
GENERAL POWERS AND FUNCTIONS

1. Assist the President in the exercise of general supervision over local government units;
2. Advise the President in the promulgation of policies, rules, regulations and other issuances on general supervision over local government units and on public order and safety;
3. Establish and prescribed rules, regulations and other issuances implementing laws on public order and safety, general supervision over local governments and the promotion of local autonomy and community empowerment and monitor compliance;
4. Provide assistance in the preparation of national legislation affecting local governments, law enforcement and public safety.
5. Establish and prescribe plans, policies, programs and projects to promote peace and order, ensure public safety and further strengthen the administration, technical and fiscal capabilities of local government offices and personnel;
6. Formulate plans, policies and programs which will meet local emergencies arising from natural and man-made disasters;
7. Establish a system of coordination and cooperation among citizenry, local executives and the Department, to ensure effective and efficient delivery of basic services to the public;
8. Organize, train and equip primarily for the performance of police functions, a police force that is national in scope and civilian in character.

A. GENERAL FUNCTIONS OF THE UNITS UNDER THE OFFICE OF THE REGIONAL DIRECTOR

1. LEGAL UNIT

Provides the Office with efficient and effective legal counselling services, render legal opinions, conduct research on issues relating to investigation of administrative cases involving Department personnel and local officials.

2. PROJECT DEVELOPMENT AND MANAGEMENT UNIT

2.1 Develops, designs or adopts innovative approaches and strategies for the enhancement of technical capabilities of local government units in planning, implementation, and management of locally-funded or foreign assisted development projects.

2.2 Undertakes periodic monitoring and evaluation of development projects and submit reports to appropriate authorities to serve as inputs for policy formulation and decision-making.

3. PLANNING UNIT

Provides the Office with efficient and effective service relating to planning, programming, research and statistics.

4. LOCAL GOVERNANCE RESOURCE CENTER

Provides the Office with adequate and up-to-date data and management information inputs, including monitoring of all field operations, to serve as basis for effective planning, administrative control and supervision, policy formulation and decision-making of regional management.

B. GENERAL FUNCTION OF THE LOCAL GOVERNMENT CAPACITY DEVELOPMENT DIVISION

Provides consultancy, technical assistance, and capability-development services for the development of local plans, policies, and programs that strengthen the administrative, fiscal, and technical capabilities of local government units and personnel.

C. GENERAL FUNCTIONS OF THE LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION

1. Assists in the exercise of the power of general supervision over Local Government Units, particularly in undertaking performance oversight in the implementation of national laws, policies, and standards concerning local government operations and their personnel.
2. Provides technical assistance in the formulation of local policies, plans, and programs that will promote community and citizens' participation in local governance.
3. Maintains adequate and up-to-date information inputs on elective local officials including monitoring data of all field operations, to serve as basis for effective planning, management and control, policy formulation and decision-making.

D. GENERAL FUNCTIONS OF THE FINANCE AND ADMINISTRATIVE DIVISION

1. Exercise facilitative functions that deal with procurement of supplies and equipment, property control, financial and budgetary support, personnel administration, records management, housekeeping such as maintenance and security services, and other tasks to support all operating levels.
2. Extends assistance in the mobilization of resources to achieve efficiency, effectiveness, and economy in government operations.
3. Coordinate with other divisions or units in the Regional Office to maintain and pursue a smooth and closely knitted operation for the attainment of organizational efficiency and effectiveness.

PERFORMANCE PLEDGE

*As catalyst of excellence in local governance, we, the employees of the Department of the Interior and Local Government Region 10, commit to a **P**erforming, **A**ccountable, **R**esponsive and **T**ransparent public service by:*

- **C**ultivating a culture of continuous organizational improvement and excellent work ethics;
- **H**aving a fair, righteous, and professional relationship with our clients;
- **A**spiring constantly for courteous, dedicated, fair, prompt, and efficient service delivery from Mondays to Fridays, 8:00 AM to 5:00 PM, without noon or coffee break;
- **N**urturing both a personal and collective disposition of openness to every citizen's comments, suggestions, or even complaints about our services the soonest or within the day through our Public Assistance and Complaints Desk (PACD), and taking appropriate corrective measures, if necessary;
- **G**iving ready access to information on department programs, policies, activities, and services through our website;
- **E**nsuring strict compliance with service standards, and providing written feedback or explanation for any delays in the delivery of frontline services;

*All these we pledge, because we believe that **OUR CLIENTS** deserve only the best.*

OFFICE OF THE REGIONAL DIRECTOR

Frontline Services:

1. LEGAL SECTION

- 1.1 Renders legal counselling services and legal opinions,
- 1.2 Conducts research on issues relating to investigation of administrative cases involving either a Department personnel or local government official;

2. PROJECT DEVELOPMENT AND MANAGEMENT UNIT

- 2.1 Renders technical assistance and guidance in the development, implementation, management, monitoring, and evaluation of special projects.
- 2.2 Conducts validation or actual inspection in projects proposed for funding under the special projects of the Department.

3. LOCAL GOVERNANCE RESOURCE CENTER

- 3.1 Provides adequate and up-to-date data and management information inputs, including monitoring and evaluation result of all field operations
- 3.2 Maintains inter-agency linkage or networking

4. OTHERS:

4.1 Secretariat services to the Regional Peace and Order Council

1. LEGAL SECTION

1.1 Referrals/Legal Counseling/Rendering of Legal Opinions

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service : Local Elected Officials and Functionaries

What are the Requirements : Letter – query

Fee(s) : None

Duration : 6 days, 1 hour, and 30 minutes

How to Avail the Service :

Step	Applicant/Client	Service Provider	Duration (Under Normal Circumstances)	Office/Person-in-Charge	Form
1	Submits letter-query to Records Section or Thru email	Receipt, recording documents in the logbook indicating therein the time and date of receipt, and routing the letter to ORD	10 min.	Ivy Gella J. Roa ORD/Legal Staff	None
2		Assesses letter for appropriate instructions	1 day	Atty. Rene K. Burdeos	
3		Forwards letter to Legal Section for action	10 min.	RDs Secretary	
4		Researches for appropriate jurisprudence or opinion as citation	3 days	Legal Staff/Researcher	
5		Drafts opinion / letter-reply	1 day	Legal Staff	

6		Reviews drafted opinion/ letter-reply	1 day		
Step	Applicant/Client	Service Provider	Duration (Under Normal Circumstances)	Office/Person- in-Charge	Form
7		Forwards draft opinion/letter-reply to ORD for signature	10 min.	Legal Staff/Researcher	None
8		Reviews and signs legal opinion/letter-reply	30 min.	Atty. Rene K. Burdeos	
9		Returns signed opinion/letter-reply to Legal Section	10 min.	RDs Secretary	
10		Logs signed opinion/letter-reply	5 min.	Legal Staff/Researcher	
11		Forwards signed opinion/letter-reply to Records Section	5 min.	Legal Staff/Researcher	
12		Logs and releases legal opinion/letter-reply	10 min.	Ivy Gella J. Roa	
13	Receives legal opinion/letter reply				
TOTAL TIME			6 DAYS, 1 HOUR, 30 MINUTES		

2. PROJECT DEVELOPMENT AND MANAGEMENT UNIT (PDMU)

2.1 Provision of Technical Assistance to LGUs on the Review, Processing and Approval of Simplified Feasibility Study (FS)/Project Proposal of the LGUs on Sagana at Ligtas na Tubig (SALINTUBIG), Bottom-Up Budgeting (BUB) Programs, Payapa at Masaganang PamayaNan (PAMANA), Performance Challenge Fund (PCF) Projects & other special projects

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service: Pre-identified waterless cities/municipalities with water system projects identified by the National Anti-Poverty Commission as beneficiaries of SALINTUBIG/BUB Projects
: Pre-identified conflict areas in the Region by the Office of the Presidential Adviser for Peace Process for PAMANA
: Seal of Good Housekeeping (SGH) LGU Awardees for PCF

What are the Requirements :

1. Duly accomplished/filled-up Simplified Feasibility Study/Project Proposal
2. Letter of Intent by the Local Chief Executive
3. Sangguniang Bayan/Panlungsod/Panlalawigan Resolution Authorizing the LCE to enter into agreement with the DILG
4. Memorandum of Agreement (MOA)
5. Executive Order from LCE creating Project Implementation Unit
6. SGH Certification by the DILG Regional Director
7. Certification by the Local Treasurer on the Availability of LGU's Bank Trust Account

Other Requirements :

1. Approved Program of Works
2. Detailed Engineering Design
3. Bacteriological Test Result
4. Water Source Validation Report from the PDMU

Duration : Within 5 days (for FS and all other requirements)
: Within 10 days (for DED)

