Twitter Account- @DILGPhilippines
- Talk to our Desk Officer of the Day at the 10th Floor, DILG-NAPOLCOM Center Building, EDSA corner Quezon Avenue, West Triangle, Quezon City

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.

For further queries and clarifications, you may also contact the following :

AGENCY	CONTACT DETAILS
ANTI-RED TAPE AUTHORITY	8475-5091; 8478-5099; www.arta.gov.ph ; complaints@arta.gov.ph
PRESIDENTIAL COMPLAINT CENTER	8888; 8736-8645; 8736-8603; 8736-8629 pcc@malacanang.gov.ph
CONTACT CENTER NG BAYAN	0908-8816565 (SMS) email@contactcenterngbayan@gov.ph

THANK YOU for helping us continuously improve our services.



VII. List of Offices

Office	Address	Contact Information
Office of the Secretary	19th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 925-0330 Fax No. 925-0332 Trunkline: 8876-3454 Local: 1001
Office of Undersecretary for Local Government	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 925-0347; Fax No. 925-0361 Trunkline: 8876-3454 Local: 2102
Office of Undersecretary for Operations	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 925-1135 Trunkline: 8876-3454 Local: 3202
Office of Undersecretary for Plans, Public Affairs and Communication	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: Trunkline: 8876-3454 Local: 3801
Office of Undersecretary for Peace and Order	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 723-0401 local: 3341 Trunkline: 8876-3454 Local: 3301
Office of Undersecretary for Public Safety	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: Trunkline: 8876-3454 Local: 3601



VII. List of Offices

Office	Address	Contact Information
Office of Undersecretary for Barangay Affairs	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: Trunkline: 8876-3454 Local: 2401
Office of Undersecretary for External and Legislative Affairs	11th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 925-1152 Trunkline: 8876-3454 Local: 3402
Office of Assistant Secretary for Administration, Finance and Comptrollership	22nd Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 925-0375; Telefax No.: 925-0334 Trunkline: 8876-3454 Local: 3102
Office of Assistant Secretary for Plans and Programs	22nd Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 925-0337 Trunkline: 8876-3454 Local: 5601
Office of Assistant Secretary for Human Resources Development	23rd Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: local: 3341 Trunkline: 8876-3454 Local: 3001
Office of Assistant Secretary for Community Participation and Barangay Affairs	10th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 928-2407 Trunkline: 8876-3454 Local: 3502



VII. List of Offices

Office	Address	Contact Information
Office of Assistant Secretary for Mindanao Affairs and Special Concerns	10th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: Trunkline: 8876-3454 Local: 3701
Office of Assistant Secretary for Peace and Order	10th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: Trunkline: 8876-3454 Local: 2201, 2202
Office of Assistant Secretary for Public Safety and Security	27th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: Telefax No.: Trunkline: 8876-3454 Local: 3901



