



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

REGIONAL OFFICE I

City of San Fernando, La Union

CITIZEN'S CHARTER



Message

One of the objectives of the Department of the Interior and Local Government (DILG) Region I is to serve our clients to the best of our abilities with utmost courtesy and dedication. We do not only consider the appropriateness and quality of services we provide, but we also deliver them promptly.

To further enhance our services to you, our dear clients, we have prepared the DILG Regional Office One Citizen's Charter. This document covers the frontline services of the regional office, such as, processing of Civil Service Barangay Officials Eligibility (CSBOE) applications, processing applications for authority to travel abroad, processing application for foreign scholarship grants, provision of Local Government Regional Resource Center (LGRRC) services, provision of technical assistance on Community-Based Monitoring System (CBMS) and issuance of authority to conduct capacity building activities.

For us, this is one way of ensuring that our objectives are met when it comes to excellent client service.

Thank you for giving us the opportunity to serve you.

MANUEL V. BIASON, CESO III
Regional Director

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGIONAL OFFICE NO. I SAN FERNANDO CITY (LA UNION)
Tel. Nos. 888-31-06; 888-33-10; 888-22-89; 888-22-94
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MEMORANDUM ORDER
NO. 2009-13

TO : All DILG Regional Office I Officers and Employees

SUBJECT : IMPLEMENTATION OF THE DILG REGIONAL OFFICE I CITIZEN'S CHARTER

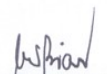
DATE : July 1, 2009

Pursuant to Republic Act 9485 (entitled: *An Act To Improve Efficiency In The Delivery Of Government Service To The Public By Reducing Bureaucratic Red Tape Preventing Graft And Corruption, And Providing Penalties Therefore*) otherwise known as the Anti-Red Tape Act of 2007, signed into law on June 2, 2007 and which took effect on September 5, 2008 following the issuance of its Implementing Rules and Regulations (IRR), all government offices and agencies shall set up their respective standards to be known as the Citizen's Charter within one year after the effectivity of said law.

DILG Regional Office I (DILG ROI), through its Productivity Management and Citizen's Charter Teams as well as the employees responsible for the different frontline services, have come up with the mandated charter, providing among others simplified procedures of the Office's frontline services that aim to expedite transactions and improve efficiency in the delivery of government service to the public. However, all are enjoined to undertake on a continuing basis, approaches and procedures to promote customer satisfaction and improve service delivery.

In furtherance therefore, of the effective realization of the State's policy to promote integrity, proper management of public affairs and maintaining responsibility among its public officials and employees to promote effective delivery of services and transparency in the manner of transacting with the public, **all DILG ROI officers and employees are therefore directed to fully implement the DILG ROI Citizen's Charter.**

For strict compliance.


MANUEL Y. BIASON, CESO III
Regional Director

Annex



Message

Navigating the bureaucracy in search of basic services may be frustrating and maze-like. Deciphering the rules and regulations to apply for even basic documents is sometimes a difficult exercise. But if armed with essential information on public service delivery, citizens would be able to demand proper services as a matter of right.

Governments have stressed citizen's rights. The Citizen's Charter seeks to add consumer rights to those citizen's rights, equipping users with the means of seeking personal redress if the service they receive is inadequate. It is a way of making public services accountable. In essence, Citizen's Charters not only empower end-users with critical information, but also require public service providers to live up to their obligations to ordinary citizens.

Thus, this Citizen's Charter of the Department of the Interior and Local Government, Regional Office I which aims to indeed make public service delivery a more transparent and effective process.

CORAZON P. GURAY, CESO IV
Assistant Regional Director

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Assistant Regional Director

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DILG PRODUCTIVITY MANAGEMENT TEAM

RD MANUEL V. BIASON, CESO III
ARD CORAZON P. GURAY, CESO IV
DC CORAZON G. SALINDONG, MNSA
DC ROSALIND L. FLORENDO, CSEE
OIC-DC CORAZON C. SIBAYAN

DILG CITIZEN'S CHARTER TEAM

LGOO V ZENAIDA C. COLOBONG
LGOO V MA. OLIVIA C. BRILLANTES
LGOO V LILY ANN O. COLISAO
LGOO V RHODORA G. SORIANO
LGOO V PRESLEY D. MENDOZA
LGOO V ROLANDO A. CABRADILLA
ACCT. II SETY ZORAYDA S. PEREZ
AO IV MERCEDES C. LLANES
AO IV BENEDICTA M. BARNACHEA
AO III RUBY CATHERINE A. APILADO
AA VI VIDA JUCUTAN-GONZALES