Fees : None

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/ Person-In-Charge	Forms
1	Client submits Official Letter request/Letter of Intent and other documentary requirements to the PDMU through the Records Section, DILG RO-10	Receives and logs letter request/LOI and documentary requirements routed from the Records Section to the PDMU	5 min.	Engr. Marie Joy P. Gargar Jade Kathleen M. Llausas	
2		Reviews documents received as to the completeness and correctness of data/information: 2.1 DED/Program of Works/ Procurement/other documents 2.2 FS/Project Proposal/other documents	2 days	Engr. Marisia C. Naybe Engr. Marie Joy P. Gargar Engr. Noel S. Doria Engr. Artesa G. Gayloa	<i>Performance Challenge Fund (PCF) Appraisal Review and Approval Form (ARAF)</i> Project Proposal - <i>PAMANA</i> Project Proposal – <i>SALINTUBIG</i> <i>SFS</i>
3		If complete and correct, forward documents to Finance and Administrative Division for release of funds (First Tranche) to the LGU-beneficiary If incomplete and unsatisfactory, prepare letter/communication to LGU incorporating comments/ recommendations or notify LGU for refinement of the project proposal/FS and to submit lacking documents to the DILG Regional Office.	1 day 30 min.	Jade Kathleen M. Llausas Engr. Marie Joy P. Gargar Engr. Noel S. Doria Engr. Artesa G. Gayloa	<i>SALINTUBIG-BUPB</i> <i>Form 1-Design Criteria</i> <i>Form 2-Socio-Economic, Technical and Financial Information</i> <i>Form 3 -Map of Project Area</i> <i>Form 4-Schematic Diagram</i> <i>Form 5- Cross Section of Well Source/ Plan of Spring Source Devt./Others</i> <i>Form 6a-Program of Works Level 1</i> <i>Form 6b-Program of Works</i>

				Engr. Marisia C. Naybe Barbara S. Majait Rosemarie T. Echavez	Level 2 & 3 <i>Form 7-Cost Summary</i> <i>Form 8-Financial Analysis</i>
Step	Applicant/Client	Service Provider	Duration (Under Normal Circumstances)	Office/ Person-In- Charge	Forms
4		Forwards to the Records Section the comments/recommendations on the technical documents for release to the LGU through the Provincial/City Director/CLGOO concerned	10 min.	Jade Kathleen M. Llausas	
5	Client submits the revised/finalized DED/FS/Project Proposal/other lacking documents to the Records Section, DILG-Region 10	Receives and logs the documents routed from the Records Section to the PDMU	5 min.	Engr. Marie Joy P. Gargar Jade Kathleen M. Llausas	
6		Reviews the revised/finalized documents such as: 6.1 DED/other technical documents 6.2 FS/Project Proposal for approval of the DILG Regional Director	1 day	Engr. Marisia C. Naybe Engr. Marie Joy P. Gargar Engr. Artesa G. Gayloa Engr. Artesa G. Gayloa Engr. Marie Joy P. Gargar Engr. Noel S. Doria	
7		Coordinate with FAD for the release of the funds to the LGU-beneficiary.	30 min.	Engr. Marisia C. Naybe Barbara S. Majait Rosemarie T. Echavez	
TOTAL TIME			3 DAYS, 5 MINUTES (for those with complete supporting documents) 4 DAYS, 50 MINUTES (those with incomplete supporting documents)		

2.2 Review Statement of Receipts and Disbursements (SORD)/Statement of Expenditures (SOE), Financial & Physical Accomplishment Reports, and Statement of Work Accomplished (SWA) on SALINTUBIG/BUB/PCF on-going projects and other liquidation papers/supporting documents to facilitate the release of funds to the LGU

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service: SALINTUBIG/BUB/PCF LGU Recipients

What are the Requirements : None

Fees : None

Time Allocation : Within seven (7) days

How to Avail of the Service :

Step	Client/Customer	Service Provider	Duration (Under Normal Circumstances)	Office/ Person-In-Charge	Form
1	Submits official letter- request, liquidation reports and other documents to the PDMU through the Records Section, DILG Region 10 for the release of 2 nd Tranche	Receives and logs letter request, liquidation reports and other documents routed from the Records Section to the PDMU, such as: 1.1 Statement of Receipts and Disbursement (SORD)/ Statement of Expenditures 1.2 Financial and Physical Accomplishment Report 1.3 Statement of Work Accomplished	5 min	Jade Kathleen M. Llausas Engr. Marie Joy P. Gargar	SORD/SOE Financial and Physical Accomplishment Report and SWA
2		Reviews liquidation reports and other documents received as to the completeness and correctness of data/information: 2.1 If complete and correct, forward Liquidation papers and other	2 days 1 day	Engr, Marisia C. Naybe Barbara S. Majait Rosemarie T. Echavez Engr. Artesa G. Gayloa Engr. Marie Joy P. Gargar	

		supporting documents to FAD for processing of the release of funds (Second/Final Tranche : Proceed to No. 5 & 6)		Jade Kathleen M. Llausas	
Step	Client/Customer	Service Provider	Duration (Under Normal Circumstances)	Office/ Person-In-Charge	Forms
		2.2 If incomplete and unsatisfactory, prepare letter/communication or notify LGU to submit lacking documents to the DILG Regional Office – PDMU	30 min	Engr. Artesa G. Gayloa Engr. Marie Joy P.Gargar Engr. Noel S. Doria	
3		Forwards the letter/communication to the Records Section for release to the LGU through the Provincial/ City Director/CLGOO concerned	10 min.	Jade Kathleen M. Llausas	
4	Client submits lacking documents to the Records Section, DILG Region 10	Reviews liquidation reports and other documents received as to the completeness and correctness of data/information	1 day	Engr. Marisia C. Naybe Barbara S. Majait Rosemarie T. Echavez	
5		Conducts site visit to assess the status of the project and the performance of the LGU beneficiary in the implementation of project	1-3 days	Engr. Marisia C. Naybe Engr. Marie Joy P.Gargar Engr. Artesa G. Gayloa Engr. Noel S. Doria	
6		Coordinates/advices the FAD for the release of funds - in second/final tranche	1 day	Engr. Marisia C. Naybe Barbara S. Majait Rosemarie T. Echavez	
TOTAL TIME			7 DAYS, 5 MINUTES (for those with complete supporting documents)		
			7 DAYS, 45 MINUTES (for those with incomplete supporting documents)		

2.3 Provision of Capacity Development Activities as component in the implementation of the Sagana at Ligtas na Tubig sa Lahat (SALINTUBIG), Bottom-Up Budgeting (BUB) Water Projects, Payapa at Masaganang PamayaNan (PAMANA), Performance Challenge Fund (PCF) and other Special Projects

- Schedule of Service* : Based on the Project Cycle Implementation
- Who May Avail of the Service:* Selected functionaries of the pre-identified waterless cities/municipalities with water system projects under the SALINTUBIG, BUB, PAMANA, PCF, and other Special Projects
- Requirements* : LGU Identified as Project Beneficiary
Submission of the Documentary Requirements for the release of funds
Projects Started/Completed
- Fees* : None
- Duration* : A minimum of 3 days and maximum of 5 days
- How to Avail of the Service* :

Step	Applicant/Client	Service Provider	Duration (Under Normal Circumstances)	Office/Person In-Charge	Forms
1	Submits letter signifying interest to avail of a project-related CapDev Activity	Prepare Training/Activity Design for the conduct of the training activity/ies	2 hrs.	Engr. Marisia C.Naybe Barbara S. Majait Rosemarie T.Echavez Engr. Artesa G. Gayloa	None
2		Prepare letter of invitation for the participation of the LGU functionaries	2 hrs.	Engr. Marisia C.Naybe Barbara S. Majait Rosemarie T.Echavez Engr. Artesa G. Gayloa	
3		Release letters to concerned LGUs thru the Records Section	15 min.	Jade Kathleen M. Llausas Engr. Marie Joy P. Gargar	
4		Prepare Purchase Requests for the procurement of venue for the training, supplies and materials	1 hr.	Jade Kathleen M. Llausas Engr. Marie Joy P. Gargar	

5		Follow-up confirmation of participants to the activity	2 hrs.	Barbara S. Majait Rosemarie T. Echavez Engr. Artesa G. Gayloa	
Step	Applicant/Client	Service Provider	Duration (Under Normal Circumstances)	Office/Person In-Charge	Forms
6		Prepares training materials for the activity	5 days	Engr. Marisia C. Naybe Engr. Artesa G. Gayloa Rosemarie T. Echavez	None
7	Client attends the Training/Seminar	Facilitates for the successful conduct of training/seminar	2-3 days	Engr. Marisia C. Naybe Barbara S. Majait Rosemarie T. Echavez	
8		Prepares documentation of the conducted training/seminar	2-3days	Engr. Marisia C. Naybe Barbara S. Majait Rosemarie T. Echavez	
9		Conduct of Action Planning for the Project Implementation	4 hrs.	Engr. Marisia C. Naybe Barbara S. Majait Rosemarie T. Echavez	
10	Office of the Project Development Service-Water Supply and Sanitation Unit (OPDS-WSSU)	Prepare Terminal Report of the training conducted	5 days	Barbara S. Majait	
11	LGUs identified as beneficiary	Monitors if the local functionaries adopted their learnings in the implementation of the Special Projects	After CapDev Activity until remaining days of project duration	Engr. Marisia C. Naybe Engr. Marie Joy P. Gargar Engr. Noel S. Doria	None
			16 DAYS, 11		

TOTAL TIME	HOURS, AND 15 MINUTES		
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3. LOCAL GOVERNANCE REGIONAL RESOURCE CENTER

3.1 Provision of Knowledge Products or Multimedia Information on Local Governance

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK (for walk-in clients); 24/7 for online clients

Who May Avail of the Service : Internal Clients (i.e. Technical and Administrative Staff of the DILG RO)
External Clients (i.e. DILG Field Operating Units, LGUs, NGAs, CSOs, PSOs, Academe, etc.)

