



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

**CITIZEN'S CHARTER
2023**

(1st Edition)



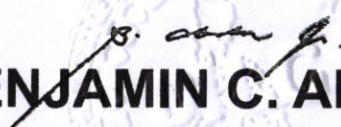
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

CITIZEN'S CHARTER

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Approved by:


ATTY. BENJAMIN C. ABALOS, JR.

Secretary

FEB 22 2023

Approved Date: _____



I. Mandate

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

II. Mission

The Department shall ensure peace and order, public safety and security, uphold excellence in local governance and enable resilient and inclusive communities.

III. Vision

A highly trusted Department and Partner in nurturing local governments and sustaining peaceful, safe, progressive, resilient, and inclusive communities towards a comfortable and secure life for Filipinos by 2040.



IV. Service Pledge

We in the DILG, imbued with the core values of Integrity, Commitment, Teamwork and Responsiveness, commit to formulate sound policies on strengthening local government capacities, performing oversight function over LGUs, and providing rewards and incentives.

We pledge to provide effective technical and administrative services through professionalized corps of civil servants to promote excellence in local governance specifically in the areas of **PBEST**:

Peace and Order

Business-Friendliness and Competitiveness

Environment-Protection and Climate Change Adaptation

Socially Protective and Safe Communities

Transparency and Accountability

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

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



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V. List of Services

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

CITIZEN'S CHARTER 2023 (1st Edition)

EXTERNAL SERVICES



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

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

Description of Service:	Section 47 and 96 of the Local Government Code of 1991 provides the approving authority for leave of absence and permission to leave station of local government officials and employees. Further, Section 10, of OP Executive Order No. 77 dated March 15, 2019, provides that the Secretary of DILG shall approve the request of local government officials and employees for an authority to travel abroad. Further, to streamline the procedures in the disposition of requests of local government personnel to travel abroad and to promote administrative efficiency in the performance or delivery of functions and service, the Department thru the BLGS established the FTA On-Line System Application. Lastly, adopting the new normal, the Department's Data Management System received request for authority to travel of local government officials and employees.		
Office	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices		
Classification	Complex Transaction	Total Processing Time	7 Working Days
Type of Transaction	G2C - Government to Citizens	Fees to be paid	None
Who may avail	Local Government Employees, Local Government Elective Officials		
Documentary requirements		Where to secure	
1. Accomplished Citizen's Charter Request Form and apply request for an authority to travel to the FTA On-Line System at www.fta.dilg.gov.ph , or, if the portal is not accessible, the applicant may file to the following modality: a) DMS (Data Management System) through DILG Regional Office concerned, or b) Email to be provided by the DILG Field Offices concerned		DILG Field Office/ DILG official website	
For Study and Non-Study Trip			
2. Endorsement from: a) the Local Chief Executive (if applicant is a Component and Municipal Mayor, Vice Governor, Vice Mayor, Punong Barangay and LG Employees) b) The Vice Governor/Vice Mayor (if applicant is a Sangguniang Panlalawigan Member, Sangguniang Panlungsod and Sangguniang Bayan and Sangguniang employee, as the case maybe) c) the Punong Barangay (Sangguniang Barangay Member and Barangay Employees including Sangguniang Kabataan)		LGU	
3. Invitation Letter from the host country or sponsoring agency		Sponsoring Agency	
4. Acceptance Letter from CHED, TESDA, LGA, organizer or donor, as applicable (for study trip only)		Organizer/ Donor/ Agencies	



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Documentary requirements	Where to secure
5. Duly notarized affidavit stating the presence or absence of administrative charge or criminal case filed against the applicant, or Oath of Undertaking, if the applicant has a pending case	LGU
6. Clearance from money and property accountabilities	LGU
7. Copy or draft of the Memorandum of Agreement, or Memorandum of Understanding, (Attendance to an event that promotes LG Technical Exchange and Cooperation or Sister-City/Town Twinning relations)	Requesting Party
For Personal Trip of	
Governors, Mayors of Highly Urbanized Cities and Independent Component Cities	
2. Duly accomplished Application Form for Leave of Absence	LGU
3. Duly notarized affidavit stating the presence or absence of administrative charge or criminal case filed against the applicant, or Oath of Undertaking, if the applicant has a pending case	LGU
4. Clearance from Money and Property Accountabilities	LGU
5. Medical certificate (for medical reason)	LGU
Other Elected Officials and LGU Department Heads when the trip exceeds three (3) calendar months	
2. Approved Leave of Absence	LGU
3. Duly notarized affidavit stating the presence or absence of administrative charge or criminal case filed against the applicant, or Oath of Undertaking, if the applicant has a pending case	LGU
4. Clearance from Money and Property Accountabilities	LGU
5. Medical certificate (for medical reason)	LGU



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client accomplishes and submits Citizens Charter Request Form and apply request for an authority to travel to the FTA On-Line System at www.fta.dilg.gov.ph, or, if the portal is not accessible, the applicant may file to the following modality: a) DMS (Data Management System) through DILG Regional Office concerned, or b) Email to be provided by the DILG Field Offices concerned	1.1. Receive, review the correctness and completeness of the documents. 1.1.1. Act on the request of Component City Mayors, Municipal Mayors, Vice Governors, Vice Mayors, Sanggunian Members, Punong Barangays, Sangguniang Barangay Members, SK Chairpersons and Members, Barangay Appointive Officials, LG Department Heads and below, on OFFICIAL TRIP; or 1.1.2. Receive and evaluate requests of: (a) Official and unofficial (or personal) trips of Governor, HUC and ICC Mayor, Mayor of Pateros, (b) Unofficial trips of all officials (regardless of the position) when the period of travel extends to more than 3 months or during period of emergency or crisis	C/MLGOO/ Provincial Focal Person Regional Focal Person	FO: 1 Working Day PO: 1 Working Day RO: 5 Working Days or RO: 1 working day
	1.2.1. Receive, evaluate and submit recommendation to the Division Chief, for review for request of the following: (a) Official and unofficial trips of Governor, HUC and ICC Mayor, Mayor of Pateros, (b) (b) Unofficial trips of all officials (regardless of the position) when the period of travel extends to more than 3 months or during period of emergency or crisis	Central Office Action Officer	1 Working Day, 7 Hours, 30 Minutes
	1.2.2. Review the action and/or give comment/recommendation, and forward the same to the Office of the Director, BLGS	Division Chief	
	1.2.3. Recommend and forward the Action to the Office of the Undersecretary/ Office of the Secretary for approval or denial of the request.	BLGS Director	
	1.3, Approve the action document <i>Note: (Barangay Level-USBA) (LGU Level-SILG)</i>	SILG or USLG	2 Working Days
	1.4, BLGS forwards the approved action document (approval/denial) to CRS for release to concerned RO.	Designated Records Custodian (Region/Central Office)	15 Minutes



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Receives the Certificate or denial letter. For approved FTA, accomplish the CSS Form.	2.1, Release the approved Certificate or denial letter to the requesting party and facilitate the filing up of CSS Form.	C/MLGOO/ Provincial Officer	15 Minutes
Total Processing Time			7 Working Days
END OF TRANSACTION			

Note:

For clients from LGUs in NCR and HUCs and ICCs in other regions, please note that agency actions to be done at the "Provincial Office" shall be assumed by the concerned Regional Office (as applicable).