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Bureau of Local Government Development	Office of the Director	Direct Line No.:929 9235 Telefax No.: 927-7852 Trunkline: 8876-3454 Local: 4101	25th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Office of Assistant Director	Direct Line No.: 929-9235 Trunkline: 8876-3454 Local: 4102	
	Local Administrative Development Division	Direct Line No.:925-0356 Trunkline: 8876-3454 Local: 4106	
	Local Development Planning Division	Direct Line No.: 929-9235 Trunkline: 8876-3454 Local: 4102	
	Local Fiscal Resource Development Division	Direct Line No.: 925-0356 Trunkline: 8876-3454 Local: 4104	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Bureau of Local Government Supervision	Office of the Director	Direct Line No.:928-9181 Telefax No.: 928-9181 Trunkline: 8876-3454 Local: 4201	25th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Office of Assistant Director	Direct Line No.: Trunkline: 8876-3454 Local: 4202	
	Policy Compliance Monitoring Division	Direct Line No.:925-0356 Trunkline: 8876-3454 Local: 4210	
	Local Government Relations Division	Direct Line No.: 925-1151 Trunkline: 8876-3454 Local: 4206	
	Local Governance Performance Management Division	Direct Line No.: 925-0356 Trunkline: 8876-3454 Local: 4208	
	Recognition and Awards Division	Direct Line No.: Trunkline: 8876-3454 Local: 4202	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Office of Project Development Services	Office of the Director	Direct Line No.: 929-9601 Telefax No. : 929-9406 Trunkline: 8876-3454 Local: 4301	24th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Office of Assistant Director	Direct Line No.: 929-9601 Telefax No.: 929-9406 Trunkline: 8876-3454 Local: 4302	
	Project Monitoring and Evaluation Division	Direct Line No.: 929-9601 Telefax No.: 929-9406 Trunkline: 8876-3454 Local: 4306	
	Project Capacity Development Division	Direct Line No.: 929-9601 Telefax No. 929-9406 Trunkline: 8876-3454 Local: 4304	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
National Barangay Operations Office	Office of the Director	Direct Line No.: 929-0371 Telefax No. : 929-1137 Trunkline: 8876-3454 Local: 4401	24th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Office of Assistant Director	Direct Line No.: Telefax No.: Trunkline: 8876-3454 Local: 4409	
	Community Capacity Development Division	Direct Line No.: 925-0328 Telefax No.: Trunkline: 8876-3454 Local: 4403	
	Research and Profiling Division	Direct Line No.: 925-1139 Telefax No. Trunkline: 8876-3454 Local: 4405	
	Citizens Affairs and Political Development Division	Direct Line No.: 925-0371 Telefax No. Trunkline: 8876-3454 Local: 4407	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Administrative Service	Office of the Director	Direct Line No.: Telefax No. : Trunkline: 8876-3454 Local: 5101	23rd Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Personnel Division	Direct Line No.: 920-7918 Telefax No.: 920-7918 Trunkline: 8876-3454 Local: 5103	
	General Services Division	Direct Line No.: 925-0365 Telefax No. Trunkline: 8876-3454 Local: 5107	
	Human Resource Management Division	Direct Line No.: 925-0371 Telefax No. Trunkline: 8876-3454 Local: 5105	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Financial Management Service	Office of the Director	Direct Line No.: Telefax No. : Trunkline: 8876-3454 Local: 5201	22nd Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Budget Division	Direct Line No.: 928-2447 Telefax No.: 928-2447 Trunkline: 8876-3454 Local: 5204	
	Accounting Division	Direct Line No.: 929-9491 Telefax No.: 929-9491 Trunkline: 8876-3454 Local: 5202	
	Management Division	Direct Line No.: 925-0338 Telefax No.: 925-0338 Trunkline: 8876-3454 Local: 5206	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Planning Service	Office of the Director	Direct Line No.: 927-4112 Telefax No.: 925-0337 Trunkline: 8876-3454 Local: 5601	22nd Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Monitoring and Evaluation Division	Direct Line No.: 927-4112 Telefax No.: Trunkline: 8876-3454 Local: 5603	
	Planning and Programming Division	Direct Line No.: 927-4112 Telefax No.: Trunkline: 8876-3454 Local: 5605	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Internal Audit Service	Office of the Director	Direct Line No.: Telefax No. : Trunkline: 8876-3454 Local: 5301	21st Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Operations Audit Division	Direct Line No.: 925-6552 Telefax No.: 925-6552 Trunkline: 8876-3454 Local: 5303	
	Management Audit Division	Direct Line No.: 925-6552 Telefax No.: 925-6552 Trunkline: 8876-3454 Local: 5305	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Legal and Legislative Liaison Service	Office of the Director	Direct Line No.: 929-7912 Telefax No. : Trunkline: 8876-3454 Local: 5401	21st Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Appellate Division	Direct Line No.: Telefax No.: Trunkline: 8876-3454 Local: 5403	
	Trial and Investigation Division	Direct Line No.: 925-3847 Telefax No.: Trunkline: 8876-3454 Local: 5407	
	Legal Research, Assistance and Legislative Liaison Division	Direct Line No.: 920-8016 Telefax No.: Trunkline: 8876-3454 Local: 5405	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Public Affairs and Communication Service	Office of the Director	Direct Line No.: 925-0349 Telefax No. : Trunkline: 8876-3454 Local: 5701	21st Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Information and Communication Research Division	Direct Line No.: 925-0349 Telefax No. : Trunkline: 8876-3454 Local: 5703	
	Public Relations Division	Direct Line No.: 925-7343 Telefax No. : Trunkline: 8876-3454 Local: 5705	
	Creative Services Division	Direct Line No.: Telefax No. : Trunkline: 8876-3454 Local: 5707	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Information Systems and Technology Management Service	Office of the Director	Direct Line No.: 8928-8065 Telefax No. : Trunkline: 8876-3454 Local: 5501	20th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Network and Technology Management Division	Direct Line No.: Telefax No.: Trunkline: 8876-3454 Local: 5505	
	Information Systems, Planning, Development & Project Management Division	Direct Line No.: Telefax No.: Trunkline: 8876-3454 Local: 5507	
	Technical and Operations Support Division	Direct Line No.: Telefax No.: Trunkline: 8876-3454 Local: 5503	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Region I - Ilocos Region	Office of the Regional Director	Direct Line No.:(072) 888-2108 Fax No.: 700-2703 Trunkline: (02) 8876-3454 Local: 7101	Aguila Rd., Sevilla, San Fernando City, La Union
	Office of the Regional Assistant Director	Direct Line No.:(072) 888-2108 Fax No.: 700-2703 Trunkline: (02) 8876-3454 Local: 7102	
	Finance and Administration Division	Trunkline: (02) 8876-3454 Local: 7103	
	Local Government Capability Development Division	Trunkline: (02) 8876-3454 Local: 7104	
	Local Government Monitoring and Evaluation Division	Trunkline: (02) 8876-3454 Local: 7105	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Region I - Ilocos Region	La Union	Direct Line No.:(072) 888-2165 607-7169 Local: 7131	Aguila Rd., Sevilla, San Fernando City, La Union
	Ilocos Norte	Direct Line No.:(077) 772-3003 (077) 772-0134 Local: 7111	Asuncion Compund Brgy 7B, D.Samonte St.,Laoag City, Ilocos Norte
	Ilocos Sur	Direct Line No.:(077) 632-0862 Local: 7121	Liga ng mga Barangay Bldg.,Bantay, Ilocos Sur
	Pangasinan	Direct Line No.:(075) 542-6077 (075) 542-5003 Local: 7141	Alvear St., Lingayen, Pangasinan