What are the Requirements : None

Fee(s) : None

Duration : 1 hour and 40 min.

How to Avail the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In- Charge	Form
1	Visits LGRRRC Physical Center to request for a specific knowledge product or multimedia information	Librarian interfaces with client to determine purpose or need	30 min to 1 hr	Kristine Joy A. Acaac	None
2		Records the identified need or purpose of the client's visit	10 min		
3		Provides the data to client - if needed knowledge product or multimedia information; Refers the client to other agency, institution, or office – if needed knowledge product or information is not available	30 min		
4	Client either gets the needed knowledge product of multimedia				

information or proceeds to other agency, institution or office				
		TOTAL TIME	1 HOUR and 40 MINUTES	

LOCAL GOVERNMENT CAPACITY DEVELOPMENT DIVISION (LGCDD)

Frontline Services:

1. Consultancy services or technical assistance on the following concerns:
 - CBMS – Community Based Monitoring System
 - DRRM/CCA – Disaster Risk Reduction Management / Climate Change Act
 - BPLS - Business Permitting and Licensing System Streamlining
 - LIIC – Local Investment Incentive Code Formulation
 - BPD – Business Plan Development
 - GO FAR –Good Practices in Local Governance: Facility for Adaptation and Replication
 - CDP – Comprehensive Development Plan Formulation
 - LL – Local Legislation
 - BUB – Bottom Up Budgeting
 - Quasi-Judicial Functions of the Sanggunian
 - Revenue Code Formulation
 - GAD/GST – Gender and Development/Gender Sensitivity Training

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2. Coordinating, organizing, and managing conduct of capacity-building activities for DILG personnel and local government officials/functionaries in order to improve their respective technical or administrative capabilities.

4. LOCAL GOVERNMENT CAPACITY DEVELOPMENT DIVISION

4.1 Consultancy services or technical assistance on the following programs / concerns:

- CBMS – Community Based Monitoring System
- DRRM/CCA – Disaster Risk Reduction Management / Climate Change Act
- BPLS – Business Permitting and Licensing System Streamlining
- LIIC – Local Investment Incentive Code Formulation
- BPD – Business Plan Development
- GO FAR – Good Practices in Local Governance: Facility for Adaptation and Replication
- CDP – Comprehensive Development Plan Formulation
- LL – Local Legislation
- BUB – Bottom Up Budgeting
- GAD/GST – Gender and Development/Gender Sensitivity Training
- Quasi-Judicial Functions of the Sanggunian
- Revenue Code Formulation

<i>Schedule of Service</i>	:	8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK
<i>Who May Avail of the Service</i>	:	Local Government Units, Other government or private institution, and academe
<i>What are the Requirements</i>	:	<ol style="list-style-type: none"> 1. Letter Requests duly signed by the LCE/Head of Office 2. LGU Resolution (If and when appropriate or necessary) 3. Memorandum of Agreement/Memorandum of Understanding
<i>Fees</i>	:	None

Duration : 1 day, 2 hours, and 45 minutes

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/ Person-In-Charge	Forms
1	Submits Letter Request to the Regional Director	Receives/records documents, and forwards letter request to the Regional Director for information and/or instruction	15 min.	Ivy Gella J. Roa	Formal Letter Request (For all TAs) MOA for CBMS
2		Assesses letter-request for instruction/referral to the Division Chief/Focal Person	4 hours	Atty. Rene K. Burdeos	
3		Prepares acknowledgement and appropriate action (<i>i.e. document requirements, or confirmation</i>)	30 min. to 1 hour	Hazel L. Occeña Myrna B. Felicilda Lourdes N. Pagaduan Rochelle D. Dagang Ma. Cecilia C. Teves	
4		Reviews action taken by focal person and signs document prepared by the FP	1 hour	Foster N. Anayron	
5		Approval and signature of documents prepared by the FP	4 hours	Atty. Rene K. Burdeos/ Nilo P. Castañares	
6		Forwards approved document to Records Section		RD's/ARD's Secretary Focal Person	
7		Releases document through Records Section and official courier	15 min.	Ivy Gella J. Roa	
8	Receives the needed assistance or service				

TOTAL TIME	1 DAY, 2 HOURS, AND 45 MINUTES		
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LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION (LGMED)

Frontline Services:

1. Endorsement of Request for Foreign Travel Authority of LG Officials and Functionaries
2. Endorsement of Foreign Scholarship Application to Central Local Government Scholarships Committee (CLGSC) and Local Government Academy (LGA)
3. Issuance of Authorization to Conduct Conventions, Seminars, and Similar Activities
4. Endorsement of Request for Utilization of 20% Component of the IRA
5. Endorsement of Request for Authority to Utilize Local Funds for Intelligence/Confidential Purposes
6. Endorsement of Request for Authority to Acquire Local Government Motor Vehicles
7. Issuance of Certification for the Granting of CS Eligibility to the Members Sangguniang of Panlalawigan/Panlungsod/Bayan
8. Issuance of Certification on Incumbency or Services Rendered of Elective Local Officials
9. Processing of Barangay Officials Death Benefit Assistance (BODBA) Fund
10. Provision of data/information on local government units and local elective officials

5. LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION

5.1 Endorsement of Request for Foreign Travel Authority of LG Officials and Functionaries

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service: Local Government Officials and Functionaries whose travel involves the use of public funds or official time.

What are the Requirements :

- a. Letter request;
- b. Letter invitation from the host country, sponsoring agency or organizer;
- c. Sworn statement attesting that no administrative charge or criminal case has been filed against the applicant;
- d. Clearance from Money and Property Accountabilities;
- e. Statement as to immediate and direct benefits to the local government, when travel involves the use of public funds
- f. Duly accomplished application for a leave of absence in the case of a Provincial Governor or Mayor of Highly Urbanized City (HUC), when the purpose of the travel is personal in nature;
**** Those local government officials not mentioned, in the event that they intend to pursue a personal trip abroad that does not extend to three (3) calendar months – the **APPROVED LEAVE APPLICATION** shall serve as Travel Authorization;*
- g. Endorsement from the Provincial Governor, City/Municipal Mayor, as the case may be;
- h. Endorsement from DILG Regional Director, PDs/CDs/CLGOOs/MLGOOs, as the case may be.

Fees : *None*

Duration : 1 day, 6 hrs and 5 min.

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
1	Submits all the required documents to the DILG Regional Office, Records Section	Accepts and record documents in the logbook indicating therein the time and date of receipt	10 min.	Ivy Gella J. Roa	None
2		Pre-assessment and appropriate action - <ul style="list-style-type: none"> • If the documents are complete and in order, indorse to the Regional Director for approval • If incomplete, advise client to submit the lacking documents 	4 hrs.	Hazel A. Binondo	None
3		RD/ARD/Duly Designated Official signature for endorsement to SILG or USEC thru BLGS	2 hrs.	Atty. Rene K. Burdeos Nilo P. Castañares	None
4		Records Officer releases the documents thru courier	1 day	Ivy Gella J. Roa	None
TOTAL TIME			1 DAY, 6 HOURS and 5 MINUTES		

5.2 Endorsement of Foreign Scholarship Application to Central Local Government Scholarships Committee (CLGSC) and Local Government Academy (LGA)

- Schedule of Service* : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK
- Who May Avail of the Service* : Local Government Officials and Functionaries
- What are the Requirements* :
- a) **Personal Data Sheet** (*Using the revised CSC Form 212*) to include list of training programs and seminars attended – 1 original, 3 certified copies;
 - b) **Certified copies of Transcript/s of Records and Diploma/s** (Undergrad/Masteral/Doctoral) – 3 certified copies;
 - c) **Service Record** – 1 original, 3 certified copies;
 - d) Statement of **PRESENT** Actual Duties and Responsibilities (including past involvement) **RELEVANT** to the course/program signed by the immediate superior – 1 original, 3 certified copies;
 - e) Written Consent of Spouse (if Married) – 1 original, 1 certified copy;
 - f) Endorsement from Local Chief Executive (LCE) – 1 original, 1 certified copy;
 - g) Endorsement from DILG Regional Director – 1 original, 1 certified copy;
 - h) **SCP Application Form** with passport-size photos (all copies must bear original photos) – 4 sets;
 - i) **Certification** from the Head/Manager of the Human Resource Development – 1 original, 1 certified copy (using the prescribed format);
 - j) Letter of Intent;
 - k) Certification of clearance from money and property accountabilities; and
 - l) Sworn Statement attesting that no administrative and criminal case has been filed against the applicant
- Fees* : None