DILG REGION I PROVINCIAL & CITY OFFICES' DIRECTORY

HEAD OF OFFICE	STATION / ADDRESS	CONTACT NUMBERS
MARIO ELPIDIO A. RATUITA Provincial Director, DILG Ilocos Norte	3F Ilocano Heroes Hall, Laoag City	(077) 771 - 1432
GODOFREDO B. MARTINEZ OIC – Provincial Director, DILG Ilocos Sur	Bantay, Ilocos Sur	(077) 722 - 1806 ;
TRIGIDIA R. COLISAO Provincial Director, DILG La Union	Aguila Rd, Sevilla, City of San Fdo, La Union	(072) 888 - 2165
DOMICIANO A. SORIANO, JR. OIC – Provincial Director, DILG Pangasinan	Lingayen, Pangasinan	(075) 542 - 6077
DR. REYNALDO G. GARO CLGOO, Laoag City	2F City Hall, Laoag City	(077) 771 - 1431
FEDERICO A. BITONIO OIC – CLGOO, Vigan City	2F City Hall, Vigan City	(077) 722 - 8772 loc. 205
VICTORIA H. RAMOS CLGOO, Candon City	2F City Hall, Candon City	(077) 742 - 6585
ANGELITA R. GONGORA CLGOO, City of San Fernando	Barangay Hall, City of San Fdo, La Union	(072) 242 - 2621
MELINDA M. BUADA CLGOO, Urdaneta City	2F City Hall, Urdaneta City	(074) 568 - 2526
ALICIA C. BANG—OA OIC—CLGOO, Alaminos City	City Hall, Alaminos City	(075) 551 - 2297
RHODERICK M. DAWIS OIC—CLGOO, Dagupan City	City Hall, Dagupan City	(075) 515 - 4668
VIRGILIO P. SISON OIC—CLGOO, San Carlos City	City Hall, San Carlos City	(075) 532 - 3821

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DILG REGIONAL OFFICE I DIRECTORY

HEAD OF OFFICE / DIVISION / UNIT	STATION / ADDRESS	CONTACT NUMBERS
MANUEL V. BIASON, CESO III <i>Regional Director</i>	DILG REGIONAL OFFICE <i>Regional Office, Barangay Sevilla, City of San Fernando, La Union</i>	(072) 888-31-06 ; 888-22-94 ; 888-33-10 ; 888-21-08 ; 700-27-03
CORAZON P. GURAY, CESO IV <i>Assistant Regional Director</i>		
CORAZON G. SALINDONG, MNSA <i>Chief, Operations Services Division (OSD)</i>		
ROSALIND L. FLORENDO, CSEE <i>Chief, Technical Services Division (TSD) / Local Governance Regional Resource Center (LGRRC) Coordinator</i>	2F DILG Regional Office	(072) (72) 700-5746
CORAZON C. SIBAYAN <i>OIC—Chief, Administrative Services Division (ASD)</i>		
AUDREY F. MISANES <i>Regional Budget Officer, ASD / Budget Section</i>		
SETY ZORAYDA S. PEREZ <i>OIC—Regional Accountant, ASD / Accounting Section</i>	1F DILG Regional Office	(072) 700-2701; 888-3310
RHODORA G. SORIANO <i>LGOO V / Regional Personnel Officer, ASD / Personnel Section</i>		
RUBY CATHERINE A. APILADO <i>Regional Cashier, ASD / Cash Unit</i>		
LILY ANN O. COLISAO <i>LGOO V / Regional Planning Officer, ORD / Plans and Monitor Unit</i>	2F DILG Regional Office, ORD / Plans & Monitor	(072) 888-3106; 700-2703; 888-2294

CLIENT'S FEEDBACK FORM

THE SERVICE

What is the level of your satisfaction on the quality of service rendered?

- Highly Satisfied
- Moderately Satisfied
- Satisfied
- Slightly Satisfied
- Not Satisfied

What is the level of your satisfaction on the time allocation in acquiring the service?

- Highly Satisfied
- Moderately Satisfied
- Satisfied
- Slightly Satisfied
- Not Satisfied

Comments/Suggestions/Complaints:

Thank you very much.

Note: This Form is available at the lobby beside the suggestion box.

Our 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.

Our Mission

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

Our Vision

The DILG is the primary catalyst for excellence in local governance that nurtures self-reliant, progressive, orderly, safe and globally-competitive communities sustained by God - centered and empowered citizenry.