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Region II - Cagayan Valley Region	Office of the Regional Director	Direct Line No.:(078) 304 5378 Fax No.: (078) 304 9345 Local: 7201	Regional Government Center Carig Sur, Tuguegarao City, Cagayan
	Office of the Regional Assistant Director	Direct Line No.:(078) 304 5378 Fax No.: (078) 304 9345 Local: 7202	
	Finance and Administration Division	Direct Line No.:(078) 304 5378 Fax No.: (078) 304 9345 Local: 7203	
	Local Government Capability Development Division	Direct Line No.:(078) 304 5378 Fax No.: (078) 304 9345 Local: 7204	
	Local Government Monitoring and Evaluation Division	Direct Line No.:(078) 304 5378 Fax No.: (078) 304 9345 Local: 7205	



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Bureau/ Service	Office	Contact Information	Address
Region II - Cagayan Valley Region	Batanes	Local: 7211	
	Cagayan	Local: 7221	Regional Government Center Carig Sur, Tuguegarao City, Cagayan
	Isabela	Local: 7231	
	Nueva Vizcaya	Local: 7241	Rtc Building, Capitol Street, Bayombong, Nueva Vizcaya
	Quirino	Local: 7251	



VII. List of Offices

Bureau/ Service	Office	Contact Information	Address
Region III - Central Luzon	Office of the Regional Director	Direct Line No.: (045) 455 2405 Local: 7301	Diosdado Macapagal Government Center Maimpis, City of San Fernando, Pampanga
	Office of the Regional Assistant Director	Direct Line No.: (045) 455 2473 Local: 7302	
	Finance and Administration Division	Direct Line No.: (045) 455 2410 Local: 7303	
	Local Government Capability Development Division	Direct Line No.: (045) 455 2433 Local: 7304	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (045) 455 2406 Local: 7305	



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Bureau/ Service	Office	Contact Information	Address
Region III - Central Luzon	Aurora	Mobile Number: 09285525723 Local: 7311	DILG Provincial Office, Burgos Ext., Brgy. 05, Baler, Aurora
	Bataan	Direct Line No.: (047) 237 3571 Local: 7321	Capitol Compound, Tenejero, City of Balanga, Bataan
	Bulacan	Direct Line No.: (044) 796 1286 Local: 7331	Capitol Compound, Guinhawa, City of Malolos, Bulacan
	Nueva Ecija	Direct Line No.: (044) 940 0616 Local: 7341	Ramoso St., Old Capitol Compound, Cabanatuan City, Nueva Ecija
	Pampanga	Direct Line No.: (045) 961 3185 Local: 7351	DILG Pampanga Provincial Office, Brgy. Sto Nino, City of San Fernando, Pampanga
	Tarlac	Direct Line No.: (045) 982 0309 Local: 7361	Macabulos Drive, Tarlac City, Tarlac
	Zambales	Direct Line No.: (047) 811 1218 Local: 7371	DILG Provincial Office, Rizal St., Zone V, Iba, Zambales