Duration : 1 day, 7 hrs and 10 min.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
1	Submits all the required documents to the DILG Regional Office	Receives and records documents in the logbook indicating therein the time and date of receipt, and routing the documents to the division	10 min.	Ivy Gella J. Roa	None
2		Pre-assessment and appropriate action <ul style="list-style-type: none"> • If the documents are complete and in order, endorses to the Regional Director for approval • If incomplete, advises client to submit the lacking documents 	5 hrs.	Hazel A. Binondo (Regional Scholarship Committee)	None
3		RD/ARD/Duly Designated Official signs endorsement to LGA /advisory letter to client	2 hrs.	Atty. Rene K. Burdeos Nilo P. Castañares	None
4		Records Officer releases the documents thru courier	1 day	Ivy Gella J. Roa	None
TOTAL TIME			1 DAY, 7 HOURS, 10 MINUTES		

5.3 Issuance of Authorization to Conduct Convention, Seminars, and Similar Activities

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service : Association of Professionals, Foundations, Non-Government Organizations and other organized groups

What are the Requirements : Letter-request indicating the objectives, venue, date, and the amount of registration, if any, per participant, with the following enclosures:
 a) Convention, seminar or training design with topics to be covered;
 b) Convention, seminar, and similar activities’ pertinent information; and
 c) Justification as to the immediate and direct benefits to the local government and participants.

Duration : 1 day, 6 hrs and 30 min.

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
1	Client submits all the required documents to the DILG Regional Office	Receives and records documents in the logbook indicating therein the time and date of receipt, and routing the documents to the division	10 min.	Ivy Gella J. Roa	None

2		Pre-assessment and appropriate action <ul style="list-style-type: none"> If the documents are complete and in order, endorses to the Regional Director for approval If incomplete, advises client to submit the lacking documents 	4 hrs.	Hazel A. Binondo	None
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
3		RD/ARD/Duly Designated Official signs the reply document	2 hrs.	Atty. Rene K. Burdeos Nilo P. Castañares	None
4		Records Officer releases the documents: <ul style="list-style-type: none"> a) Thru fax b) Thru Courier Services 	20 min. 1 day	Ivy Gella J. Roa Bernie C. Naguita Jaime B. Frondarina Norman A. Ramos Carlos L. Soliva	None
TOTAL TIME			1 DAY, 6 HOURS, and 30 MINUTES		

5.4 Endorsement of Request for Utilization of 20% Component of the IRA

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service : All Provincial Governors, City Mayors, and Municipal Mayors

What are the Requirements : a. Letter Request;
b. Sanggunian Resolution expressing support to such request

Fees : None

Duration : 1 day, 6 hrs and 10 min.

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
1	Client submits all the required documents to the DILG Regional Office	Accepts and record documents in the logbook indicating therein the time and date of receipt	10 min.	Ivy Gella J. Roa	None
2		Pre-assessment and appropriate action – <ul style="list-style-type: none"> If the documents are complete and in order, 	4 hrs.	Hazel A. Binondo	None

		indorse to the Regional Director for approval • If incomplete, advise client to submit the lacking documents			
3		RD/ARD/Duly Designated Official signature for indorsement to SILG thru BLGS	2 hrs.	Atty. Rene K. Burdeos Nilo P. Castañares	None
4		Records Officer releases the documents thru courier	1 day	Ivy Gella J. Roa	None
TOTAL TIME			1 DAY, 6 HOURS. and 10 MINUTES		

5.5 Endorsement of Request for Authority to Utilize Local Funds for Intelligence/Confidential Purposes

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service : All Provincial Governors, City Mayors, and Municipal Mayors

What are the Requirements :

- a) Letter Request;
- b) Work Plan with Quarterly Presentation using DBM Local Budget Execution Form (LBEF – 250) in two (2) copies;
- c) Financial Plan and Request for Allotment with Quarterly Presentation using DBM Local Budget Execution Form (LBEF – 251), in two (2) copies;
- d) LBEF Forms 250 and 251 shall, at the bottom of each and every page of the accomplished Forms, bear the notations: PREPARED BY (by the Budget Officer) and REVIEWED AND RECOMMENDING APPROVAL (by the Local Chief Executive);
- e) Current Appropriations Ordinance, in two (2) copies;
- f) Resolution approved by a two-thirds (2/3) of the Peace and Order Council total membership indicating that peace and order is a priority problem in the locality and endorsing the utilization of funds for intelligence or Confidential purposes;
- g) Certification from the Local Treasurer as to the Availability of Funds; and

h) Certification from the PNP Chief of Police, City Director or Provincial Director, as the case may be, relative to the peace and order situation highlighting in concrete details the circumstances which require the allocation of funds for intelligence or Confidential activities, and Attested by the PNP Provincial Director or Regional Director, as Regional Director as the case may be.

Fees : None

Duration : 1 day, 6 hrs and 10 min.

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
1	Client submits all the required documents to the DILG Regional Office	Accepts and record documents in the logbook indicating therein the time and date of receipt	10 min.	Ivy Gella J. Roa	None
2		Pre-assessment and appropriate action- <ul style="list-style-type: none"> • If the documents are complete and in order, indorse documents for Regional Director's approval • If incomplete, advises client to submit the lacking documents 	4 hrs.	Hazel A. Binondo	None
3		RD/ARD/Duly Designated Official	2 hrs.	Atty. Rene K. Burdeos	None

		signs endorsement/advisory letter		Nilo P. Castañares	
4		Records Officer releases the documents thru courier	1 day	Ivy Gella J. Roa	None
TOTAL TIME			1 DAY, 6 HOURS, and 10 MINUTES		

5.6 Endorsement of Request for Authority to Acquire Local Government Motor Vehicles

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service : All Provincial Governors, City Mayors, and Municipal Mayors

What are the Requirements:

- a) Letter-request from the LCE, with information of the type, number and specification of motor vehicle, particularly its engine displacement, number of cylinders, and if diesel or gasoline-fed, and the purpose or justification and deployment for which such vehicles will be used;
- b) Certification as to availability of funds by the Local Accountant or Head of the Accounting Unit, or in his absence, the Local Treasurer or Budget Officer;
- c) Local ordinance or resolution approving such purchase;
- d) Updated inventory or accounting of all existing motor vehicles showing their status, conditions, otherwise, (eg. Good, fair, replaceable or unserviceable) duly certified by the Property or Supply Officer.

Fees : None

Duration : 1 day, 6 hrs and 10 min.

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal	Office/Person-In-Charge	Forms
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			Circumstances)		
1	Client submit all the required documents to the DILG Regional Office	Accepts and record documents in the logbook indicating therein the time and date of receipt	10 min.	Ivy Gella J. Roa	None
2		Pre-assessment and appropriate action <ul style="list-style-type: none"> • If the documents are complete and in order, indorse to the Regional Director for approval • If incomplete, advise client to submit the lacking documents 	4 hrs.	Hazel A. Binondo	None
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
3		RD/ARD/Duly Designated Official signature for indorsement to SILG	2 hrs.	Atty. Rene K. Burdeos Nilo P. Castañares	None
4		Records Officer releases the documents thru courier	1 day	Ivy Gella J. Roa	None
TOTAL TIME			1 DAY, 6 HOURS and 10 MINUTES		

5.7 Issuance of Certification for the Granting of CS Eligibility to the Members Sangguniang of Panlalawigan/Panlungsod/Bayan

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service : Members Sangguniang of Panlalawigan/Panlungsod/Bayan who served an aggregate of 9 years (starting 1991)

What are the Requirements:
 a) Any valid I.D. card
 b) Certification of Services Rendered (CSCME Form 1) issued by concerned PD/CD/MLGOO

Fees : None

Duration : 2 hours and 40 minutes

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
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1	Submits letter-request with or without endorsement request from provincial/HUC/CC field offices	Receives and records in the logbook the time and date of receipt of the documents	10 min	Ivy Gella J. Roa	None
2		Routes the request submitted to focal person	1 hour		
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
3		Checks name of requisitioning official against Elected Local Officials Profile & Directory or masterlist	30 min	Alexander M. Miego	None
4		Drafts requested certification	20 min		
5		Signs the certification	10 min	Atty. Rene K. Burdeos	
6		Records Officer logs the certification, and releases the document	30 min	Ivy Gella J. Roa	
7	Client receives the certification				
TOTAL TIME			2 HOURS and 40 MINUTES		