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

Description of Service:	Full Disclosure Policy is one of the efforts of the Department the promotes values of transparency and accountability among LGUs. The FDP requires all level of local governments to fully disclose particular financial transaction through posting in three conspicuous places and in the Portal. The Certificate of Compliance with the FDP is issued to all requesting eligible LGUs intending to avail loans or to access other national program windows, or for any other purpose. These Certifications shall be issued by DILG Central Office provided that all requirements are met by the requesting LGU.		
Office	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices		
Classification	Highly Technical Transaction	Total Processing Time	18 Working Days
Type of Transaction	G2C - Government to Citizens	Fees to be paid	None
Who may avail	All Local Government Units (LGU)		
Documentary requirements		Where to secure	
1. Accomplished Citizen's Charter Request Form		DILG Field Offices	
2. Letter Request of Local Chief Executive stating the purpose		LGU	
Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client submits accomplished Citizens Charter Request Form and letter request to the City/Municipal Local Government Operations Officer or Provincial Focal Person	1.1.1. Focal Persons Provincial/HUC/ICC/ C/MLGOO receive documents.	Provincial/HUC/ICC/ C/MLGOO Focal Persons CSO Representative	30 Minutes
	1.1.2. Conduct validation, and confirm the completeness and appropriateness of the posted financial documents in the 3 conspicuous places with the representation of CSO Representative.		4 Working Days, 7 Hours, 30 Minutes
	1.1.3. If found complete and appropriate, prepare Compliance Certificate, attested by CSO Representative, and transmittal letter to be forwarded to: PO/RO. If not complete, prepare letter reply to requesting LGU informing lacking documents with attached Checklist of FDP financial documents.		1 Working Day
	1.2. Receive, record, review and endorsed to CO the request for FDP Compliance Certificate.	Provincial Office Focal Person Regional Office Focal Person	3 Working Days 3 Working Days



DILG OFFICES
Monday to Friday 8am to 5pm

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.3.1. Check, validate and confirm the completeness and appropriateness of the posted FDP financial documents in the portal. 1.3.2. Prepare the FDP Compliance Certification and transmittal letter, for consideration and signature of the Director or duly authorized official. 1.3.3. If not complete prepare letter to requesting LGU, copy furnished, concerned Regional Office. 1.3.4. DILG Regional Office, to inform the concerned LGU on the lacking documents, for appropriate action.	BLGS Process Owner, BLGS Director	4 Working Days, 7 Hours, 30 Minutes
	1.4. Releasing Officer to forward to DILG Central Records Section the signed action document.	Records Custodian/BLGS Process Owner	30 Minutes
2. Receive the FDP Certificate and accomplish the Customer Satisfaction Feedback Form	2.1. Release the approved FDP Certification with transmittal letter to the requesting client and facilitate the filing up of CSS Form.	Field Officer/Focal Person	1 Working Day
Total Processing Time			18 Working Days
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

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

Description of Service:	To review, assess and ensure that the submitted documentary requirements for the acquisition of government motor vehicles of LGUs is in compliance to DILG Memorandum Circular 2022-105, dated August 23, 2022 and DBM Budget Circular 2022-1, dated February 11, 2022, and that all purchases shall be subject to pertinent budgeting, procurement, accounting and auditing rules and regulations..		
Office	Bureau of Local Government Supervision (BLGS); DILG Regional Office; DILG Field Office		
Classification	Highly Technical Transaction	Total Processing Time	18 Working Days, 1 Hour if CO approval; 13 Working Days, 1 Hour if RO approval
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	All Local Government Units (LGUs)		
Documentary requirements		Where to secure	
1. Accomplished Citizen's Charter Request Form		DILG Field Office/ DILG official website	
2. Indorsement from DILG Provincial/HUC Director C/MLGOO		DILG Provincial/ Regional Office	
3. Letter Request of Local Chief Executive stating the purpose a) Purpose and Deployment b) No. of units to be purchased c) Type of vehicles and specification: I. no. of cylinders, fuel and engine II. displacement		LGU Office of the Local Chief Executive	
4. Certificate of Availability of Funds from Local Accountant, or the Head of the Accounting Unit, or in case of his/her absence, the Local Treasurer or Budget Officer (with the date of issuance, fund source and the appropriated amount), issued 6 months prior to request of vehicle		LGU Office of the Local Accountant/ Treasurer or Budget Officer	
5. Certified true copy of an Ordinance approving such purchase (i.e., first two and last pages of the said Ordinance and the page indicating the appropriated amount, per vehicle, to be purchased, and reflecting the name of office the budget was appropriated), and current Sanggunian Resolution on fund utilization in case of trust funds such as, unexpended DRRM fund balances from the previous year(s), and funds transferred/donated to the requesting-LGU from higher-level LGUs, government corporations, etc.;		LGU Office of the Sanggunian	
6. Updated (current calendar year) inventory/accounting of all existing motor vehicles showing their status/conditions/worthiness (e.g., good, fair, repairable or unserviceable) duly certified by the LGU's Property/Supply Officer/ Accountable officer.		LGU General Services Office or alike	



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Accomplish and submit the Citizens Charter Service Request Form (CCSRF) along with the letter request and other required documentary requirements.	1.1. Receive, record, conduct initial evaluation of request, and endorse to: Regional Office (requests from ICCs, HUCs, Provinces) Provincial Office (requests from Component Cities, Municipalities and Barangay)	Records Officer HUC Staff Field Officer	3 working days
	1.2. Receiving and conduct of appropriate action (PO Level) 1.2.1. Receive and route the request to the concerned Office/Action Officer for review. 1.2.2. Action Officer review the endorsed request for completeness and appropriateness. 1.2.3. Prepare endorsement signed by PD and transmit to RO	Receiving Officer PO Action Officer Provincial Director	3 working days
	1.3. Receiving and conduct of appropriate action (RO Level) 1.3.1. Receive and route the request to the concerned Office/Action Officer for review. 1.3.2. Action Officer review the endorsed request for completeness and appropriateness. Prepare: a. Endorsement to CO (requests from ICCs, HUCs, Provinces) b. Department Authority to Purchase Motor Vehicle (requests from Component Cities, Municipalities and Barangay)	Regional Focal Person Action Officer Regional Director	Central Office: 3 working days Regional Office: 7 working days



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.4. Receiving and conduct of appropriate action (CO Level).	OD Receiving Officer/ BLGS-RAD Admin Officer/ Action Officer, BLGS Director	Central Office: 7 Working Days
	1.4.1. Receive and route the request to the concerned Office/Action Officer for review.		
	1.4.2. Action Officer review the endorsed request for completeness and appropriateness.		
	1.4.3. Prepare Department Authority to Purchase Motor Vehicle and forward authority to USLG for approval.		
	1.5. Review and approved the Authority to Purchase Motor Vehicle	USLG or Designated Officer-In-Charge	Central Office: 2 Working Days
	1.6. Release the approved Authority to Purchase Motor Vehicle or Letter reply to RO through the CRS	Process Owner/Assigned Action Officer, Releasing Officer	Central Office: 1 hour
2. Receive the Authority and accomplish the Customer Satisfaction Feedback Form	2.1. Conduct the Customer Satisfaction Survey prior to the release of the Authority to Purchase Motor Vehicle.	C/MLGOO/ Provincial Officer	Regional/ Field Office: 1 hour
Total Processing Time			18 Working Days, 1 Hour if CO approval; 13 Working Days, 1 Hour if RO approval
END OF TRANSACTION			

Note:
For steps 1.1 to 1.4, if the submitted documents are incomplete, prepare letter reply informing the LGU of the lacking documents.
This service is qualified for Multi-Stage Processing.



DILG OFFICES
Monday to Friday 8am to 5pm

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

Description of Service:	Guided by DILG Memorandum Circular No. 2022-005 in building a long-term foundation of good governance, it is important to develop and strengthen collaborative relationship between the government and civil society, as such, DILG has opened spaces for CSOs to co-implement its programs and projects, specifically, in planning, implementation, monitoring and evaluation of initiated programs and project through this service.		
Office	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices		
Classification	Highly Technical Transaction	Total Processing Time	14 Working Days, 30 Minutes
Type of Transaction	G2C - Government to Citizens	Fees to be paid	None
Who may avail	Non-Governmental Organization and Civil Society Organizations		
Documentary requirements		Where to secure	
Requirements for those to be engaged in a volunteer capacity (Sec. 6.3.1 of DILG MC 2022-005):			
1. Accomplished Citizen's Charter Request Form		DILG Field Office/ DILG official website	
2. Application Form (Annex A of DILG MC 2022-005)		DILG Field Office/ DILG official website	
3. Letter of Intent to apply for Accreditation		Request party (CSO/NGO)	
4. Certification Under Oath stating the following; a) That the individual filing the application and whose name and signature appears in the Application Form has been duly authorized by the CSO to do so on its behalf; b) That all the documents submitted in support of the application are genuine and authenticated; c) That all information of the Application Form and in the supporting documents are true and correct; d) That the CSO Authorizes that DILG or its authorized representatives to conduct, if needed, ocular inspection of their office/s and to conduct interviews with any representative from their organization or previous partner and e) That the CSO fully understand and agrees to abide by all provision stated in the DILG Memorandum Circular 2018- 89(Guidelines on Engagement with Civil Society Organization)		Request party (CSO/NGO)	