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Bureau/ Service	Office	Contact Information	Address
Region IV-A CALABARZON	Office of the Regional Director	Direct Line No.: (049) 827 4587 Trunkline: (02) 876 3454 Local: 7401	3/F Andenson Bldg. 1, National Highway, Brgy. Parian, City of Calamba, Laguna 4027, Manila S Rd, Calamba, 4027 Laguna
	Office of the Regional Assistant Director	Direct Line No.: (049) 827 3143 (049) 827 4587 Local: 7303	
	Local Government Capability Development Division	Direct Line No.: (049) 827 4560 Local: 7304	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (049) 827 4560 Local: 7305	



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Bureau/ Service	Office	Contact Information	Address
Region IV-A CALABARZON	Cavite	Direct Line No: (046) 419 2535 Local: 7421	Municipal Compound, Congressional Rd, Poblacion 1, General Mariano Alvarez, 4117 Cavite
	Laguna	Direct Line No.: (049) 501 7847 Local: 7431	3/F Andenson Bldg. 1, National Highway, Brgy. Parian, City of Calamba, Laguna 4027, Manila S Rd, Calamba, 4027 Laguna
	Batangas	Direct Line No.: (043) 723 7030 Local: 7411	Capitol Site, Kumintang Ibaba, Batangas City, Batangas
	Rizal	Direct Line No.: (02) 620 2400 Local: 7451	Manuel L Quezon Ave, Angono, 1920 Rizal
	Quezon Province	Direct Line No.: (042) 797 2455 Local: 7441	Lucena, 4301 Quezon
	Lucena City	Direct Line No.: (042) 710 4755 661 7976	Old City Hall, Old Manila South Road, Lucena, 4301



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Bureau/ Service	Office	Contact Information	Address
Region V - Bicol Region	Office of the Regional Director	Direct Line No.: (052) 480 1484 Local: 7501	Rizal Avenue, Old Albay District, Legazpi City, 4500 Albay
	Office of the Regional Assistant Director	Direct Line No.: (052) 480 1489 Local: 7502	
	Finance and Administration Division	Direct Line No.: (052) 480 1486 Local: 7503	
	Local Government Capability Development Division	Direct Line No.: (049) 827 4560 Local: 7504	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (052) 742 5022 Local: 7505	



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Bureau/ Service	Office	Contact Information	Address
Region V - Bicol Region	Albay	Direct Line No: (052) 742 2483 Local: 7511	Capitol Annex, Old Albay District ,Albay, Legazpi City
	Camarines Norte	Direct Line No.: (054) 885 1023 Local: 7521	2nd Floor Siennas Bldg., Binanuaan, Talisay, Camarines Norte
	Camarines Sur	Mobile No.: 0917 708 2475 Local: 7531	2nd Floor, J&A Abucar Bldg., Maharlika Highway, Mabolo, Naga City
	Catanduanes	Direct Line No.: (052) 811 4218 Local: 7541	Capitol Compound, Bgy. Francia, Virac, Catanduanes
	Masbate	Local: 7551	Capitol Road F, Masbate City
	Sorsogon	Direct Line No.: 0977 376 1123 0919 836 2000 Local: 7561	City Hall Compound, Bgy. Cabin-An, Sorsogon City



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Bureau/ Service	Office	Contact Information	Address
Region VI - Western Visayas	Office of the Regional Director	Direct Line No.: (033) 503 7084 Local: 7601	Pepita Aquino Street Fort San Pedro, Iloilo City 5000
	Office of the Regional Assistant Director	Direct Line No.: (033) 503 7084 Local: 7602	
	Finance and Administration Division	Direct Line No.: (033) 337 4708 (033) 300 0018 Local: 7603	
	Local Government Capability Development Division	Direct Line No.: (033) 337 5449 Local: 7604	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (033) 337 9214 Local: 7605	