5.8 Issuance of Certification on Incumbency or Services Rendered of Elective Local Officials

Schedule of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service : All Local Elective Officials (incumbent or non-incumbent)

What are the Requirements : Request letter from concerned local elective official

Fees : None

Duration : 2 hours and 40 minutes

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
1	Submits letter-request with or without endorsement from provincial/HUC/CC field offices	Receives and records in the logbook the time and date of receipt of the documents	10 min	Ivy Gella J. Roa	
2		Routes the request submitted to	1 hour		

		focal person			
3		Checks name of requisitioning official against Elected Local Officials Profile & Directory or masterlist	30 min	Alexander M. Miego	None
4		Drafts requested certification	20 min		
5		Signs the certification	10 min	Atty. Rene K. Burdeos	
6		Records Officer logs the certification for release	30 min	Ivy Gella J. Roa	
7	Client receives the certification				
TOTAL TIME			2 HOURS and 40 MINUTES		

5.9 Processing of Barangay Officials Death Benefit Assistance (BODBA) Fund

- Schedule of Service* : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK
- Who May Avail of the Service* : Elective and Appointive Barangay Officials including SK Chairpersons
- What are the Requirements* : DBC Forms 003-A, 003- B (Provincial/HUC/CC Consolidated List of Deceased Barangay Officials)
- Duration* : 2 hours; 10 minutes
- How to Avail of the Service* :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
1	Submits documents supporting endorsement request from	Receives and records in the logbook the time and date of receipt of the			DBC form 003-A;

	provincial/HUC/CC field offices	documents	10 min	Ivy Gella J. Roa	DBC form 003-B
2		Routes the submitted documents to focal person			
3		Reviews data entries in the prescribed DBC templates <ul style="list-style-type: none"> If documents are complete and accurate, prepares list of unpaid deceased barangay officials If documents are incomplete, advises or notifies clients about the lacking documents thru the concerned field offices 	30 min 30 min	Nancy M. Fuentes	DBC form 004
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
4		Prepares : <ul style="list-style-type: none"> endorsement (if complete) referral back to concerned field office (if incomplete) 	30 min	Nancy M. Fuentes	
5		Transmits to CO / sends back to concerned field office the required documents	30 min	Ivy Gella J. Roa	
6	Receives feedback from the office				
TOTAL TIME			2 HOURS and 10 MINUTES		

5.10 Provision of data/information of LGUs and/or Local Government Elective Officials

- Schedule of Service* : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK
- Who May Avail of the Service* : Other Government Agencies, Civil Society Organizations, and Private Sector
- What are the Requirements* : Letter-request stating the use or purpose of the data or information
- Fees* : None
- Duration* : 4 hours and 20 minutes
- How to Avail of the Service* :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Forms
1	Submits letter-request either via	Receives and records in the logbook			

	email or through the records section	the time and date of receipt of the documents	10 min		None
2		Routes the request submitted to focal person	30 min	Ivy Gella J. Roa	
3		Prepares the requested data or information	3 hours	Alexander M. Miego	
4		Authenticates the requested data or information	10 min	Corazon S. Vicente	
5		Releases requested data or information	30 min	Alexander M. Miego	
6	Client receives the information				
TOTAL TIME			4 HOURS and 20 MINUTES		

FINANCE AND ADMINISTRATIVE DIVISION (FAD)

Frontline Services:

A. General Services Section

1. Procurement of Supplies, Materials, Equipment, and Catering Services
2. Acceptance/Inspection of Delivered Goods/Services
3. Documents Reproduction and Photocopying Services
4. Maintenance / Janitorial / Housekeeping Services
5. Security Services

B. Budgeting, Accounting, and Cashiering Section

6. Payment of Payables and Cash Advances

C. Human Resource Management Section

7. Approval of Request for Local/Foreign Travel of DILG Personnel

- 8. Processing/Approval/Payment of the Monetization of Leave Credits
- 9. Recruitment, Selection, Promotion, and Career Development Services
- 10. Retirement Counselling Services
- D. Records Unit
 - 11. Receiving, Recording, Routing and Releasing of Communications, Reports, or Documents
- E. Communication Unit
 - 12. Facilitating Incoming and Outgoing Calls, and Facsimile Communication

6. FINANCE AND ADMINISTRATIVE DIVISION

A. General Services Section

6.1 Procurement of Supplies, Materials, Goods, Equipment, Spare Parts, or Services

- Schedule of Availability of the Service* : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK
- Who May Avail of the Service* : Internal Clients (*Divisions/Sections in the Regional Office*); External Clients (*Field Offices*)
- What are the Requirements* :
 1. Purchase Request (*for trainings, seminars, conferences to include training/activity design*)
 2. Canvass
 3. Abstract of Canvass
 4. Purchase Order
- Fees* : None
- Duration* : 10 working days
- How to Avail of the Service* :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
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1	Submits Purchase Request (PR) containing details or specifications of the supply/material/service needed	Receives PR, and records in logbook	5 min.	Albern P. Pelayo Socorro M. Llausas	PR/ Activity Design for Training/conferences, Request for Repair and Pre-repair inspection for vehicles
2		Forwards PR to SAO for evaluation.	3 min.		
3		SAO evaluates PR <ul style="list-style-type: none"> • If OK, forwards to Budget Officer/Accountant • If NOT OK, informs the requesting personnel or division of the deficiencies 	5 min.	Ma. Ana C. Casiño	-do-
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
4		Certifies as to allocation and availability of funds	3 min.	Gracia S. Waban (for OBR) Cedrix R. Aguinot (for BUR)	
5		Reviews and initials certified PRs	2 min.	Milagros A. Felisilda	
6		Logs or records processed PRs received	5 min.	Lorraine Kay P. Cabacungan	
7		Final approval of processed PRs RD or ARD	15 min.	Atty. Rene K. Burdeos Nilo P. Castañares	
8		Returns approved PRs to FAD for canvassing	3 min.	Lorraine Kay P. Cabacungan Emma C. Jardinaso	
9		Prepares, submits, and retrieves canvass papers to at least 3 bonafide dealers	3 days	Norman A. Ramos	Canvass Form
		Forwards accomplished canvass from dealers to GSS			
		Prepares Abstract of Canvass			

10		<ul style="list-style-type: none"> For signature of BAC members - <i>if amount of goods or services to be purchased is Ph 100,00 and below</i> For BAC processing to determine winning supplier or bidder of goods/services to be purchased - <i>if amount is more than Ph 100,000</i> 	3 hours	Rosita E. Lagang	Abstract of Canvass
11		Prepares PO for GSS chief's signature	5 min. per PO	Albern P. Pelayo Socorro M. Llausas	Purchase Order
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
12		GSS chief signs the PO	2 min. per PO	Rosita E. Lagang	
13		Forwards PO to Accounting Section			
14		Evaluates and certifies as to availability of funds for the requested purchase	3 min. per transaction	Cedrix R. Aguinot	
15		Returns certified PO to FAD			
16		FAD initials the certified PO and forwards the same to RD/ARD	3 min.	Milagros A. Felisilda	
17		Approves processed PO <ul style="list-style-type: none"> RD approves PO if amount is more than Ph 10,000 ARD approves PO if amount is Ph 10,000 and below 	3 min.	Atty. Rene K. Burdeos Nilo P. Castañares	
18		Returns approved PO to GSS	5 min.	Lorraine Kay P. Cabacungan	
19		GSS gives PO to winning supplier or bidder	4 hours	Norman A. Ramos	

20		Coordinates and follow-up with winning supplier or bidder to deliver/provide the requested goods/services <ul style="list-style-type: none"> • Maximum of 3 days for common goods or operational supplies to deliver; • 10 days for IT equipage and other complex goods 	3 – 10 days	Albern P. Pelayo Socorro M. Llausas	
21		Furnishes COA a Copy of approved PO duly signed by the winning bidder	30 min.	Albern P. Pelayo Socorro M. Llausas	