DILG OFFICES
Monday to Friday 8am to 5pm

Documentary requirements	Where to secure
5. Organizational Chart of the CSO and a Data Sheet of the CSO containing the names, addresses, updated contact details and photographs of its current directors, trustees, officers and key personnel.	Request party (CSO/NGO)
Requirements for those to be engaged in a volunteer with cost capacity (Sec. 6.3.2 of DILG MC 2022-005):	
1. Accomplished Citizen's Charter Request Form	DILG Field Office/ DILG official website
2. Application Form (Annex A of DILG MC 2018-89)	DILG Field Office/ DILG official website
3. Letter of Intent to apply for Accreditation	Request party (CSO/NGO)
4. Certification Under Oath stating the following: a. That the individual filling the application , whose name signature appears in the Application Form has been authorized by the CSO to do so on its behalf; b. That all the documents submitted in support of the application are genuine and authenticated; c. That all information in the Application Form and in the supporting documents are true and correct; d. That the CSO authorizes the DILG or its authorized representatives the conduct, if needed, an ocular inspection of their office/s and to conduct interviews with any representatives from their organization or previous partners and; e. That the CSO fully understand and agrees to abide by all the provisions stated in the DILG Memorandum Circular 2018- 89 (Guidelines on Engagements with Civil Society Organizations).	Request party (CSO/NGO)
5. Organizational Chart of the CSO and a Data Sheet of the CSO containing the names, addresses, updated contact details and photographs of its current directors, trustees, officers and key personnel.	Request party (CSO/NGO)
6. Annual Accomplishment Report for the immediately preceding year or Brochure of Profile of the CSO	
7. Copy of Resolution of the CSO's governing board authorizing the CSO to apply for accreditation and the individual filing the application on its behalf.	Request party (CSO/NGO)
8. Certified true copy of the Certificate of Registration form SEC, CDA, DOLE, or HLURB as the case may be, including the latest General Information Sheet	SEC, CDA, DOLE or HLURB



DILG OFFICES
Monday to Friday 8am to 5pm

Documentary requirements	Where to secure
9. Certified true copies of Audited Financial Reports/Statements and Annual Income Tax Returns, as filed with the BIR, for the past three (3) years.	Request party (CSO/NGO)
10. Original Sworn Certification, issued by the chief executive officer or equivalent officer of the CSO, stating that the CSO is not in default or delay in liquidating any funds received from any Government Agency, that neither the CSO nor any of its past or present directors, trustees, officers or key personnel has been blacklisted by any Government Agency, or is a defendant respondent or accused in any civil, administrative or criminal case arising from or involving the use of public funds received by the CSO.	Request party (CSO/NGO)
11. Original Certificate of Good Standing, issued not more than three (3) months before the date of application, by the responsible officer or any umbrella organization, federation, coalition, to which the CSO may belong, if applicable	Request party (CSO/NGO)
Requirements for those to be engaged as provider of goods and services (Sec. 6.3.3 of DILG MC 2022-005):	
1. Accomplished Citizen's Charter Request Form	DILG Field Office/ DILG official website
2. Application Form (Annex A of DILG MC 2018-89)	DILG Field Office/ DILG official website
3. Letter of Intent to apply for Accreditation	Request party (CSO/NGO)
4. Certification Under Oath stating the following: a. That the individual filling the application , whose name signature appears in the Application Form has been authorized by the CSO to do so on its behalf; b. That all the documents submitted in support of the application are genuine and authenticated; c. That all information in the Application Form and in the supporting documents are true and correct; d. That the CSO authorizes the DILG or its authorized representatives the conduct, if needed, an ocular inspection of their office/s and to conduct interviews with any representatives from their organization or previous partners and; e. That the CSO fully understand and agrees to abide by all the provisions stated in the DILG Memorandum Circular 2018- 89 (Guidelines on Engagements with Civil Society Organizations).	Request party (CSO/NGO)



DILG OFFICES
Monday to Friday 8am to 5pm

Documentary requirements	Where to secure
5. Organizational Chart of the CSO and a Data Sheet of the CSO containing the names, addresses, updated contact details and photographs of its current directors, trustees, officers and key personnel.	Request party (CSO/NGO)
6. Annual Accomplishment Report for the immediately preceding year or Brochure of Profile of the CSO	Request party (CSO/NGO)
7. Copy of Resolution of the CSO's governing board authorizing the CSO to apply for accreditation and the individual filing the application on its behalf.	Request party (CSO/NGO)
8. Certified true copy of the Certificate of Registration form SEC, CDA, DOLE, or HLURB as the case may be, including the latest General Information Sheet	SEC, CDA, DOLE or HLURB
9. Certified true copies of Audited Financial Reports/Statements and Annual Income Tax Returns, as filed with the BIR, for the past three (3) years.	Request party (CSO/NGO)
10. Original Sworn Certification, issued by the chief executive officer or equivalent officer of the CSO, stating that the CSO is not in default or delay in liquidating any funds received from any Government Agency, that neither the CSO nor any of its past or present directors, trustees, officers or key personnel has been blacklisted by any Government Agency, or is a defendant respondent or accused in any civil, administrative or criminal case arising from or involving the use of public funds received by the CSO.	Request party (CSO/NGO)
11. Original Certificate of Good Standing, issued not more than three (3) months before the date of application, by the responsible officer or any umbrella organization, federation, coalition, to which the CSO may belong, if applicable	Request party (CSO/NGO)
12. Original Certification of No Derogatory Record, issued not more than 3 months before the date of application by the SEC, CDA, DOLE, or HLURB as the case may be.	SEC, CDA, DOLE or HLURB
13. Original Sworn Certification, issued not more than three (3) months before the date of application, by the Head of each Government Agency And Local Chief Executive appearing in the Application Form, stating the programs and projects that the CSO implemented or implementing with the Government Agency and that the CSO has no derogatory record with the Government Agency.	Request party (CSO/NGO)



DILG OFFICES
Monday to Friday 8am to 5pm

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client submits complete documentary requirements to concerned office (Field Office, or Provincial Office, or Regional Office, or Central Office) either personally or email or thru dropbox/courier or via https://tinyurl.com/DILG-CSO-Apply	1.1, Receive and Assessment of Secretariat. Assesses correctness and completeness of the documents and forwards to concerned PMO for evaluation	N/R/PAC Secretariat Action Officer	2 Working Days
	1.2, Evaluation of the Secretariat and the PMO handling the program based on technical expertise, and recommends approval/denial of application	Concerned PMO	6 Working Days
	1.3, Preparation of Certificate of Accreditation/Declination Notice	N/R/PAC Secretariat N/R/PAC	2 Working Days
	1.4, Signs the certificate of accreditation/certification or Declination Notice	SILG/RD/PD	4 Working Days
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Field Office/ Regional Office/ Central Office/ DILG official website	2.1, Records and releases the certificate to the Client along with the Customer Satisfaction Feedback Form thru the Records Section	Records Officer	30 Minutes
Total Processing Time			14 Working Days, 30 Minutes
END OF TRANSACTION			

Note:

For clients from LGUs in NCR and HUCs and ICCs in other regions, please note that agency actions to be done at the "Provincial Office" shall be assumed by the concerned Regional Office (as applicable). Steps 1.3. and 1.4. is subject to the availability of signatories.