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Bureau/ Service	Office	Contact Information	Address
Region VI - Western Visayas	Aklan	Direct Line No: (036) 500 8808 Local: 7611	Capitol Site, Estancia, Kalibo, Aklan
	Antique	Direct Line No.: (036) 540 8520 Local: 7621	Gen. Fullon St., Brgy. 8, San Jose de Buenavista, Antique
	Capiz	Direct Line No.: (036) 621 6025 Local: 7631	Provincial Park, Roxas City
	Guimaras	Direct Line No.: (033) 581 2035 Local: 7641	San Miguel, Jordan, Guimaras
	Iloilo	Direct Line No.: (033) 337 4270 Local: 7651	Gaisano ICC Mall Benigno Aquino Ave., Diversion Road, Iloilo City
	Negros Occidental	Direct Line No.: (034) 707 0979 Local: 7661	La Luz Building, Mandalagan Highway, Bacolod City
	Iloilo City	Direct Line No.: (034) 704 2363	5th/F New Iloilo City Hall Plaza Libertad, Iloilo City
	Bacolod City	Direct Line No.: (036) 500 8808	3rd Floor Old City Hall cor. Araneta and Luzuriaga St., Bacolod
	Aklan	Direct Line No: (036) 500 8808 Local: 7611	Capitol Site, Estancia, Kalibo, Aklan



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Bureau/ Service	Office	Contact Information	Address
Region VII - Central Visayas	Office of the Regional Director	Direct Line No.: (033) 503 7084 Local: 7601	
	Office of the Regional Assistant Director	Direct Line No.: (033) 503 7084 Local: 7602	
	Finance and Administration Division	Direct Line No.: (033) 337 4708 (033) 300 0018 Local: 7603	
	Local Government Capability Development Division	Direct Line No.: (033) 337 5449 Local: 7604	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (033) 337 9214 Local: 7605	



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Bureau/ Service	Office	Contact Information	Address
Region VII - Central Visayas	Bohol	Direct Line No: (038) 4112096 Local: 7711	Airport Road, Tagbilaran City, Bohol
	Cebu Province	Direct Line No.: (032) 254 2370 Local: 7721	Capitol Compound, Cebu City
	Negros Oriental	Direct Line No.: (035) 225 4411 Local: 7731	Capitol Area, Dumaguete City
	Siquijor	Direct Line No.: (035) 344 2009 Local: 7741	Siquijor Provincial Capitol, Siquijor
	Cebu City	Direct Line No.: (032) 254 7837	2nd Floor, Ramos Public Market Gen. Echavez Ext. Cor. D. Jakoslem St., Cogon Ramos, Cebu City
	Mandaue City	Direct Line No.: (032) 346 0746	Centro Mandaue Mandaue City, Cebu
	Lapu-lapu City	Direct Line No.: (032) 467 9764 (032) 340 0033	Lapu-lapu City, Cebu



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Bureau/ Service	Office	Contact Information	Address
Region VIII - Eastern Visayas	Office of the Regional Director	Local: 7801	Kanhuraw Hill, Tacloban City, Leyte
	Office of the Regional Assistant Director	Local: 7802	
	Finance and Administration Division	Local: 7803	
	Local Government Capability Development Division	Local: 7804	
	Local Government Monitoring and Evaluation Division	Local: 7805	



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Bureau/ Service	Office	Contact Information	Address
Region VIII - Eastern Visayas	Biliran	Local: 7811	
	Eastern Samar	Local: 7821	
	Leyte	Local: 7831	
	Northern Samar	Local: 7841	
	Samar (Southern Samar)	Local: 7851	
	Southern Leyte	Local: 7861	



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Bureau/ Service	Office	Contact Information	Address
Region IX - Zamboanga Peninsula	Office of the Regional Director	Direct Line No: (062) 925 0258 Local: 7901	Pres. Corazon C. Aquino Government Regional Center, Balintawak, Pagadian City
	Office of the Regional Assistant Director	Direct Line No: (062) 925 0282 Local: 7902	
	Finance and Administration Division	Direct Line No: (062) 925 0282 Local: 7903	
	Local Government Capability Development Division	Direct Line No: (062) 925-0283 Local: 7904	
	Local Government Monitoring and Evaluation Division	Direct Line No: (062) 925-0283 Local: 7905	



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Bureau/ Service	Office	Contact Information	Address
Region IX - Zamboanga Peninsula	Zamboanga Del Norte	Direct Line No.: (065) 212 3594 Local: 7911	2nd Floor Old Zamboanga del Norte Provincial Hospital Compound, Lakaya St. Biasong, Dipolog City
	Zamboanga Del Sur	Direct Line No.: (062) 215 1537 Local: 7921	Provincial Capitol Compound, Pagadian City
	Zamboanga Sibugay	Direct Line No.: (062) 333 5401 Local: 7931	Gen. Villamor St., Tirso Babiera, Ipil, Zamboanga Sibugay
	Zamboanga City	Direct Line No.: (062) 991 5956 Local: 7911	Petit Barracks, Zamboanga City
	Isabela City	Direct Line No.: (062) 200 7558 Local: 7911	Isabela City Hall Building, Sunrise, Isabela City
	Dapitan City	Direct Line No.: (065) 213 6292 Local: 7911	Meriterio St., Dawo, Dapitan City
	Pagadian City	Direct Line No.: (062) 215 1455 Local: 7911	Pagadian City Hall Building, Gatas, Pagadian City
	Dipolog City	Direct Line No.: (065) 212 2491 Local: 7911	Bonifacio Street, Dipolog City