6.2 Acceptance / Inspection of Delivered Supplies, Materials, Goods, Equipment, Spare Parts, or Services

- Schedule of Availability of the Service* : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK
- Who May Avail of the Service* : Internal (*Divisions/Sections in the Regional Office*); External (*Field Offices*)
- What are the Requirements* : Inspection/Acceptance Report, Disbursement Voucher
- Fees* : None
- Duration* : 4 hours and 23 minutes
- How to Avail of the Service* :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In- Charge	Form
1	Winning supplier or bidder delivers ordered supplies, goods, spare parts, equipment,	Inspects delivered goods	30 min (supplies) 30 min (spare parts) 2 hours (equipment) 1 hour (services)	Bernie C. Naguita (for supplies, spare parts) Roda A.Ubas (for goods or Services) Ma. Cecilia C. Teves	Invoice Receipts Delivery Receipts Charge Invoice

	services			(for <i>IT equipment</i>)	
2		Receives/accepts delivered goods	3 min	Rosita E. Lagang	Inspection and Acceptance Report
3		Prepares vouchers/OBR/BUR for payment	5 min	Albern P. Pelayo Socorro M. Llausas	Vouchers, OBR, BUR, Invoice Receipts, Attendance Sheets for Trainings and Post repair for vehicles and all supporting documents
4		Forwards voucher with OBR/BUR to FAD/Division concerned for signature	2 min	Rosita E. Lagang Albern P. Pelayo Socorro M. Llausas	OBR/BUR
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In- Charge	Form
5		Chief of the requisitioning division/unit signs the OBR/BUR	3 min	Milagros A. Felisilda Corazon S. Vicente Foster N. Anayron Engr. Marisia C. Naybe	
6		Issuance of supplies, goods, equipment, or spare parts to requesting division/section/unit	5 min	Rosita E. Lagang Albern P. Pelayo Socoro M. Llausas	Request and Issue Voucher (RIV)
7	Concerned division/section/unit fills-up and signs withdrawal slip of requisitioned goods, supplies, equipment, or spare parts		3 min		
8	Requesting		2 min		

	division/section/ unit receives the goods, supplies, equipment, or spare parts				
		TOTAL TIME	4 HOURS, AND 23 MINUTES		

6.3 Document Reproduction and Photocopying Service

Schedule of Availability of the Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service : Divisions/Sections in the Regional Office

What are the Requirements : Documents to be reproduced

Fees : None

Duration : 30 minutes

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
1	Requests for photocopying or	Receives and prepares documents for photocopying or reproduction	10 min.		None

	reproduction of documents, with specifications as to size and number of copies			Martin M. Zamoras Jose A. Pahapay (Alternate)	
2		Reproduces, photocopies documents	2 min. per page		
3		Sorts, organizes, staples, the copied documents	3 min. per page		
4		Forwards photocopied or reproduced documents to requesting division or section	15 minutes		
TOTAL TIME			30 MINUTES		

B. Budget/Accounting/Cashiering Sections

6.4 Payment of Payables and Cash Advances

Schedule of Availability of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service : DILG Personnel, External Clients (Suppliers & Other Payees)

What are the Requirements : Documents as required by existing laws and/or Auditing /Accounting, Budgeting Rules and Regulation depending on the type/kind of transactions/claims (e.g. *Travelling Expenses, Payment of Supplies/Materials and Repair of Vehicles, Gasoline/Oil, Food Catering Services, Training activities*)

Fees : None

Duration : 4 hours and 43 minutes

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
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1	Submits OBR/BUR and DV complete with attachments	ADC/CFAD receives documents from the 3 divisions	5 min.	Ma. Ana C. Casino	Obligation Request (OBR), Budget Utilization Request (BUR), and Disbursement Vouchers (DV) - with complete supporting documents
2		Reviews OBR/BUR and forwards to CFAD	10 min.	-do-	
3		Signs OBR/BUR (within FAD) / Initials OBR/BUR (technical divisions)	10 min.	Milagros A. Felisilda	
4		Forwards OBR/BUR to Budget/Accounting Section	5 min.	-do-	
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
5		Receives/verifies completeness of documents from FAD, and logs/assigns OBR/BUR number	10 min.	Adela P. Corporal (for OBR) Arlyne L. Elle (for BUR)	
6		Allocates/Certifies as to appropriation/allotment available and obligated for the purpose	10 min.	Gracia S. Waban (for OBR) Cedrix R. Aguinot (for BUR)	
7		Forwards documents to Accounting Section	5 min.	Adela P. Corporal (for OBR)	
8		Receives OBR from Budget Section/FAD (for BUR)	10 min.	Arlyne L. Elle (OBR) Cedrix R. Aguiñot (BUR)	
9		Assigns JEV No. or DV No.	10 min.	-do-	
10		Prepares JEV and Tax Certificate when required	15 min.	-do-	

11		Reviews and certifies as to availability of Cash and certifies that documents are proper and complete	10 min.	Cedrix R. Aguiñot Elsid U. Fagaragan	
12		Forwards to ARD/RD for approval	5 min.	Arlyne L. Elle	
13		Approval of the transaction	30 min.	Atty. Rene K. Burdeos Nilo P. Castañares	
14		Forwards approved documents to cashier	10 min.	Lorraine Kay P. Cabacungan	
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
15		Receives disbursement documents from ARD/RD	5 min. per transaction	Emma C. Jardinaso	
16		Assigns /prepares check	15 min. per transaction	Elizabeth Q. Villareal	
17		Forwards prepared checks to RD/ ARD/ CFAD for signature	10 min. per transaction	Emma C. Jardinaso	
18		Countersigning of check	5 min. per transaction	Atty. Rene K. Burdeos Nilo P. Castañares Milagros A. Felisilda	

19		Signs and records checks	3 min.	Elizabeth Q. Villareal	
20		Prepares and signs Advice of Checks Issued and Cancelled (ACIC)	5 min.	-do-	
21		Forwards to FAD for signature	10 min.	Emma C. Jardinaso	
22		FAD signs ACIC	2 min.	Milagros A. Felisilda	
23		Submits ACIC to LBP and Treasury	1 hour	Elizabeth Q. Villareal Emma C. Jardinaso	
24		Releases checks to individual claimants/suppliers 24 hours after submission of ACIC to LBP	1 min. per transaction	Emma C. Jardinaso Elizabeth Q. Villareal Norman A. Ramos	
25	Receives checks from cashier				
TOTAL TIME			4 HOURS, and 43 MINUTES		

C. Human Resource Management Section

6.5 Approval of Request for Local/Foreign Travel of DILG Personnel

Schedule of Availability of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail of the Service : DILG Personnel

What are the Requirements :

1. Letter request of the personnel concerned
2. Endorsement from PD/CD (for field personnel)
3. Provincial Office Clearance (for field personnel)
4. Regional Office Clearance (for RO/Field personnel)
5. Duly Accomplished CSC Form No. 6 – application for leave (if travel is personal in nature)
6. Invitation letter from sponsoring agency / LGU (if official travel)

Fees : None

Duration : 1 day, 1 hour, and 22 minutes

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
1	Client submits letter-request with necessary documents to the Records Section	Receives and logs letter- request with the appropriate attachments	10 min.	Ivy Gella J. Roa Carlos L. Soliva	Letter Request Endorsement from PD/CD Accomplished CSC Form No.6 Invitation Letter of the Sponsoring Agency (if Official Travel) If personal travel – DILG PO Clearance, DILG RO Clearance; and Approved Vacation Leave
Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
2		Forwards to ORD letter-request for appropriate instruction	10 min.	Ivy Gella J. Roa Carlos L. Soliva	
3		Logs /forwards letter request for RDs instruction	15 min.	Lorraine Kay P. Cabacungan	
4		Forwards instructions re: letter request to FAD	5 min		
5		FAD refers request to HRMO	10 min.	Milagros A. Felisilda	
6		HRMO assesses documents submitted as to completeness and compliance to requirements <ul style="list-style-type: none"> If complete and fully complied, 	15 min.	Rosario O. Pelaez	

		HRMO prepares endorsement • If requirements not fully complied, notifies the personnel concerned		Nestor J. Macaslang	
7		Reviews and affixes initial either to an endorsement or advisory	15 min.	Ma. Ana C. Casino Milagros A. Felisilda	
8		Signs endorsement or advisory		Atty. Rene K. Burdeos Nilo P. Castañares	
9		Returns signed endorsement or advisory to HRMO		Lorraine Kay P. Cabacungan	
10		Releases endorsement or advisory to records	2 mins.	Rosario O. Pelaez	
11		Records Officer releases endorsement/notice thru Courier or Thru fax	1 day	Ivy Gella J. Roa Maricon R. Salon Carlos L. Soliva	
TOTAL TIME			1 DAY, 1 HOUR, and 22 MINUTES		

6.6 Processing, Approval, and Payment for Monetization of Leave Credits

- Schedule of Availability of Service* : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK
- Who May Avail of the Service* : DILG Personnel
- What are the Requirements* :
1. Letter-request of the personnel concerned
2. Duly accomplished CSC Form No. 6 – Leave application
- Fees* : None
- Duration* : 2 hrs. & 20 mins.
- How to Avail of the Service* :

Step	Applicant / Client	Service Provider	Duration of Activity	Office/Person-In-Charge	Form
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			(Under Normal Circumstances)		
1	DILG Personnel submits letter-request to Office of the Regional Director thru the Personnel Section	Receives, logs, routes letter request to HRMO	10 min	Ivy Gella J. Roa	Letter-request and Accomplished CSC Form No. 6
2		Verifies leave credits/balances	15 min	Rosario O. Pelaez Nestor J. Macaslang	
3		Cards leave credits/balance to leave application	30 min	Michelle A. Espedido	
4		Forwards application for monetization to ORD			
5		Approves application for monetization	15 min	Atty. Rene K. Burdeos Nilo P. Castañares	
6		Returns approved monetization to HRMO	10 min	Lorraine Kay P. Cabacungan	
Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
7		Receives, computes leave credits for monetization	30 min	Michelle A. Espedido Nestor J. Macaslang	
8		Prepares DV with OBR			
9		Reviews correctness of data and initials DV/OBR	30 min	Rosario O. Pelaez	
10		Forwards DV/OBR with attachments to FAD for review and processing of monetization payment			