About the DILG..

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

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

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

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

In 1950, the Department was abolished and its functions were transferred to the Office of Local Government (later renamed Local Government and Civil Affairs Office) under the Office of the President. On January 6, 1956, President Ramon Magsaysay created the Presidential Assistant on Community Development (PACD) to implement the Philippine Community Development Program that will coordinate and

CLIENT'S FEEDBACK FORM

It was an honor and pleasure to have served you. Since we want to serve you better, please accomplish this form by checking the appropriate space and drop it in the suggestion box located at the lobby.

Name (Optional): _____

Address: _____

Service Availed: _____

THE OFFICE

YES

NO

Is the office easy to locate? _____

Is there an appropriate signage of direction? _____

Is the office clean and orderly? _____

Did you feel comfortable? _____

THE PERSON-RESPONSIBLE

Is the person-responsible available? _____

Is the person-responsible knowledgeable? _____

Is the person-responsible facilitative? _____

Is the person-responsible friendly and accommodating? _____

Is the person-responsible in proper dress code and wearing & ID? _____

REDRESS AND FEEDBACK MECHANISM

Step Three:

If you are not fully satisfied with the actions taken, you may personally bring the matter to the Regional Director / Asst. Regional Director or write a letter and send it to:

DILG Regional Office 1
Aguila Road, Sevilla Norte, City of San Fernando
2500 La Union

or e-mail at dilg_r1_asd@yahoo.com

or fax to 072 700-27-03/ 888-22-94

You may also call (072) 888-33-10 / 888-22-89.

Client's Feedback Forms are available at the lobby beside the suggestion box. Please take time to fill up the form and drop at the suggestion box located at the lobby. We welcome your observations and recommendations to improve our service.

integrate on a national scale, the efforts of various governmental and civic agencies to improve the living conditions in the barrio residents nationwide and make them self-reliant.

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

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

The passage of RA 6975 paved the way for the union of the local governments and the police force after more than 40 years of separation.

Today, the Department faces a new era of meeting the challenges of local autonomy, peace and order, and public safety.

(Source: www.dilg.gov.ph)

DILG Region I Creed

We believe in God, the Divine Providence, our source of wisdom and strength, who guides and inspires us in all our endeavours.

We believe that the Philippines is home for God-centered, highly innovative, resourceful, peace-loving and free Filipinos who work collectively towards a common good amidst cultural and religious diversities.

We believe that Region I is endowed with abundant natural resources, developed and harnessed by its people to sustainably respond to the needs of its present and future generations.

We believe that the LGUs are responsible for and capable of developing vibrant, orderly, safe and globally-competitive communities propelled by dedicated, responsive and accountable local leaders.

We believe that the highly motivated, industrious, persistent, adventurous and strongly empowered people of Region I meaningfully participate in local governance and benefit from the fruits of development.

We believe that DILG Region I, the primary catalyst for excellence in local governance, is under the stewardship of caring leaders who respect human dignity and integrity, provide equal opportunities for career growth, ensure equitable distribution of responsibilities and give due recognition and reward for exemplary performance.

We believe that the DILG personnel of Region I is a credible, accountable, highly-visible, competent, committed and spiritually-endowed team that moves towards enhancing the image of public service and creating a significant difference in the lives of people.

REDRESS AND FEEDBACK MECHANISM

We are committed to provide high quality services to our clients. However, if and when you feel that we have not provided the expected service, we encourage you to undertake the following Steps:

Step One:

You may present your concern directly to the person responsible or in case you do not want to do so, please discuss the matter with the Personnel Officer (PO) or the Asst. Personnel Officer (APO).

Step Two:

In case you are not satisfied with the result of Step One, you may request the PO / APO to:

- a) arrange a dialogue with the person responsible or;
- b) refer you to the Division Chief concerned who shall call the attention of the person responsible to discuss the matter with you.

PERFORMANCE PLEDGE

WE, the officials and employees of the DILG Regional Office I pledge to:

Deliver quality public service to our clients with the highest degree of professionalism, integrity and impartiality ;

Be credible, highly-visible, competent, accountable, committed and spiritually-endowed to enhance the image of public service and create a significant difference in the lives of our people.

WITH the Divine Providence who gives us strength and wisdom in rendering what is best for our clientele; for these, in unison, we proudly say,

“Sa Diyos, Sa Tao, Serbisyong Totoo!”