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Bureau/ Service	Office	Contact Information	Address
Region X - Northern Mindanao	Office of the Regional Director	Direct Line No: (088) 859 0502 Local: 8101	Masterson Ave, Cagayan de Oro, 9000 Misamis Oriental
	Office of the Regional Assistant Director	Direct Line No: (088) 859 0504 Local: 8102	
	Finance and Administration Division	Direct Line No: (088) 827 3143 Local: 8103	
	Local Government Capability Development Division	Direct Line No: (088) 859 0506 Local: 8104	
	Local Government Monitoring and Evaluation Division	Direct Line No: (088) 859 0506 Local: 8105	



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Bureau/ Service	Office	Contact Information	Address
Region X - Northern Mindanao	Bukidnon	Direct Line No.: (088) 813 5085 Local: 8011	9 San Victoros St, Malaybalay, Bukidnon
	Camiguin	Direct Line No.: (088) 387 0060 Local: 8021	Old Parola, JP, Jose Rizal St, Poblacion, Mambajao, Camiguin
	Lanao del Norte	Direct Line No.: (063) 341 5214 Local: 8031	HAmza St, Marawi City, Lanao del Norte
	Misamis Occidental	Direct Line No.: (088) 531 1007 Local: 8041	Provincial Engineering Office, Capitol Compound, Capitol Dr, Oroquieta City, 7207 Misamis Occidental
	Misamis Oriental	Direct Line No.: (088) 859 0502 Local: 8051	Masterson Ave, Cagayan de Oro, 9000 Misamis Oriental
	Cagayan de Oro City	Direct Line No.: (088) 857 3901	Dilg Building, Upper Carmen Street, Cagayan De Oro City, Misamis Oriental
	Iligan City	Direct Line No.: (063) 221 4310	Iligan City Hall, Buhanginan Hills, Palao Iligan City



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Bureau/ Service	Office	Contact Information	Address
Region XI - Davao Region	Office of the Regional Director	Direct Line No: (082) 297 2724 Local: 8001	58 McArthur Highway, Matina, Davao City, 8000, Davao
	Office of the Regional Assistant Director	Direct Line No: (082) 297 2604 Local: 8002	
	Finance and Administration Division	Direct Line No: (082) 297 2600 Local: 8003	
	Local Government Capability Development Division	Direct Line No: (082) 297 2701 Local: 8004	
	Local Government Monitoring and Evaluation Division	Direct Line No: (082) 297 2701 Local: 8005	
	Project Development and Management Unit	Direct Line No: (082) 297 2701	



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Bureau/ Service	Office	Contact Information	Address
Region XI - Davao Region	Compostela Valley	Direct Line No.: (088) 813 5085 Local: 8111	
	Davao Del Norte	Direct Line No.: (084) 655 6438 (084) 655 9391 Local: 8121	Government Center, Mankilam, Tagum City
	Davao Del Sur	Direct Line No.: (082) 553 2039 Local: 8131	
	Davao Occidental	Mobile No.: 0917 655 6134	
	Davao Oriental	Direct Line No.: (087) 388 3794 Local: 8141	
	Davao City	Direct Line No.: (082) 225 3864	58 McArthur Highway, Matina, Davao City, 8000, Davao del Sur



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Bureau/ Service	Office	Contact Information	Address
Region XII - SOCCSKSARGEN	Office of the Regional Director	Direct Line No: (083) 228 1421 Local: 8201	DILG XII Building, Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506
	Office of the Regional Assistant Director	Direct Line No: (083) 228 7960 Local: 8203	
	Local Government Capability Development Division	Direct Line No: (083) 877 2971 Local: 8204	
	Local Government Monitoring and Evaluation Division	Direct Line No: (083) 877 2969 Local: 8205	