TOTAL TIME	2 HOURS and 20 MINUTES		
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C. Records Unit

6.7 Receiving, Recording, Routing, and Releasing of Communications or Reports

- Schedule of Availability of Service* : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK
- Who May Avail the Service* :
 1. Internal Clients – Different Divisions, Sections, or Units of the DILG Regional Office
 2. External Clients – DILG, Field Operating Units, LGUs, NGAs, Central Office, DILG Interior Sector
- Fees* : None
- What are the Requirements* : Duly signed communications or reports, endorsements with complete supporting documents
- Duration* : Depending on the type of communication received

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
1	<p><u>For Outgoing Documents, Communications, or Reports</u></p> <p>Forwards document for release (<i>i.e. Different Divisions, Sections, Units of Regional Office</i>)</p>	<p>1.1 Stamps document as to date and time of receipt</p> <p>1.2 Logs stamped documents</p>	15 min.	Ivy Gella J. Roa Carlos L. Soliva	N/A
		<p>1.3 Release documents either thru:</p> <ul style="list-style-type: none"> • Courier • Fax 	1 day 20 min.	Ivy Gella J. Roa Carlos L. Soliva Norman A. Ramos	
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
2	<p><u>For Incoming Documents, Communications or Reports</u></p> <p>Submits document, communication, or report to Records Section (<i>i.e. DILG, CO, DILG Field Operating Units, DILG Interior Sector, NGAs,</i></p>	<p>2.1 Examines the document, communication, or report as to completeness of attachment, and stamps the same as to date and time of receipt</p> <p>2.2 Logs document /communication/ report received</p>	30 min.	Ivy Gella J. Roa Carlos L. Soliva Maricon R. Salon	

	LGUs, etc.)				
		2.3 Routes logged document, communication, or reports to – <ul style="list-style-type: none"> concerned divisions – if regular document, communication, or report; ORD – if non-regular or special concerns 	30 min.	Ivy Gella J. Roa Carlos L. Soliva Maricon R. Salon	
		TOTAL TIME	1 DAY – outgoing courier 35 MINUTES – outgoing fax 1 HOUR – incoming report, communications, documents		

D. Communication Unit

6.8 Facilitating Incoming and Outgoing Telephone Calls or Facsimile Communication

Schedule of Availability of Service : 8:00 AM to 5:00 PM - Monday to Friday - NO NOON BREAK

Who May Avail the Service : Internal Clients – *Different Divisions, Sections, or Units of the DILG Regional Office*
External Clients – DILG Central Office, Field Operating Units, LGUs, NGAs, CSOs, PSOs, PS

What are the Requirements : For outgoing facsimile communications, stamped receipt of the documents by the Records Section

Fees : None

Duration : Depending on the type of communication

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form
1	<u>Internal Client</u> Division, Section, Unit forwards document, communication, or report	1.1 Logs document, communication, or report received for fax	10 minutes	Bernie C. Naguita Jaime B. Frondarina	
		1.2 Transmits all Outgoing report/Communication to concerned office or entity thru fax	20 minutes/ transaction	Bernie C. Naguita Jaime B. Frondarina	
	Recipient office acknowledges receipt of transmitted document, or communication				
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form

2	<u>External Clients – Incoming Calls</u> Calls or requests for connection to concerned division, section, unit or person in RO	2.1 Answers, logs, and connects the call to concerned division, section, unit, or person	5 min	Bernie C. Naguita Jaime B. Frondarina	
	Concerned division, unit, section, or person takes the call				
3	<u>External Clients – Incoming Facsimile Transmission</u> Calls and requests for fax tone	3.1 Answers and switches on fax tone to facilitate incoming facsimile transmission	5 min	Bernie C. Naguita Jaime B. Frondarina	
		3.2 Logs then facilitates reproduction of faxed document, communication, or report	15 min	Bernie C. Naguita Jaime B. Frondarina	
		3.3 Reproduces faxed document, communication, or report and returns the same to same Communication Unit	20 - 30 min.	Martin M. Zamoras	
		3.4 Forwards copy of faxed document, communication, or report to Records Unit	10 min.	Bernie C. Naguita Jaime B. Frondarina	
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Office/Person-In-Charge	Form

		3.5 Records Unit logs copy of faxed document, communication, or report received and routes the same to concerned division, section, or unit	10 min.	Ivy Gella J. Roa Maricon R. Salon Carlos L. Soliva	
	Concerned division, section, unit receives copy of the faxed document, communication, or report				
TOTAL TIME			30 MINUTES - Outgoing documents 5 MINUTES - Incoming calls 1 HOUR, and 10 MINUTES - Incoming facsimile transmission		

PROVINCIAL/CITY/MUNICIPAL FIELD OFFICES

Frontline Services:

7.1 For Local Government Units/Officials/Functionaries

- 7.1.1 Endorsement of request for foreign travel authority of local government officials or functionaries
- 7.1.2 Endorsement of application for acceptance to a foreign scholarship grant
- 7.1.3 Issuance of Authorization to Conduct Conventions, Seminars, and Similar Activities within the Province/City/Municipality
- 7.1.4 Endorsement of Request for Utilization of the 20% Component of the IRA
- 7.1.5 Endorsement of Request for Authority to Utilize Local Funds for Intelligence/Confidential Purposes
- 7.1.6 Endorsement of Request for Authority to Acquire Local Government Motor Vehicles
- 7.1.7 Issuance of Certification for the Granting Appropriate CS Eligibility to the Members of Sangguniang Panlalawigan/Panlungsod/Bayan and Barangay Officials
- 7.1.8 Issuance of Certification of Incumbency or Services Rendered of Elective Local Officials
- 7.1.9 Endorsement of a Barangay Official's Death Benefit Assistance Claim
- 7.1.10 Provision of Data on LGUs and LG Elective Officials
- 7.1.11 Renders consultancy services or guidance for the implementation of priority programs and projects of the government
- 7.1.12 Initiates, organizes, manages, or coordinates the conduct of capacity-building activities for DILG personnel and/or local government officials/functionaries within the province/city/municipality in order to improve their respective technical or administrative capabilities.
- 7.1.13 Renders technical assistance in the development, management, monitoring and evaluation of programs or projects of the Department
- 7.1.14 Acts on referral of cases, if and when appropriate, renders legal opinion
- 7.1.15 Conducts fact-finding investigation in relation to administrative complaints filed involving either DILG personnel or elective local officials
- 7.1.16 Provides adequate and updated management information inputs, including monitoring reports of field operations.

7.2 For Organic Personnel - Provincial Office Only

- 7.2.1 Payment of Payables and Cash Advances
- 7.2.2 Acceptance/Inspection of Delivered Goods/Services
- 7.2.3 Maintenance/Janitorial/Housekeeping Services
- 7.2.4 Endorsement of Request for Local/Foreign Travel Authority of DILG Personnel
- 7.2.5 Endorsement of Application for Monetization of Leave Credits

MONITORING AND EVALUATION SYTEM

To ensure a sustained implementation of the Citizen’s Charter, the Regional Monitoring and Evaluation Team (RMET) shall be organized to be composed of the following:

- ❖ Supervising Administrative Officer - as Chairperson
- ❖ Human Resource Management Officer – as Vice-Chairperson
- ❖ Asst. Division Chief of LGCDD – as member
- ❖ ARTA Focal Person – as member
- ❖ Planning Officer – as secretariat

The RMET shall perform the following task/functions:

1. Facilitate random gathering of feedback from clients, recording, classifying, and consolidating the same - to determine the decorum of employees, quality of service provided, ease of access to frontline services given the existing physical set-up or facilities of the office;
2. Periodically check the **Suggestion Box** to collect data or information relative to the implementation of the Citizen’s Charter;
3. Prepare a consolidated feedback report based on the data collected randomly from clients and on the contents of the Suggestion Box, copy of which shall be furnished to the Regional Redress and Grievance Committee for their information;
4. Recommend appropriate actions or interventions to the Regional Director, pertinent to continuous improvement in the delivery of frontline services, if and when necessary; and
5. Meet at least once every six (6) months, or as often as necessary upon the call of the Chairperson, to discuss important updates relative to the implementation of the Citizen’s Charter.