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

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

Description of Service:	LGUs whose peace and order is a priority concern and which have duly allocated confidential funds, in their annual appropriation ordinances, are entitled to utilize confidential funds. Item 4.7 of COA-DBM-DILG-Governance Commission for GOCCs-DND Joint Circular No. 2015-01 dated January 8, 2015 provides that the Secretary of DILG shall approve the request of LGUs for an additional confidential funds in excess of the limitation provided under Item 5.1.3.1 of the same Joint Circular		
Office	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices		
Classification	Highly Technical Transaction	Total Processing Time	18 Working Days
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Local Government Units (Province, City, Municipality)		
Documentary requirements		Where to secure	
1. Accomplished Citizen's Charter Request Form		DILG Field Office/ DILG Official Website	
2. Duly approved Three-Year Peace and Order and Public Safety Plan		LGU	
3. Local Peace and Order Council Resolution duly approved by two-thirds (2/3) of the total membership approving the POPS Plan and the release of the CF		Local Peace and Order Council	
4. Certification from the concerned PNP Chief of the locality relative to the peace and order situation highlighting in concrete details the circumstances which require the urgency in allocating CF		Local PNP	
5. Annual and Supplemental Appropriations Ordinance indicating the appropriations for CF		LGU	
6. Certification from the Local Budget Officer as to the availability of appropriations		Local Budget Office	
7. Statement of itemized POP duly certified by the Local Budget Officer		Local Budget Office	
8. Certification of Full Disclosure Policy Compliance posting requirement in at least three (3) conspicuous places		DILG Regional Office	
9. Physical and Financial Plan, for both the original allocation for CF and the subject request, indicating the proposed amount allocated for each program, activity and project		LGU	



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client accomplishes and submits Citizens Charter Request Form and documentary requirements to the Field Office either personally or email or courier. Request may be filed by the Regional Offices thru DILG Data Management System.	1.1. Receive, review the completeness of the documents and conduct initial evaluation of the request. <i>Note: RO conduct field verification as to the authenticity and the urgency of the request for additional Confidential Funds</i>	C/MLGOO/ Provincial Focal Person Regional Focal Person	2 Working Days 2 Working Days 5 Working Days
	1.2.1. Receive, evaluate and submit recommendation to the Division Chief, for review.	Focal Person	1 Working Day
	1.2.2. Review the action, and/or give comment or recommendation, and forward the same to the Office of the Director, BLGS.	Division Chief, PCMD	1 Working Day
	1.2.3. Recommend and forward the action to the Office of the Undersecretary for recommending approval or denial of he request.	BLGS Director	1 Working Day
	1.3. Recommend the approval or denial action of BLGS to the Office of the Secretary	Undersecretary for Local Government	2 Working Days
	1.4. Approve the action documents (approval/denial).	Secretary, DILG	3 Working Days
	1.5. BLGS forwards the approved action document (approval/denial) to CRS for release to concerned RO.	BLGS Admin Officer	30 Minutes
2. Receives the Department Authority or denial letter. For approved DA, accomplish the CSS Form.	2.1. Release the approved Department authority or denial letter to the requesting LGU and facilitate the filing up of CSS Form.	C/MLGOO/ Provincial Officer	7 Hours, 30 Minutes
Total Processing Time			18 Working Days
END OF TRANSACTION			

Note:

For clients from LGUs in NCR and HUCs and ICCs in other regions, please note that agency actions to be done at the "Provincial Office" shall be assumed by the concerned Regional Office (as applicable).



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

6. Provision of DILG-Administered Package of Assistance to the Former Rebels (FRs) and Former Violent Extremists (FVEs) under the Enhanced Comprehensive Local Integration Program (ECLIP)

Description of Service:	The ECLIP is one facet of many strategies of the government to obtain just and lasting peace, social transformation, and inclusive development. By catering to individuals who surfaced and wanted to return to the folds of the law and become productive citizens of the society, ECLIP is an encouraging scheme that promotes reconciliation in a non-violent manner. This process aims to provide DILG-administered package of assistance to FRs and FVEs, such as the following: 1. Immediate Assistance; 2. Livelihood Assistance; 3. Reintegration Assistance; and 4. Firearms Remuneration. The financial package cover immediate assistance, provision of reintegration process, a starting capital for livelihood, as well as remunerating surrendered firearms.		
Office	National Barangay Operations Office (NBOO)		
Classification	Highly Technical Transaction	Total Processing Time	18 Working Days, 2 Hours
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government	Fees to be paid	None
Who may avail	FRs and FVEs who surfaced and wanted to return to the folds of the law and become productive citizens of the society. And the parameter for entitlement to assistance is the Year-End 2018 Periodic Status Report (PSR) List and shall be the baseline of the cut-off date of the membership in the Communist Terrorist Groups (CTGs)		
Documentary requirements		Where to secure	
1. JAPIC Certification		DILG or BARMM-MILG Provincial/HUC/ICC Offices	
2. Enrolment Form		DILG or BARMM-MILG Provincial/HUC/ICC Offices	
3. DILG ECLIP Form 7		DILG or BARMM-MILG Provincial/HUC/ICC Offices	
4. For Livelihood Assistance: Individual Reintegration Plan (IRP)		DILG or BARMM-MILG Provincial/HUC/ICC Offices	
5. For Firearms Remuneration: Property Turn-In Slip (PTIS), Technical Inspection Report (TIR), Cost Valuation of Inventory Firearms (CVIF)		DILG or BARMM-MILG Provincial/HUC/ICC Offices	
6. DILG ECLIP Form 8		DILG or BARMM-MILG Regional Offices (RO)	
7. DILG ECLIP Form 9		NBOO	
8. DILG ECLIP Form 10		FMS	



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. FRs and FVEs shall fill out the Enrolment Form with the assistance of the Local Social Welfare Development Officer (LSWDO)/ BARMM-MILG Authorized Personnel	1.1, Encode the details from the Enrolment Form and attach the necessary requirements.	LSWDO/ BARMM-MILG Authorized Personnel	2 Hours
	1.1.2, Generate endorsement letter (Form 7) of the FR/FVE to the DILG or BARMM-MILG Provincial/HUC/ICC Office through the ECLIP IS.		
	1.2, Evaluate the documents submitted by the LSWDO/ BARMM-MILG Authorized Personnel	DILG/BARMM-MILG Provincial/HUC/ICC ECLIP Focal Persons	2 Working Days
	1.2.1, If found in order, endorse the list of FRs/FVEs to the DILG and BARMM-MILG RO together with the duly signed DILG Form 8 through the ECLIP IS approved by DILG P/HUC/ICC Director.		
	1.3, Evaluate the documents submitted by the DILG or BARMM-MILG P/HUC/ICC Office.	DILG/BARMM-MILG Regional ECLIP Focal Persons	1 Working Day
	1.3.1, If found in order, endorse the list of FRs/FVEs to the NBOO together with the duly signed DILG ECLIP Form 9 through the ECLIP IS.		
	1.4, Upon receipt of the accomplished DILG ECLIP Form 9 and other attachments through the ECLIP IS, the NBOO ECLIP Focal Person shall generate DILG ECLIP Form 10 to validate the list of FRs/FVEs.	NBOO ECLIP Focal Person	2 Working Days
	1.4.1, Upload the generated DILG ECLIP Form 10 addressed to the FMS Director, requesting for fund allocation to settle the FR/FVE claim/s for financial assistance, for the approval of the NBOO Director/Assistant Director.	NBOO ECLIP Focal Person, NBOO Director/Assistant Director	
	1.4.2, Approve through the ECLIP IS the generated DILG ECLIP Form 10 containing the list of FRs/FVEs and submit to the FMS, requesting for transfer of funds.		
	1.4.3, Furnish copies to the Office of Assistant Secretary for Public Safety and Security (OASPSS) and requesting RO, as reference.	NBOO ECLIP Focal Person	



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.5, Facilitate the processing and issuance of the duly signed Sub-Allotment Release Order (SR) and the Notice of Transfer Allocation (NTA) to the DILG/ BARMM-MILG RO. 1.5.1, Post the approved SR through the Financial Reporting System (FRS) and inform the Accounting Division for the preparation of NTA.	DILG FMS Focal Person	6 Working Days
	1.6, Transfer the funds to the DILG/BARMM-MILG P/HUC/ICC after the receipt of the NTA, copy furnish the duly signed SR. 1.6.1, Issue Regional Memorandum to the Finance and Administration Division (FAD) Chief attention to the Budget Officer, copy furnish the concerned DILG Office.	DILG/BARMM-MILG RO Focal Person DILG Regional Director/ BARMM-MILG Minister	2 Working Days
	1.7, Prepare the check under the name of the FR/FVE and/or Receiving Unit and shall turn it over to the LGU.	DILG/BARMM-MILG P/HUC/ICC Focal Person	3 Working Days
2. The FR//FVE and/or Receiving Unit receives the check and accomplishes the Customer Satisfaction Feedback Form accessible at DILG or BARMM-MILG Field Office/ Central Office/ DILG official website	2.1, Award the check to the FR/FVE and/or Receiving Unit. The LSWDO/ BARMM-MILG Authorized Personnel or a designated LGU personnel shall assist the FR/FVE in the encashment of the check 2.1.1, Facilitate the filling up of the Customer Satisfaction Survey	Provincial Governor/HUC/ICC Mayor or the designated representative DILG/BARMM-MILG RO Focal Person	2 Working Days
Total Processing Time			18 Working Days, 2 Hours
END OF TRANSACTION			