DILG Regional Office I FRONTLINE SERVICES

- I. Processing of Civil Service Barangay Officials' Eligibility (CSBOE) Application
- II. Processing of Application for Foreign Travel Authority of Local Government Officials and Functionaries
- III. Processing of Application for Foreign Scholarship Grants
- IV. Provision of Local Governance Regional Resource Center (LGRRC) Services
 - A. Local Government Data
 - B. Library Services
- V. Provision of technical assistance on Community-Based Monitoring System (CBMS)
- VI. Issuance of Authority to Conduct Capability -building Activities

Processing of CSBOE Application

Issuance of Authority to conduct Capacity Building Activities

The CSBOE is a joint program of the Civil Service Commission (CSC) and the Department of the Interior and Local Government (DILG). It is equivalent to the Sub-Professional Civil Service Eligibility which is a qualification for a first level position in the government service.

WHO MAY AVAIL OF THE SERVICE

Elected and appointed barangay officials (Punong Barangays, Sangguniang Barangay Members, Sangguniang Kabataan (SK) Chairmen, Secretaries and Treasurers) may avail of the CSBOE, provided they have rendered an aggregate of 5-year service.

REQUIREMENTS

1. **Oath of Office** (Original copy and a photocopy)
In case the applicant lost his/her Oath of Office, he/she must execute an affidavit of loss.
2. **Appointment or Barangay Resolution for Barangay Secretaries and Treasurers**
(Original copy and a photocopy)
3. **Birth Certificate** from the National Statistics Office (NSO) (Original copy and a photocopy)
 - > For married female applicants, a MARRIAGE CERTIFICATE from the NSO is also required (original copy and a photocopy)

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
3	Receive Letter of Authority and sign file copy of the Office.	TSD Records and releases the Letter of Authority to client.	5.Mins.	
TOTAL		1 Hour		

**Issuance of Authority to conduct
Capacity Building Activities**

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
		<p><u>TSD</u> Reviews and assess the required documents.</p> <p>A) If not complete, returns the request with the information why it is not approved</p> <p>B) If complete, prepares the letter of authority to conduct the CapDev activity.</p>	35 Mins	<p><i>LGOO V Presley Mendoza (Leagues / NGOs) / LGOO V Imelda Estacion or LGOO V Narvita R. Flores (Health Assoc.) / LGOO V Leslie L. Isip or LGOO V Lily Ann Z. Victorio (other Assoc. of Professional & organized groups)</i></p>
		<p><u>OFFICE OF THE RD/ ARD</u> Signs the Letter of Authority.</p>	5 Mins.	<p><i>RD or ARD</i></p>

REQUIREMENTS

4. **Certificate of Incumbency** from the following:
(Original copy and a photocopy)
 - > Punong Barangay
 - > City/Municipal Mayor
 - > DILG Field Officer
 - > DILG Provincial Director
5. **DILG Office Endorsements** (Original copy and a photocopy)
 - > For Independent Component Cities (ICC), endorsement of the City Local Government Operations Officer (CLGOO) to the DILG Regional Director
 - > For Component Cities (CC) and Municipalities, Endorsement of the CLGOO/MLGOO to the DILG Provincial Director
6. **Valid ID** (Original and a photocopy)
(i.e. Barangay Officials' ID, Postal ID, SSS ID, Driver's License, Passport, Voter's ID, Student ID (for SK) Company ID)
7. **1" x 1" Colored Picture with name tag** (2 copies)

SCHEDULE OF SERVICE AVAILABILITY

Mondays to Fridays 8:00 AM — 5:00 PM

EXPECTED OUTPUT

Regional Director's (RD's) Endorsement

Processing of CSBOE Application

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
1	Submit necessary documents to the Records Unit. (Refer to the requirements in pages 6—7)	<u>RECORDS UNIT</u> Receives, records, checks completeness of required attachments: a) For application with complete documents, routes to the Plans and Monitor Unit b) For application with incomplete documents, returns to the client with the checklist of requirements, or refers client to staff in-charge.	10 Mins	Josephine G. Samonte
2	Sit comfortably at the lobby while waiting for the release of the endorsement.	<u>PLANS AND MONITOR UNIT</u> Receives, records and reviews the application with the attachments.	10 Mins	Lily Ann O. Colisao or John Robert F. Diaz or Ma. Gracia D. dela Cruz