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Bureau/ Service	Office	Contact Information	Address
Region XII - SOCCSKSARGEN	South Cotabato	Direct Line No.: (083) 228 2363 Local: 8231	Capitol Compound. Alunan Avenue, 9506 Koronadal City
	North Cotabato	Direct Line No.: (064) 577 6865 Local: 8211	Capitol Compound, Amas, Kidapawan City 9400
	Sultan Kudarat	Direct Line No.: (064) 201 3496 Local: 8241	Municipal Hall Compound, Kalawag III, Isulan, Sultan Kudarat
	Sarangani	Direct Line No.: (083) 508 2106 Local: 8221	Jabilles St., Alabel, Sarangani Province
	General Santos City	Direct Line No.: (083) 302 4185 Local: 8141	2/F City Hall Bldg, City Hall Drive, General Santos City
	Cotabato City	Direct Line No.: (064) 552-0621 Local: 8121	Ground Floor, People's Palace Building, Malagapas, Cotabato City



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Bureau/ Service	Office	Contact Information	Address
Region XIII - CARAGA	Office of the Regional Director	Direct Line No: (085) 342 2045 Fax No.: (085) 815 1299 Local: 8301	Barangay Libertad, Butuan City, 8600
	Office of the Regional Assistant Director	Direct Line No: (085) 342 2045 Fax No.: (085) 815 1299 Local: 8302	
	Finance and Administration Division	Direct Line No: (085) 342 2045 Local: 8303	
	Local Government Capability Development Division	Direct Line No: (085) 342 2045 Local: 8304	
	Local Government Monitoring and Evaluation Division	Direct Line No: (085) 342 2045 Local: 8305	



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Bureau/ Service	Office	Contact Information	Address
Region XIII - CARAGA	Agusan Del Norte	Direct Line No.: (085) 817 1720 Local: 8311	Matimco Building, J.C. Aquino Avenue, Libertad, Butuan City, Agusan del Norte
	Agusan Del Sur	Direct Line No.: (085) 343 7179 Local: 8321	Municipality of Prosperidad Hall, National Highway, Prosperidad City, 8500 Agusan del Sur
	Dinagat Island	Direct Line No.: Local: 8331	Barangay Cuarinta. Province, Dinagat Islands, San Jose, Dinagat Islands.
	Surigao Del Norte	Direct Line No.: (086) 826 0167 Local: 8341	Matimco Building, J.C. Aquino Avenue, Libertad, Butuan City, Agusan del Norte
	Surigao Del Sur	Direct Line No.: (086) 211 3470 Local: 8351	Liangá, Surigao del Sur



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Bureau/ Service	Office	Contact Information	Address
Cordillera Administrative Region	Office of the Regional Director	Direct Line No: (074) 422 3644 Local: 8401	Barangay Center, Upper Session Road corner North Drive, Baguio City
	Office of the Regional Assistant Director	Direct Line No: (074) 442 0085 Local: 8402	
	Finance and Administration Division	Direct Line No: (074) 442 0085 Local: 8403	
	Local Government Capability Development Division	Direct Line No: (074) 443 9840 Local: 8404	
	Local Government Monitoring and Evaluation Division	Direct Line No: (074) 442 9030 Local: 8405	



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Bureau/ Service	Office	Contact Information	Address
Cordillera Administrative Region	Abra	Direct Line No.: (074)752 8095 Local: 8311	Esmer Building, Partelo St., Zone 4, Bangued, Abra
	Apayao	Mobile No.: 0998 530 8851 Local: 8321	Poblacion, Luna, Apayao
	Benguet	Direct Line No.: (074) 422 4635 Local: 8331	Capitol Compound, La Trinidad, Benguet
	Ifugao	Direct Line No.: (074)382 2028 Local: 8341	Capitol Compound, Lagawe, Ifugao
	Kalinga	Mobile No.: 0919 994 0546 Local: 8351	Bulanao, Tabuk, Kalinga
	Mountain Province	Direct Line No.: (074) 606 8163 Local: 8351	Upper Caluttit, Bontoc, Mt. Province
	Baguio City	Direct Line No.: (074) 442 8130	2nd Floor, Baguio City Hall, Baguio City



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Bureau/ Service	Office	Contact Information	Address
MIMAROPA	Office of the Regional Director	Direct Line No: (02) 995 7725 Telefax No.: 995 7831 Trunkline : (02) 876 3454 Local: 8501	822 Quezon Ave, Diliman, Quezon City, 1103 Metro Manila
	Office of the Regional Assistant Director	Direct Line No: (02) 995 7725 Telefax No.: 995 7831 Trunkline : (02) 876 3454 Local: 8502	
	Finance and Administration Division	Local: 8503	
	Local Government Capability Development Division	Local: 8504	
	Local Government Monitoring and Evaluation Division	Local: 8505	