DILG OFFICES HOURS
Monday to Friday 8am to 5pm

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

Description of Service:	Pursuant to Executive Order (EO) No. 139 dated August 18, 2021, amending EO 115 dated August 5, 2002, barangay officials who died during their term of office are covered by death benefit claims nationwide. - Beneficiaries of a deceased Punong Barangay can receive P20,000 for death benefit and P2,000 for burial expenses. - Beneficiaries of a deceased member of a Sangguniang Barangay, including its Sangguniang Kabataan (SK) chairpersons as ex-officio members, barangay secretary, barangay treasurer and Indigenous People Mandatory Representative (IPMR), can receive P10,000 death benefit and P2,000 for burial expenses.		
Office	DILG Field Offices, Regional Offices, NBOO, FMS, OASFAC, and Department of Budget and Management		
Classification	Highly Technical Transaction (Multi-Stage)	Total Processing Time	46 Working Days (including the waiting time of 20 Working Days from DBM)
Type of Transaction	G2C - Government to Citizen's; G2G - Government to Government	Fees to be paid	None
Who may avail	Surviving Legitimate Claimant/Beneficiaries of Deceased Barangay Official		
Documentary requirements		Where to secure	
1. Accomplished Citizen's Charter Service Request Form		DILG Field Office/ DILG official website	
2. Oath of Office		Barangay	
3. Certificate of Incumbency		DILG Field Officer and/or Punong Barangay	
4. Certified true Copy of Death Certificate of the Deceased Barangay Official (DBO)		Local Civil Registrar	
5. Photocopy of Government-issued ID of claimant		Postal ID, GSIS, SSS, PAG-IBIG UMID, Drivers License, Passport, etc	
Other Necessary Documents to support the Claim:			
1. Certified True Copy of Marriage Certificate (If the claimant is the widow/widower of the DBO);		Local Civil Registrar/ PSA	
2. Birth Certificate (if the claimant is the son/daughter of the DBO);		Local Civil Registrar/ PSA	
3. Certified True copy of birth certificate of the deceased		Local Civil Registrar/ PSA	



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Monday to Friday 8am to 5pm

Documentary requirements		Where to secure	
4. Affidavit of two (2) disinterested parties (if the deceased barangay official is single, the claimant is his/ her parent/ brother/ sister and there is a discrepancy in the name of the DBO)		Lawyer / Notary Public	
5. Waiver of rights if there is more than one beneficiary in cases of siblings		Lawyer / Notary Public	
6. Affidavit of Guardianship (if the claimant is the guardian of the children of DBO who are minors)		Lawyer / Notary Public	
7. Affidavit to support that there is no primary and secondary beneficiaries (if claimant is any other person declared by the DBO in the BOIS)		Lawyer / Notary Public	
8. Special Power of Attorney, in case claimant/s cannot personally do the transaction.		Lawyer / Notary Public	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge/ Position/Unit /Division	Processing Time
1. Claimant accomplishes and submits Citizen's Charter Request Form and other documentary requirements to the Field Office either personally or thru dropbox/courier.	1.1. Receive, record and evaluate the accomplished Citizen's Charter Service Request Form, and other documentary requirements. If there are noted deficiencies, outright advise the claimant and return the request. 1.1.1. Process the Death Benefit Claim and submit the same to the DILG Provincial Office through the BIS DBC module.	City/ Municipal Local Government Operations Officer and HUC focal persons	1 Working Day
	1.2. Verify the correctness and completeness of the DBC request and submit the same to the Regional Office thru the BIS DBC module. For any discrepancy /deficiency, return to the C/MLGOO for appropriate action.	Provincial DBC Focal Person	1 Working Day
	1.3. Verify the correctness and completeness of the DBC request and submit the same to the Central Office through the BIS-DBC module. For any discrepancy/deficiency, return to the PO/HUC/ICC focal person for appropriate action.	DILG Regional DBC Focal Person	1 Working Day
	1.4. Verify the correctness and completeness of the DBC request and submit the documents to the approving authorities. For any discrepancy/deficiency, return to the RO for appropriate action.	NBOO DBC Focal Person	1 Working Day



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.4.1. Submit to the Section Chief the consolidated list through DMS for the preparation of the cover memo for the OAS AFC and transmittal letter to the DBM.	NBOO DBC Focal Person; Section Chief	
	1.4.2. Submit the approved cover memo for the OAS AFC together with other documents through DMS.	Section Chief; ADC; DC; Asst. Director and Director	
	1.5. Sign the transmittal letter to the DBM Secretary.	ASEC for Administration, Finance and Comptrollership (OAS AFC)	1 Working Day
	1.6. Transmit the approved documents to the DBM for fund allocation.	OAS AFC liaison officer	1 Working Day
	Wait for the DBM to Release Fund Allocation		
	20 Working Days		
	1.7. Receive the Special Allotment Release Order (SARO) and Notice of Cash Allocation, prepare and release the Sub-Allotment Release Order (SRO) to the Respective ROs and prepare the Notice of Transfer Allocation thru the Financial Reporting System (FRS).	Financial Management Service, Central Office	6 Working Days
	1.8. Receive Sub-Allotment Release Order and process the transfer of fund to the respective PO/ HUC.	Regional Accountant/ Budget Officer/ Cashier/ Regional Focal Person/ Regional Director / Asst. Regional Director	7 Working Days
	1.9. Receive the SRO, prepare check, notify the beneficiary/ies (may be thru the C/ MLGOO also).	PO/HUC Directors	7 Working Days



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Receives the check and accomplishes the Customer/Client Satisfaction Survey Form	2.1. Release the check/s to claimant/s and administer the Customer Satisfaction Survey	DILG PO/HUC or C/MLGOO (whichever is applicable); Beneficiary	(dependent as to when the beneficiary will claim the check)
Total Processing Time			46 Working Days (including the waiting time of 20 Working Days from DBM)
END OF TRANSACTION			

Note:

For clients from LGUs in NCR and HUCs and ICCs in other regions, please note that agency actions to be done at the "Provincial Office" shall be assumed by the concerned Regional Office (as applicable). This service is qualified as a Multi-Stage Process.



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

8. Request for Certification for Service Rendered by Local/Barangay Official for Application for CSC Eligibility

Description of Service:	This procedure standardize the process of the issuance of the Issuance of Certificates on Services Rendered of Local/Barangay Officials		
Office	DILG Regional Offices; DILG Field Offices		
Classification	Simple Transaction	Total Processing Time	2 Working Days, 4 Hours, 30 Minutes
Type of Transaction	G2C - Government to Citizens	Fees to be paid	None
Who may avail	- All Sanggunian Members (PCM) who served on aggregate of 6 years, complete at least 72 units leading to bachelor's degree (first level eligibility) or an aggregate of 9 years having completed baccalaureate degree (2nd level eligibility). (both should start in 1991)(Can avail the service in the Provincial and Regional DILG Office) - All barangay elected Officials who completed one full term of service (Can be availed in the Municipal/City DILG Office) - All Barangay Secretaries and Treasurers who served an aggregate of 3 years of service in the same position(Can be availed in the Municipal/ City DILG Office) - All Barangay Secretaries and Treasurers who rendered the continuous number of years of satisfactory service from the time of appointment, which must correspond to the number of years covering the term of office of the appointing Punong Barangay and may include services rendered under previous appointment		
Documentary requirements		Where to secure	
1. Accomplished Citizen's Charter Request Form		DILG Field Office/ DILG official website	
2. Original/Certified true copy of Oath of Office		LGU	
3. Certification from the following Officials as to the inclusive dates of services rendered with Satisfactory Performance and shall include the date and place of Birth of the Barangay Official (applicant) using the revised CSC Form dated April 2012: a) Punong Barangay b) DILG-Municipal c) DILG-Provincial d) DILG-Regional		a) Office of the Barangay b) DILG FO c) DILG PO d) DILG RO	
4. Appointment as Barangay Treasurer/Secretary Resolution duly concurred by Barangay Treasurer/Secretary		Office of the Barangay	
5. Authenticated copy of Birth Certificate and Marriage Contract (if applicable)		PSA	