Issuance of Authority to conduct Capacity Building Activities

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
1	Submit letter request with required documents to Records Unit.	<u>RECORDS UNIT</u> Receives/records the letter request and forwards it to the Technical Services Division (TSD).	10 Mins.	Josephine G. Samonte
2	Sit comfortably at the lobby while waiting for the release of the Letter of Authority.	<u>TSD</u> Receives and records the request.	5 Mins.	LGOO V Presley Mendoza

REQUIREMENTS

2. Certificate of Registration with the Securities and exchange Commission (SEC), or other national government agencies empowered by law or public policy to accredit or register organizations;
3. Company or association’s profile indicating, among other things, its objectives, programs, the list of officers, and their bio-data, total membership and financial viability;
4. Endorsement from the Professional Regulations Commission (PRC) that the convention, seminar or training is a part of Continuing Education Requirements for professional license renewal purposes, as in the case of the associations of professionals;
5. Accreditation of the Convention or Seminar Design or Training Module by the Local Government Academy (LGA) of this Department, and;
6. Copy of the approved Capacity Development Agenda (activity should be reflected / included in the LGU Cap Dev Agenda.)

SCHEDULE OF SERVICE AVAILABILITY

Mondays to Fridays 8:00 AM— 5:00 PM

EXPECTED OUTPUT

Letter of Authority signed by the RD/ARD

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take	Person (s) Responsible
	As the Client, you :	The responsible office		
		<u>PLANS AND MONITOR UNIT</u> Prepares endorsement letter for signature.	5 Mins.	Lily Ann O. Colisao or John Robert F. Diaz or Ma. Gracia D. dela Cruz
		Forwards / hand carries application with the prepared endorsement to the signatory	2 Mins.	
		<u>OFFICE OF THE RD/ARD or DIVISION CHIEF</u> Signs the endorsement letter.	6 Mins.	
3	Receive endorsement and sign file copy of the Office.	<u>PLANS AND MONITOR UNIT</u> Releases the documents to the client.	2 Mins.	Lily Ann O. Colisao or John Robert F. Diaz or Ma. Gracia D. dela Cruz
TOTAL		35 Minutes		

Processing of Application for Foreign Travels of Local Government Officials & Functionaries

In pursuance of, and to implement Presidential Administrative Order No. 6 dated March 7, 2001 with the view of promoting efficiency in the performance of the Department's functions and services through the simplification of procedures in the processing and approval of a request for foreign travel authority, support the over-all efforts of the government in conserving source public funds, particularly the country's dollar reserves, and to ensure that any foreign trip, when it involves the use of government funds, is beneficial to the country.

WHO MAY AVAIL OF THE SERVICE

All elected and appointed local government officials and functionaries, who intend to travel abroad whether official or non-official. The travel may be:

1. OFFICIAL

a. Study Trip

- short term technical training or scholarship grant where no public funds are involved but are considered official

b. Non-Study Trip

- Urgent and extremely necessary
- Expected to bring immediate benefits to the country
- Trip that does not involve public funds shall be considered on official time only

Issuance of Authority to Conduct Capability Building Activities (Training / Assembly / Convention)

Memorandum Circular 99-64 provides that all conventions, seminars and similar activities where local government personnel are invited to attend with the use of local government funds shall first be authorized by the Department of the Interior and Local Government (DILG). Any request for a Department authority shall be approved by the Regional Director, where the convention, seminar or similar undertaking is regional or sub-regional in coverage or where the event or activity is to be participated in by the local government personnel within the region.

WHO MAY AVAIL OF THE SERVICE

Any association of professionals, foundation, Non-Government Organization (NGO) or organized group intending to conduct a convention, seminar or similar activity, where local government officials or employees are invited to attend on government time or with the use of public funds.

REQUIREMENTS

1. Letter-request indicating the objective / s of the convention, training or seminar as well as the venue, date or registration fee , if any, with enclosures (where applicable) such as:
 - Convention, seminar or training design cum topic to be covered;
 - Resume' of the resource person / s and such other pertinent information;
 - Justification as to the immediate and direct benefits to the local government participants

Provision of TA on CBMS

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
MODULE I				
1	Go to Operations Services Division (OSD) and submit required documents.	<u>OSD CBMS TEAM</u> • Receive and review submitted documents;	10 Mins.	OSD Chief Corazon G. Salindong/ LGOO II Francis A. Vergara / LGOO V Ma. Olivia Brillantes
2	Interact with the OSD CBMS Team and receive the information materials.	• Brief the LGU representative / client on the conduct of CBMS general processes, activities and requirements;	1 Hour	
		• Provide information materials, i.e. flyers and HH SQ;	10 Mins.	
Client to provide feedback to OSD CBMS Team on the final schedule of training on Module I		OSD CBMS Team may provide on-site TA on Module I, in coordination with the DILG Provincial CBMS Team, per LGU request.		
TOTAL		1 Hour and 20 Minutes		