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Bureau/ Service	Office	Contact Information	Address
MIMAROPA	Occidental Mindoro	Direct Line No.: (043) 711 1000 Telefax No.: 995 7725 Trunkline : (02) 876 3454 Local: 8521	
	Oriental Mindoro	Direct Line No: (043) 286 7089 Telefax No.: 995 7725 Trunkline : (02) 876 3454 Local: 8531	
	Marinduque	Direct Line No: (042) 332 1363 Telefax No.: 995 7831 Trunkline : (02) 876 3454 Local: 8511	
	Romblon	Direct Line No: (042) 5675235 Telefax No.: 995 7831 Trunkline : (02) 876 3454 Local: 8551	S. Faigao St, San Agustin, Romblon
	Palawan	Direct Line No: (048) 433 2681 Telefax No.: 995 7831 Trunkline : (02) 876 3454 Local: 8541	SPS Government Center, Puerto Princesa, Palawan



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Bureau/ Service	Office	Contact Information	Address
National Capital Region	Office of the Regional Director	Trunkline : (02) 876 3454 Local: 8601	4th Floor, Annex Building SRA, Sugar Center, North Avenue, Diliman, Quezon City, Philippines
	Office of the Regional Assistant Director	Direct Line No: 782 0196 Trunkline : (02) 876 3454 Local: 8602	
	Finance and Administration Division	Direct Line No: 781 9953 Trunkline : (02) 876 3454 Local: 8603	
	Local Government Capability Development Division	Direct Line No: 782 0334 Trunkline : (02) 876 3454 Local: 8603	
	Local Government Monitoring and Evaluation Division	Trunkline : (02) 876 3454 Local: 8603	



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Bureau/ Service	Office	Contact Information	Address
National Capital Region	Caloocan	Direct Line No.: 336 5597	3/F Malapitan Hall, Caloocan City Hall 8th Ave., Caloocan City
	Las Piñas	Direct Line No.: 551 5985	2/F Administrative Building, City Hall Compound, Las Piñas City
	Makati	Direct Line No.: 899 8931	5/F Main Building, Makati City Hall J.P Rizal St., Brgy. Poblacion, Makati City
	Malabon	Direct Line No.: 921 7624 281 4999 Local: 5007	5/F Malabon City Hall, Brgy. San Agustin, Malabon City
	Mandaluyong	Direct Line No.: 535 7305	1/F Old Building, Mandaluyong City Hall Compound, Maysilo Circle, Plainview, Mandaluyong City
	Manila	Direct Line No.: 484 4438	G/F Manila Barangay Bureau Bldg. Antonio Villegas St., Ermita, Manila



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Bureau/ Service	Office	Contact Information	Address
National Capital Region	Marikina	Direct Line No.: 532 6003	3/F New Marikina Public Market, W. Paz Street, Sta. Elena, Marikina City
	Muntinlupa	Direct Line No.: 862 4935	3/F Annex Building, Muntinlupa City Hall, Putatan, Muntinlupa City
	Navotas	Direct Line No.: 374 5513	Navotas City Hall, Brgy. Sipac Almacen, Navotas City
	Parañaque	Direct Line No.: 820 3222	3/F Parañaque City Hall, San Antonio Avenue, SAV1, Brgy. San Antonio, Parañaque City
	Pasay	Direct Line No.: 833 1894	Room 414 Pasay City Hall, Harrison St., Pasay City
	Pasig	Direct Line No.: 643 1116	8/F Pasig City Hall, Caruncho Avenue, Pasig City



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Bureau/ Service	Office	Contact Information	Address
National Capital Region	Pateros	Direct Line No.: 643 6379	5/F Pateros Municipal Hall, G. de Borja St., Municipality of Pateros
	Quezon City	Direct Line No.: 435 1656	4/F National Government Offices Building, Gate 5, Quezon City Hall, Kalayaan Ave, Quezon City
	San Juan	Direct Line No.: 728 9856	2/F Room 205, San Juan Government Center, Pinaglabanan Road, San Juan City
	Taguig	Direct Line No.: 642 4906	2/F Left Wing Annex Building, Taguig City Hall, Brgy. Tuktukan, Taguig City
	Valenzuela	Direct Line No.: 352 1000 Local: 2976	3/F Valenzuela City Trade Center, Mc Arthur Highway, Valenzuela City