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Accomplish Citizen's Charter Service Request Form and submits documentary requirements to Field Office either personally or thru dropbox/courier.	1.1. Check the completeness of the documentary requirements and receive the request. 1.1.1. Evaluate the documents and check the name of the local official to the Barangay Information System (BIS)/Elective Local Officials Profiling Database System (ELOPDS)/Masterlist of Local Officials. 1.1.2. Prepare the CSC-ERPO-BOE Form 1 (A) or (B) or CSC-SME Form 1 and forward to the Approving Authorities. (Attach portion of the Masterlist of Local Officials, if applicable) Note: <i>For BOE Request: Approving Authority review and sign/approve the certification</i> <i>For SME Request: Review and affix initials on the prepared document and forward to the Regional Director for approval.</i>	Regional Focal Person/Provincial Focal Person/C/MLGOO	1 Working Day, 4 Hours
	1.2, Review and approve the certification For Provincial/HUC/ C/MLGOO Level: - Review and sign/approve the certification For Regional Level: - Review and affix initials on the prepared document and forward to the Regional Director for approval.	Provincial Director/HUC Director/ C/MLGOO Division/Section Chief; Regional Director/ Authorized Official	1 Working Day
2. Receive the Certification and accomplish the Customer Satisfaction Feedback Form at DILG Field Office/Regional Office/Central Office/DILG Official Website.	2.1. Release the certification and administer the CSS.	Records Officer/ C/MLGOO	30 Minutes
Total Processing Time			2 Working Days, 4 Hours, 30 Minutes
END OF TRANSACTION			

Note:

For clients from LGUs in NCR and HUCs and ICCs in other regions, please note that agency actions to be done at the "Provincial Office" shall be assumed by the concerned Regional Office (as applicable).



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

9. Request for Technical Assistance (Resource Person)

Description of Service:	Response to request for resource person on the conduct of trainings, seminars and workshop of the different programs and projects of the Department.		
Office	All Bureaus, Regional, Provincial and Field Offices		
Classification	Simple Transaction	Total Processing Time	3 Working Days
Type of Transaction	G2C - Government to Citizen; G2B - Government to Businesses; G2G - Government to Government	Fees to be paid	None
Who may avail	DILG Management, DILG Field Offices (Regional and Provincial), National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Private Sectors (PS), General Public		
Documentary requirements		Where to secure	
Letter Request		From the requesting party/ Agency	

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Letter Request to any of the DILG Offices through email, walk-in, or courier.	1.1. Receive letter request from the client, record and route the request to the concerned Action Officer/Head of Office.	FO/PO/RO/CO Receiving Officer	1 Hour
	1.2. Evaluate and endorse the request to the concerned office and provide instruction. <i>(For C/MLGOO, skip this step)</i>	Bureau/Regional/ Provincial Director	2 Hours
	1.3. Review and evaluate the request as to: a. availability of the module or presentation materials. b. the requested subject matter is within the area of technical expertise/mandate of the DILG c. availability on the date/time specified in the letter request	C/MLGOO; PO Focal; concerned DC/FP (CO, RO)	8 Hours
	1.3.1. Prepare the letter reply, review and forward the letter-reply to the approving authority.		4 Hours
	1.4. Reviews and signs the letter.	C/MLGOO/ City/Provincial/ Regional/Bureau Director	8 Hours



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Receive response from concerned Office	2.1. Issue the letter reply and Administer the CSS to requesting client.	Assigned Action Officer/Releasing Officer	1 Hour
3. Actual conduct of training/seminar requested	3.1. Provide Technical Assistance and administer the Post-Training Evaluation to the Training/TA Participants.	Assigned Action Officer/Releasing Officer	<i>Depending on the number of training days required by the client</i>
Total Processing Time			3 Working Days
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

10. Rendition of Legal Opinion			
Description of Service:	Evaluation and preparation of response to legal issue/s raised by clients regarding the interpretation of the Local Government Code and other pertinent laws, rules and regulations..		
Office	Legal and Legislative Liaison Service (LLLS) - Legal Research, Assistance and Legislative Liaison Division (LRALLD); DILG Regional Offices, Regional Legal Unit		
Classification	Highly Technical Transaction	Total Processing Time	Regional Office: - 21 Working Days, 2 Hours Central Office: - 22 Working Days, 10 Hours
Type of Transaction	G2G - Government to Citizen; G2G - Government to Government	Fees to be paid	None
Who may avail	DILG Official/ Employees/ Field Personnel, LGU Officials, NGAs, CSOs, General Public		
Documentary requirements		Where to secure	
Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS		Requests shall originate from requesting party/office	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client has the option to: a) Submit to the Regional Office a letter-query/ request for legal opinion, in which case begin with <i>Agency Action – A. Regional Office, Step 1.1.</i> b) Submit the letter-query/request for legal opinion with complete attachments (if warranted) directly to the Department through the Office of the Secretary or Central Records Section, in which case proceed to <i>Agency Action – B. Central Office, Step 1.1.</i>	A. Regional Office		
	1.1. Receive the letter-query/request with complete attachments (if warranted) and forward to the Office of the Director	Regional Records Officer	30 Minutes
	1.2. Assign the letter-query/request for legal opinion.	Regional Director	30 Minutes
	1.3. Prepare appropriate draft action on the letter-query/request for legal opinion and forward draft action to ARD. <i>Note: Turnaround time may vary depending on the issues raised by the client.</i>	Regional Legal Officer	20 Working Days Note: <i>For complicated issues- 20 WDs; For incomplete facts/attachments/with pending case- 5 WDs</i>



DILG OFFICES HOUR
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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.4. Review and approve/sign draft action, if acceptable.	Assistant Regional Director, Regional Director	1 Hour
	1.5. Record the approved/signed action on the legal query/indorsement/letter-reply in the monitoring log sheet, scan documents and forward to Records Section.	Regional Legal Unit	1 Working Day
	B. Central Office		
	1.1. Receives the letter-query/request for Legal Opinion (in case of direct submission by client to the Central Office) or indorsement from the Regional Office (in cases of novel issues) and route to the Office of the Director, LLLS.	Central Records Section	1 Hour
	1.2. Receive and route the same to the Legal Research, Assistance and Legislative Liaison Division (LRALLD).	LLLS Director	30 Minutes
	1.3. Assigns and route the received documents to the Action Officer.	Chief, LRALLD	6 hours
	1.4. Accept document thru DMS; Action Officer/LRALLD staff prepares initial draft of action.	Action Officer	20 Working Days Note: For complicated issues- 20 WDs; For incomplete facts/attachment s/with pending case- 5 WDs
	1.5. Accept document thru DMS, ADC review initial draft, DC signs the memorandum submitted by the Action officer and forward the documents to the Director, LLLS.	Assistant Division Chief, Division Chief	1 Hour
	1.6. Accepts the finalized draft, review and approve/sign the same.	LLLS Director	30 Minutes
	1.7. Photocopy the signed document and all its attachments and releases the document to the Undersecretary for External, Legal and Legislative Affairs	LRALLD Releasing Officer	30 Minutes
	1.8. Accepts the finalized draft, review and approve/sign the same, if acceptable.	Undersecretary for External, Legal and Legislative Affairs	1 Working Day



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.9. Receives the signed draft and releases the document to the Central Records Section or concerned office within CO.	LLLS OD, LRALLD Tracking Officer, LRALLD Releasing Officer	1 Working Day
	1.10. Photocopy/scan copy of legal opinion and releases signed legal opinion to client.	CRS	30 Minutes
Total Processing Time			Regional Office: 21 Working Days, 2 Hours Central Office: 22 Working Days, 10 Hours
END OF TRANSACTION			

Note:

Turnaround time may vary depending on the attendant circumstances on the LGU concerned.