* Client / s may also request for TA on Modules II—IV from the OSD CBMS Team

Processing of Application for Foreign Travels of Local Government Officials & Functionaries

2. NON-OFFICIAL

- personal or private trip
- medical reason
- emergencies
- special occasion wherein the presence of the local official/ employee is indispensable
- on official leave of absence

REQUIREMENTS

1. Letter-request addressed to the Secretary of the DILG stating nature of travel, duration, destination and benefits derived from said travel.
2. Favourable recommendations from the:
 - DILG Regional Director, Provincial Director/City/Municipal Local Government Operations Officer
 - Provincial Governor in case of provincial elective officials and appointive employees
 - City/Municipal Mayors in case of City/Municipal elective officials and appointive employees
 - Secretary of Trade and Industry, for trade and investment purposes.
3. Clearances from money and property accountabilities from the Local Treasurer
4. Sworn statement from the applicant attesting that, to the best of his knowledge, no criminal or administrative case has been filed or pending against him before any court.

Requirements for the Foreign Travel of Local Officials & Functionaries

5. A copy of the endorsement from the Special Committee on Scholarships, acceptance or invitation—letter from the donor, sponsor, conference or seminar organizer, foreign local authority, or duly perfected contract where the trip is study or non-study in purpose.
6. A written Justification as to the immediate and direct benefits to the local government unit concerned in the case of a study trip or non-study trip.
7. Copy of the designated officer-in-charge of the office for the duration of the trip in the event the appointive official is the head of local government department
8. A duly approved application of leave of absence if the trip is for a personal or private purpose.

PRESCRIPTIVE PERIOD OF FILING

Where the approving level is the Secretary of the Interior and Local Government, the application of the for a travel authority, with all the required supporting documents, shall be filed, through the concerned DILG Officer for initial evaluation and endorsement, and if found in order, to reach the Office of the Secretary, at least 10 days prior to the actual departure date.

SCHEDULE OF SERVICE AVAILABILITY

Mondays to Fridays 8:00 AM – 5:00 PM

EXPECTED OUTPUT

Regional Director’s (RD’s) Endorsement

REQUIREMENTS PER MODULE

MODULE	REQUIREMENTS
I	<ol style="list-style-type: none"> 1. DILG approved letter—request to avail TA on the adoption of CBMS; 2. Letter of Intent from the LGU addressed to the DILG Regional Director, DILG Regional Office I; 3. Executive Order (EO) creating CBMS LGU Technical Working Group (TWG), and; 4. Resolution of Local Sangguniang authorizing the Local Chief Executive to enter into a Memorandum of Agreement with DILG Region I, Bureau of Local Government Development and CBMS Network Coordinating Team.
II	<ol style="list-style-type: none"> 1. Duly accomplished and field edited Household Survey Questionnaire (HH SQ); 2. Municipal / Barangay Spot Maps.
III	<ol style="list-style-type: none"> 1. Encoded data from the HH SQ; 2. Digitized Maps.
IV	<ol style="list-style-type: none"> 1. Generated reports from Module III; 2. Poverty Maps and Tables.

WHO MAY AVAIL OF THE SERVICE

Open to all interested LGUs

SCHEDULE OF SERVICE AVAILABILITY

Mondays to Fridays 8:00 AM— 5:00 PM (With prior Notice)

EXPECTED OUTCOME

Effective and efficient implementation of CBMS

Provision of Technical Assistance (TA) on Community - Based Monitoring System (CBMS)

The CBMS has been adopted as a Millennium Development Goals (MDG) / poverty monitoring instrument. It is a tool which generates the Core Local Poverty Indicators (CLPIs) at the local level, complementing the national poverty monitoring systems. The CBMS fills the information gaps at the local level supplying disaggregated information which enables all concerned to diagnose poverty and identify appropriate interventions for targeted beneficiaries.

CBMS is an organized way of collecting household level information used for planning, program implementation and monitoring by Local Government Units (LGUs), national government agencies, non-government organizations and civil society. It is intended to improve governance and greater transparency and accountability in resource allocation.

The system is composed of four (4) Modules. These are: MODULE I—Data Collection and Field Editing; MODULE II— Data Encoding and Map Digitizing; MODULE III— Data Processing and Mapping, and; MODULE IV.—Poverty Plan Formulation.