REGIONAL REDRESS AND GRIEVANCE SYSTEM

The Regional Redress and Grievance System shall be established to handle complaints, received directly or indirectly, pertinent to delivery of frontline services as contained in the DILG Citizen's Charter. A Regional Redress and Grievance Committee (RRGC) shall be composed of the following:

- ❖ Asst. Regional Director – as Chairperson
- ❖ Regional Legal Officer – as Vice-Chairperson
- ❖ Chief, FAD – as member
- ❖ Chief, LGMED – as member
- ❖ Chief, LGCDD – as member
- ❖ HRMO – as secretariat

The RRGC is responsible for resolving the following types of complaints:

- ✓ Those relating to malfeasance/misfeasance/nonfeasance, such as:
 - Refusal to accept letter or request within the prescribed period
 - Failure to act on a letter or request, or failure to refer back to the client a request which cannot be acted upon due to lack of requirement/s within the prescribed period;
 - Failure to attend to clients who are within the premises during official working hours and during lunch break;
 - Failure to give client a written notice on the disapproval of an application or request;
 - Imposition of additional irrelevant requirements or fees; and
 - Collusion with fixers in giving a service for monetary gains.
- ✓ Those relating to non-observance of decorum in dealing with clients.

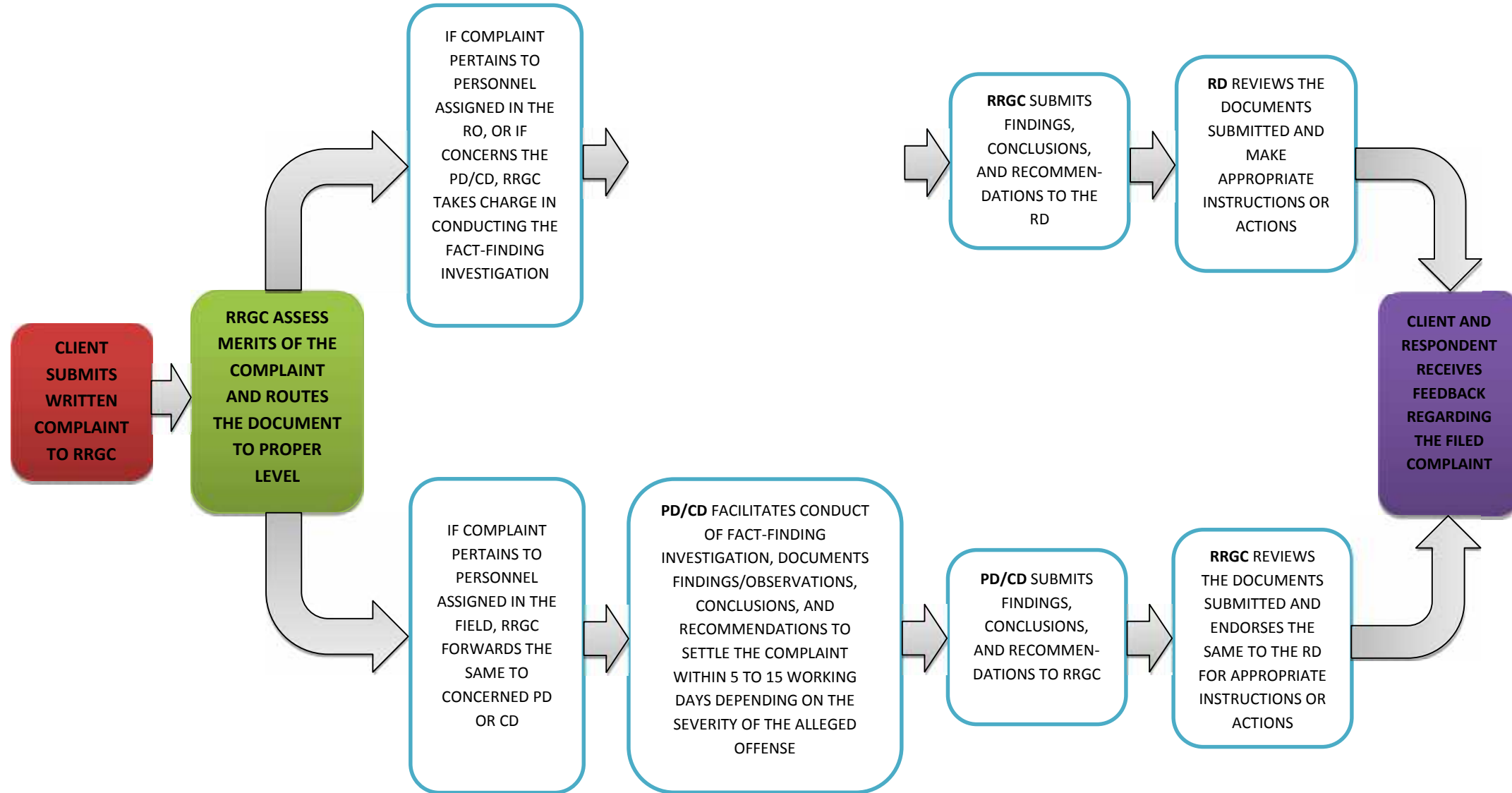
In order to make the system operational, the RRGC shall undertake the following:

-
1. Maintenance of an updated data base on consolidated feedback either gathered randomly from clients or those taken from the Suggestion Box, as furnished by the Regional Monitoring and Evaluation Team, in order to have a ready reference in cases when there are complaints filed against a personnel ;
 2. Establishment of referral system in the conduct of fact-finding relative to complaints received, such that:
 - a) If a complaint is about service provision of a personnel assigned in a particular field office, RRGc shall advise concerned Provincial Director or City Director to conduct their own fact-finding and submit the result to RRGc for review and endorsement to the Regional Director; and –
 - b) If a complaint is about service provision of a personnel assigned in the regional office, or if it concerns the Provincial or City Director, then the RRGc shall takes charge in conducting the fact-finding and deliberation. The Legal Officer and the HRMO shall have a crucial role in the verification process.

Complaints involving light offenses shall be settled within five (5) working days from receipt thereof. Meanwhile, those complaints which are considered grave offenses shall be resolved in a maximum of fifteen (15) days from receipt thereof. Findings, recommendations, or resolutions on the filed complaints shall be communicated to the aggrieved party, copy of which shall be furnished to the Regional Director and the respondent-employee.

FLOWCHART OF FILING AND RESOLVING A COMPLAINT

RRGC INITIATES CONDUCT OF
FACT-FINDING INVESTIGATION,
DOCUMENTS
FINDINGS/OBSERVATIONS,
CONCLUSIONS AND



ANNEX A

DIRECTORY OF DILG REGION 10 KEY OFFICIALS

NAME	DESIGNATION	CONTACT NUMBER	E-MAIL ADDRESS
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Rommel Vincent C. Bitara	MLGOO, Tagoloan	0916-4309530	dilg10.misor.tagoloan@gmail.com
Marcelo G. Alvarez, Jr.	MLGOO, Talisayan	0915-3422057	dilg10.misor.talisayan@gmail.com
Josefina T. Raypon	MLGOO, Villanueva	0906-4823548	dilg10.misor.villanueva@gmail.com

FEEDBACK FORM

(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

[Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring I-tsek lamang ang kahong naaayon.]

Compliment _____
(Papuri)

Complaint _____
(Reklamo)

Suggestion _____
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: _____

[(Mga) tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi]

Facts or Details Surrounding the Incident: _____

[Kaganapan o detalyeng bumabalot sa pangyayari] _____

Please use additional sheet/s if necessary _____

(Mangyaring gumamit ng karagdagang papel kung kinakailangan) _____

Recommendation(s)/Suggestion(s)/Desired Action from our Office: _____

(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan) _____

(Please use additional sheet/s if necessary) _____

(Mangyaring gumamit ng karagdagang papel kung kinakailangan) _____

Name [optional]: _____

(Pangalan)

Tanggapan/Ahensya)

Office/Agency: _____

Address: _____

(Tirahan)

Contact Number(s) (if any): _____

(Telepono)

E-mail Address (if any): _____

Signature: _____

(Lagda)

Date: _____

(Petsa)

ANNEX C

REPORT OF PERSONNEL ANOMALY/MALPRACTICE

Name of the Person Filing the Report:	Occupation:
Contact Information	
<i>Address:</i>	<i>Telephone/Cellular Phone Number:</i>

This alleged anomaly/malpractice relates to:

Name of Employee:
Designation/Position:
Suspicion (<i>please provide details</i>):
Possible useful contact for verification:

Please attach any available evidence for the disclosed information:

Signature:	Date:
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EVALUATION OF THE REPORT

The report filed by _____ against _____ has been evaluated and found to have met the following criteria:

CRITERIA	1	2	3
1. Significance of the issue or alleged anomaly			
2. Accuracy of the information contained in the report			
3. Behavior and reputation of the reporter			
4. Specific law or policy violated			
5. Behavior and reputation of the alleged offender			
6. Motive of the reporter			

• Legend: 1-irrelevant 2-moderately relevant 3-highly relevant

Remarks/Recommendations:

Name and Signature of the Evaluator:	Date:
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