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

11. Implementation of Decisions/Orders/Resolutions of the Ombudsman, Sandiganbayan, COMELEC, etc

Description of Service:	Evaluation and preparation of action and recommendation on Decisions/Resolutions/Orders of the Office of the Ombudsman, Sandiganbayan and COMELEC against local officials.		
Office	Legal and Legislative Liaison Service (LLLS) - Legal Research, Assistance and Legislative Liaison Division (LRALLD); DILG Regional Offices, Regional Legal Unit		
Classification	Highly Technical Transaction	Total Processing Time	24 Working Days, 6 Hours
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government	Fees to be paid	None
Who may avail	DILG Official/Employees/Field Personnel, LGU Officials, General Public		
Documentary requirements		Where to secure	
Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS		Requests shall originate from requesting party/office	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client has the option to send the original or certified true copy of its decision/resolution/order to: a) Regional Office, if the decision is directed to RO, in which case begin with Agency Action Step No. 1.1 b) Central Office thru the Central Records Section, in which case proceed to Agency Action Step No. 1.6	1.1. Receive original or certified true copy of the decision/resolution/order from client.	Regional Records Officer	30 Minutes
	1.2. Assign the decision/resolution/order.	Regional Director	30 Minutes
	1.3. Prepare request for authority to implement.	Regional Legal Officer	4 Working Days
	1.4. Review and approve/sign draft action, if acceptable.	Assistant Regional Director, Regional Director	1 Working Day
	1.5. Record the approved/signed request for authority to implement in the monitoring log sheet, update the DMS and forward to Records Section for release of the signed request for authority.	Regional Legal Unit	1 Hour
	1.6. Receive the decision/ resolution/order (in case of direct submission by client to the Central Office) or request for authority to implement (in cases where decision/ resolution/order are submitted to the Regional Offices)) and route to Office of the Director, LLLS.	Central Records Section	1 Hour
	1.7. Receive the original or certified true copy of the decision/resolution/order from client and route the same to the LRALLD	LLLS Director	30 Minutes
	1.8. Route the received documents to the Action officer	Chief, LLRALD	6 hours



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.9. Check documents, route and prepare initial draft of action.	Action Officer	2 Working Days
	1.10. Accept thru DMS; review the finalized draft and forward to Director.	Chief, LLRALD	1 Hour
	1.11. Accept the finalized draft, review and approve/sign the same.	LLLS Director	30 Minutes
	1.12. Photocopy the signed document and all its attachments and release the document to the Undersecretary for External, Legal and Legislative Affairs.	LRALLD Releasing Officer	30 Minutes
	1.13. Accept the finalized draft, review and approve/sign the same.	Undersecretary for External, Legal and Legislative Affairs	1 Working Day
	1.14. Receives the signed draft from the Undersecretary for External, Legal and Legislative Affairs and release the document to the Central Records Section.	LLLS Director LRALLD Tracking Officer, LRALLD Releasing Officer	1 Working Day
	1.15. Receive the Memorandum directing the implementation of the decision/resolution/order with complete attachments from the Central Office and forward to RD.	Assigned Records Officer from Regional Officer	30 Minutes
	1.16. Assign the document to the Regional Legal Officer.	Assistant Regional Director, Regional Director	1 Working Day
	1.17. Receive the Memorandum from the Central Office with attachments as well as the instruction from the RD and prepare draft memorandum.	Regional Legal Officer	3 Working Days
	1.18. Receive, review and approve the prepared draft of action/Regional memorandum.	Regional Director	4 Hours
	1.19. Record the approved/signed action in the monitoring log sheet, photocopies the signed documents and its attachments.	Regional Legal Unit	4 Hours
	1.20.1. Serves the original or certified true copy of the decision/resolution/order from client. 1.20.2. Prepares Compliance Report indicating therein whether there was a full, partial or non-implementation. 1.20.3. Cause the release of Compliance Report to client.	Regional Director or Authorized Personnel	10 Working Days
Total Processing Time			24 Working Days, 6 Hours
END OF TRANSACTION			

Note:
Turnaround time may vary depending on the attendant circumstances on the concerned LGU



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12. Provision/ Preparation of Position Papers/Comments on Congressional Measures

Description of Service:	Evaluation, preparation and consolidation of comments/position papers on Senate and House Bills as referred by the various Committees or the PLLO.		
Office	Legal and Legislative Liaison Service (LLLS) - Legal Research, Assistance and Legislative Liaison Division (LRALLD); Office of the Secretary (OSEC); Office of Undersecretary/Assistant Secretary Concerned; Regional Offices, Regional Legal Unit		
Classification	Highly Technical Transaction	Total Processing Time	14 Working Days, 10 Hours
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government	Fees to be paid	None
Who may avail	DILG Official/Employees/Field Personnel, LGU Officials, General Public		
Documentary requirements		Where to secure	
Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS		Requests shall originate from requesting party/office	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Senate, House of Representatives or PLLO sends notice for committee hearing/request for submission of Department's position paper/comments.	1. Receive notice/request and forward to the Office of the Undersecretary for External, Legal and Legislative Affairs	OSEC Receiving Staff	1 Working Day
	1.2. Receive Notice of Meeting/Request for position paper and assign the same to LLLS	Undersecretary for External, Legal and Legislative Affairs	30 Minutes
	1.2.1, Assign the request for position paper/comments to LRALLD (in the case of CO)/legal officer (in the case of Regional Offices) for preparation of draft position paper.	LLLS Director/Regional Director	30 Minutes



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2.2. Assign the request to action officer	LRALLD Chief	6 hours
	1.3. Receive the assign request and prepare comments/position paper on the measure/s and forward the draft to the Assistant Regional Director	Regional Legal Officer	5 Working Days
	1.3.1. Prepare/draft comments on the measure/s and forward the same to the Assistant Division Chief for initial review	CO Action Officer	6 Working Days
	1.4. Approve/sign the draft action, if acceptable, and forward the signed draft to the Regional Legal Officer for release to CO.	ARD/RD	2 Hours
	1.4.1. Finalize draft and forward the same to the Director.	LRALLD ADC/DC	
	1.4.2. Approve/sign the Memo for the Undersecretary for External, Legal and Legislative Affairs, if acceptable, and forward the document to the concerned Division for release to the said Undersecretary.	LLLS Director	
	1.5. Receive and record and forward the signed draft comments/position paper to Records Section (for RO) for release to CO or release the signed draft comments/position paper to the Undersecretary for External, Legal and Legislative Affairs (for CO)	Regional Legal LRALLD Releasing Officer	30 Minutes
	1.6. Accept the finalized draft from LLLS, review and approve/sign the same, if acceptable, and return it to LLLS for release to the Central Records Section	Undersecretary for External, Legal and Legislative Affairs	1 Working Day
	1.7. Receive the signed comments/position paper signed by the Undersecretary for External, Legal and Legislative Affairs and releases the document to the Central Records Section	OD, LRALLD Tracking Officer, LRALLD Releasing Officer	1 Working Day
	1.8. Release the document to client	Central Records Section	30 Minutes
Total Processing Time			14 Working Days, 10 Hours
END OF TRANSACTION			



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

13. Recruitment, Selection and Promotion for 1st and 2nd Level Positions

Description of Service:	This service refers to the recruitment, selection and promotion process for 1st and 2nd level career service positions in the Department.		
Office	DILG Central Office (Personnel Division, Administrative Service); DILG Regional Offices		
Classification	Highly Technical Transaction	Total Processing Time	Central Office (CO): 106 Working Days, 10 Minutes Regional Office (RO): 112 Working Days, 10 Minutes
Type of Transaction	G2G - Government to Citizens	Fees to be paid	None
Who may avail	All internal and external applicants		
Documentary requirements		Where to secure	
1. Application Letter (with Position Title and Item Number Indicated)			
2. Updated Personal Data Sheet (CSC Form No. 212) with Work Experience Sheet		CSC Form No. 212 may be downloaded from http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html	
3. Photocopy of Transcript of Records		School Graduated	
4. Photocopy of Diploma		School Graduated	
5. Photocopy of Proof of Eligibility (e.g. CSC Certificate of Eligibility, Certificate/License/ID issued by the Professional Regulation Commission (PRC), Integrated Bar of the Philippines (IBP), etc.)		CSC, PRC, IBP, etc.	
6. Photocopy of Certificate of Completion of LGOO training course (for LGOO IV -VII positions)		Issued by Local Government Academy upon completion of LGOO training course	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit complete job application documents via physical submission, online portal/ email/ DMS/ courier.	1.1. Check completeness and correctness of job application letter with supporting documents, then receive documents.	CO: PD Receiving Clerk/ Administrative Officer II / IV RO: Administrative Officer III / V (Records Unit/ Personnel Section) P/CO: Designated Records Officer	10 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Acknowledge notification of indorsement/regret letter	2.1.a . Evaluate job applications and inform applicants if they met the QS or not. CO: If QS is met, prepare Indorsement Letter signed by AS-PD Chief and forward to concerned HRMSSPB together with the Application Documents.	CO: Administrative Officer II / IV RO: Administrative Officer III / V (Records Unit/ Personnel Section)	1 Working Day
	2.1.b. RO: If QS and functional requirements are met, prepare a list of applicants for DILG Pre-Qualifying Examination (PQE).	Action Officer/HRMO	
3. If qualified, confirm attendance to PQE schedule; take the PQE on the said date.	3.1. If qualified per functional requirement of the position, inform applicant of DILG Pre-Qualifying Exam (PQE) schedule thru SMS or e-mail; Otherwise, send regret letter.	HRMSPB/ Secretariat	1 Working Day
	3.2. For CO: Accomplish the PQE Request Form and forward to Personnel Division, Administrative Service.	Requesting Office/HRMSSPB Secretariat/ Action Officer	CO: 1 Working Day
	3.2.a. CO: Receive PQE request and administer PQE	Psychometrician Action Officer	CO: 5 Working Days
	3.2.b. RO: Administer PQE if RO has registered psychometrician holding a permanent position, or avail services of private testing centers recognized by DILG Central Office	Psychometrician Action Officer / Private Testing Center	RO: 14 Working Days (TAT may vary depending on the mode of PQE)