The DILG Regional CBMS team is providing technical assistance to LGUs in: (1) the administration of survey instruments; (2) the installation of the CBMS softwares— CPro (for encoding), NRDB (for map digitizing), and Statsim (for data processing), and; (3) the formulation of Poverty Plan based on the generated reports.

Processing of Application for Foreign Travels of Local Government Officials & Functionaries

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
1	Submit necessary documents to the Records Unit .	<p><u>RECORDS UNIT</u></p> <p>A. Receives, records and checks the attached requirements;</p> <p>B. Routes application with attachments to the Technical Services Division (TSD).</p>	10 Mins.	Josephine G. Samonte
2	Sit comfortably at the lobby while waiting for the release of the endorsement.	<p><u>TSD</u></p> <p>Records foreign travel application and routes the documents to the person responsible.</p>	3 Mins.	LGOO V Presley D. Mendoza
		Reviews the required documents.	15 Mins.	LGOO V Imelda Estacion
		Prepares endorsement letter for signature of the Regional Director / Assistant Regional	10 Mins.	

**Processing of Application for Foreign Travels of
Local Government Officials & Functionaries**

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
		Conducts final review of the application package.	4 Mins.	TSD Chief Rosalind L. Florendo
		Forwards / hand carries application with the prepared endorsement to the signatory.	2 Mins.	LGOO V Imelda A. Estacion
		<u>OFFICE OF THE RD/ARD</u> Signs the endorsement letter.	6 Mins.	RD or ARD
3	Receive endorsement and sign file copy of the Office.	<u>TSD</u> Releases endorsement and secures the signed file copy indicating the date of receipt.	5 Mins.	LGOO V Imelda A. Estacion / LGOO V Presley D. Mendoza
TOTAL		55 Minutes		

Library Services

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
3	Get the needed book / information material from the bookshelves.	Assist Client.	10 Mins.	AO IV Benedicta M. Barnachea / AA VI Caroline S. Jaya
4	Accomplish book card found at the back of the book and submit to the person responsible.	Receives accomplished book card and records in the logbook	5 Mins	AO IV Benedicta M. Barnachea / AA VI Caroline S. Jaya
5	Proceed with your research work at the library.			
6	Return books / information materials and sign logbook.	Receives and inspects information materials.	5 Mins.	
TOTAL		55 Minutes		

HOW TO AVAIL OF THE SERVICE

B. Library Services

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
1	Sign in on the LGRRRC Logbook	<p><u>LGRRRC</u></p> <p>Assists clients in signing the logbook and interview client of research needs.</p>	5 Mins.	
2	Inform specific research material	<p>Provides client a Masterlist of available information materials or recommends appropriate information materials.</p> <p>Guides / Assists client in locating books / information materials at the bookshelves</p>	30 Mins.	<p>AO IV Benedicta M. Barnachea / AA VI Caroline S. Jaya</p>

Processing of Application for Scholarship Grants

The Philippine Government continues to receive invitations for foreign scholarships and training grants from various bilateral and multilateral donor countries. This is part of the technical assistance arrangement between the Philippines and Donor Countries to support the country's institutional development objectives.

On top of the list of recipients of these programs are local government units in the country. Offering a wide range of study on governance and development, these programs have enhanced the individual and institutional competencies of LGU's responding to the call of excellence in governance

For this reason, easy access to information on available scholarships and training grants must be provided including the process of evaluation and selection of nominees.

WHO MAY AVAIL OF THE SERVICE

All qualified local officials and functionaries based on the requisites of the applied scholarship grant.

REQUIREMENTS

1. Bio-data with picture (2 x 2)
2. Transcript of Records (Certified True Copy of BS Degree and MS if any)
3. Diploma (Certified true copy)
4. List of trainings/Seminars Attended
5. Certificate of No Pending Administrative and Criminal Case
6. Updated Service Record
7. Certified Actual Duties and Responsibilities
8. Certificate of No Service Obligation from Local and/or Foreign Scholarship Programs
9. Written Consent of Spouse (if Married)

Requirements for the Scholarship Grants

- 10. Endorsement from DILG Regional Director
- 11. Endorsement from the Local Chief Executive
- 12. Performance Rating for the last two (2) Rating Periods—January to June and July to December (Certified True Copy)
- 13. Certificate of No Pending Nomination in Local and/or Foreign Scholarship Programs.

SCHEDULE OF SERVICE AVAILABILITY

Mondays to Fridays 8:00 AM— 5:00 PM

EXPECTED OUTPUT

Regional Director’s (RD’s) Endorsement

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
1	Submit original and duplicate copies of the basic requirements / documents to the Records Unit.	<u>RECORDS UNIT</u> Receives and records requirements/ documents and routes to the Technical Services Division (TSD).	10 Mins	Josephine G. Samonte

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take	Person (s) Responsible
	As the Client, you :	The responsible office		
2	Sit comfortably at the lobby while waiting for the release of your requested data.	<u>LGRRC</u> Records letter-request in the logbook specifying: a) Name b) Agency/Office	5 Mins	AO IV Benedicta M. Barnachea / AA VI Caroline S. Jaya
		Saves List of Local Officials and / or other data needed in USB or CD provided by the client.	20 Mins	AO IV Benedicta M. Barnachea / AA VI Caroline S. Jaya
3	Receive USB or CD copy of requested data and log in at the LGGRRC logbook.	<u>LGRRC</u> Releases the USB or CD copy of the requested data.	1 Min.	AO IV Benedicta M. Barnachea / AA VI Caroline S. Jaya
TOTAL			31 Minutes	

AVAILABLE DATA

A. LOCAL GOVERNMENT DATA

- Lists of Region I Elected Local Officials
- Profile of Region I LGUs

B. LIBRARY SERVICES

- Books / Reference Materials on Local Governance
- State of the Local Governance Report of Region I LGUs
- Directories of DILG and Regional Line Agencies

HOW TO AVAIL OF THE SERVICE

A. Local Government Data

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
1	Submit letter-request to secure list of local officials, and other local government information data to the records unit. Bring with you your USB or new CD where the requested data will be saved.	<u>RECORDS UNIT</u> Receives and records the letter-request and routes to the Local Governance Regional Resource Center (LGRRC)	5 Mins.	Josephine G. Samonte

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
2	Sit comfortably at the lobby while waiting for the release of the endorsement.	<u>TSD</u> Reviews the completeness of the required documents.	30 Mins.	LGOO V Narvita R. Flores / LGOO V Leslie L. Isip
		Prepares the Endorsement Letter for the signature.	10 Mins	
		Forwards / hand carries application with the prepared endorsement to the signatory.	2 Mins	
		<u>OFFICE OF THE RD / ARD</u> Signs the Endorsement Letter.	6 Mins.	
3	Receive endorsement and sign file copy of the Office.	<u>TSD</u> Releases the signed Endorsement Letter and the documents to the Client.	2 Mins.	LGOO V Narvita R. Flores / LGOO V Leslie L. Isip

Processing of Application for Scholarship Grants

HOW TO AVAIL OF THE SERVICE

STEP	Procedures		How long it will take you	Person (s) Responsible
	As the Client, you :	The responsible office		
4	Submit the documents and the Endorsement Letter to the DILG-Central Local Government Scholarship Secretariat, LGA, 8 F Agustin I Bldg., F. Ortigas Jr., Ortigas Center, Pasig City			
	<p>NOTE</p> <p>If client/nominee is qualified for interview and upon notification from the Scholarship Secretariat, TSD Staff shall prepare notice to client/nominee.</p> <p>Upon receipt of notice, client/nominee shall report for interview at Foreign Scholarship Training Program (FSTP); LUZON, TESDA—FSTP Unit, PEVOTI Building, Fast Service Road, South Superhighway, Taguig City.</p>			
TOTAL		1 Hour		

Provision of Local Governance Regional Resource Center (LGRRC) Services

The LGRRC gives the right knowledge / information to the right people at the right time. The Center connects those who know with those who need to know.

The DILG upholds the constitutional provision on the people's right to information and the government's duty to inform. Hence, part of the functions of the Department is to undertake increased information dissemination campaign regarding its policies, programs and projects in order to bring the government closer to the people.

Our DILG Regional Office is an air—conditioned facility conducive for reading and research purposes. Information materials are organized and shelved according to the five (5) Performance Areas of the Local Governance Performance Management System (LGPMS), namely: Governance, Development Administration, Economic Development, Social Services and Environmental Management.

WHO MAY AVAIL OF THE SERVICE

- All stakeholders
- General Public, National Government Agencies (NGAs), Civil Society Organizations (CSOs), Private Sectors, Academe and others, needing information on local governance

SCHEDULE OF SERVICE AVAILABILITY

Mondays to Fridays 8:00 AM— 5:00 PM