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
4. Acknowledge receipt of PQE result	4.1. Inform applicant of PQE Result thru SMS, e-mail or regular mail	HRMSPB/ Secretariat	<u>CO</u> : 5 Working Days <i>(includes waiting time from the Administration of PQE to the release of PQE result to HRMSPB)</i> <u>RO</u> : 10 Working Days <i>(includes waiting time from the Administration of PQE to the release of PQE result)</i>
	4.2. Evaluate the Applicants and Endorse to the final Recommending/ Approving Authority/ies	Bureau/Service/Regional/ Provincial/City HRMSPB	70 Working Days
5. Confirm attendance to B/S HRMSPB functional examination and/or Central HRMSPB panel interview on the said date	5.1.1. Conduct assessment of applicants thru: a. Functional examination; b. Group orals; c. Panel Interview; and d. Other competency-based assessment methods <u>Note: Types of assessments may vary in Regional Offices</u>	HRMSPB/ Secretariat	
	5.1.2. Deliberate and calibrate on the results of the selection process		
	5.1.3. Conduct background check on screened applicants and endorse to the final recommending/approving authority. For CO: Notify applicants of CHRMSPB panel interview schedule, and Conduct CHRMSPB assessment and/or panel interview, and deliberate results.		



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
6. Acknowledge letter and accomplish the CSS Form	6.1. Notify applicant considered for appointment as well as the concerned operating unit, and administer the CSS.	CO: Administrative Officer II / IV RO: Administrative Officer III / V (Records Unit/ Personnel Section)	4 Hours
7. Submit basic documentary requirements	7.1. Request applicant/candidate to submit basic documentary requirements.		10 Working Days
	7.2. Prepare Appointment.	PD Action Officer/HRMO	1 Working Day
8. Sign Appointment documents and other CSC forms	8.1. Approve the Appointment and notify the appointee.	Designated Approving Authority/Regional Director/Assistant Regional Director/HRMO	7 Working Days
9. Attend Oath Taking and assume duty	9.1. Conduct of Oath Taking either physical or online.	Designated Approving Authority/Regional Director/Assistant Regional Director/HRMO	
	9.2. Post list of newly-hired/promoted employees in the DILG website and in 3 conspicuous places in the Department (15 calendar days).	PD Action Officer/HRMO	1 Working Day
10. Submit documents in compliance with CSC requirement Requirements for Newly Hired/ Promoted/ Transferred Employees	10.1. Facilitate completion of appointment documents for submission to CSC.	PD Action Officer/HRMO	CO: 10 Working Days RO: 3 Working Days
11. Undergo personnel briefing/ onboarding	11.1. Conduct personnel briefing to the appointee.	PD Action Officer/HRMO	4 Hours
Total Processing Time			Central Office: 106 Working Days, 10 Minutes Regional Office: 112 Working Days, 10 Minutes
END OF TRANSACTION			

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

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



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

14. Provision of Public Assistance and Handling of Complaints

Description of Service:	This service provides appropriate assistance to the clients who lodged complaints/requests before the Public Assistance and Complaint Center of the Department, through referral and endorsement system.		
Office	Public Affairs and Communication Service (PACS); DILG Regional Offices		
Classification	Complex Transaction	Total Processing Time	6 Working Days, 1 Hour, 45 Minutes
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government	Fees to be paid	None
Who may avail	All National Government Agencies		
Documentary requirements		Where to secure	
Complaint Form or Letter Request/Complaint (if any)		DILG Public Assistance and Complaint Desk	
Supporting Documents (if any)			
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client files complaint at DILG Public Assistance and Complaint Desk and accomplishes necessary Form/s	1.1. Receive query/complaint/ request for assistance and interview client or assess submitted/sent documents/ email/letter-request and forward to Legal Officer or Division Chief for evaluation and determination of jurisdiction, if substantial information is indicated. <i>For complaints received from regional records officer, route to Office of the Regional Director for instructions</i>	Action Officer/ Legal Officer	30 Minutes
2. Waits for the advice/instruction of the Action Officer	2.1. Evaluates nature of complaint/request (for simple complaints: 1wd, complex: 3wd). <i>For phone in or walk-in clients, inform the client regarding the procedure/process.</i>	Action Officer	3 Working Days
	2.2. Draft endorsement or letter-reply.	Action Officer/Legal Unit Staff	1 Working Day, 15 Minutes
	2.3. Forward draft endorsement or letter-reply for review.	Division Chief/Legal Officer	1 Working Day, 15 Minutes



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.4. Signs the endorsement or reply letter/ routing slip or give further instruction, if any.	Assistant Regional Director/Director	1 Working Day, 15 Minutes
3. Clients receives signed endorsement or letter-reply and accomplish the CSS.	3.1. Release signed endorsement or letter-reply 3.1.1. Administer CSS for walk-in clients and for online and phone-in clients, administer through email.	Action Officer/ Legal Unit Staff	30 Minutes
Total Processing Time			6 Working Days, 1 Hour, 45 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

15.a, Disposal of Plants Properties, Equipment Thru Donation and Transfer Without Cost			
Description of Service:	To ensure the proper disposal of properties thru donation and transfer without cost, pursuant NBC No. 425		
Office	DILG Central Office - Property Accounts Section , General Services Division, Administrative Service; DILG Regional Offices		
Classification	Highly Technical Transaction	Total Processing Time	10 Working Days, 30 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Government Offices (Such as NGAs, Public schools, LGUs and Barangays)		
Documentary requirements		Where to secure	
SILG/Authorized Representative Signed/Approved Deed of Donation		DAC Secretariat	
SILG/Authorized Representative Property Transfer Report		DAC Secretariat	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Letter requesting for properties for donation/transfer without cost thru email or courier.	1.1. Receive, record and route Request letter to the Administrative Service Director/Office of the Provincial/Regional Director.	Records Section Unit/Property Officer	30 Minutes
	1.2. Approves request.	Director, AS / Regional Director	1 Working Day
	1.3. Check availability of properties and prepare the list.	Property Officer	1 Working Day
	1.4. Prepare Disposal and Appraisal Committee (DAC) Resolution.	DAC Secretariat	2 Working Days
	1.5. Reviews and approves DAC Resolution for Donation/Transfer of Properties.	DAC Committee/ SILG/Authorized Representative ; Provincial/Regional Director	1 Working Day
	1.6. Prepare, review and finalize the Deed of Donation or Property Transfer Report.	AC Secretariat/ Legal Officer ; Provincial/ Regional Legal Officer	1 Working Day
	1.7. Approves the Deed of Donation/Property Transfer Report.	SILG/ Authorized Representative ; Provincial/Regional Secretariat	1 Working Day



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.8. Prepare and send letter to requesting office informing the approved donation/transfer.	DAC Secretariat	1 Working Day
2. Receipt of the donated/transferred properties and accomplish CSS.	2.1. Release the requested properties.	DAC Secretariat/ Property Officer	1 Working Day
	2.2. Prepare and submit deed of donation to Accounting Section for dropping of the donated properties from the books of account.	Property Officer Accounting Section	1 Working Day
Total Processing Time			10 Working Days and 30 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

15.b, Disposal of Plants Properties, Equipment Thru Public Bidding			
Description of Service:	To ensure the proper disposal of unserviceable properties thru public bidding, pursuant to Government Accounting Manual		
Office	DILG Central Office - Property Accounts Section , General Services Division, Administrative Service; DILG Regional Offices		
Classification	Highly Technical Transaction	Total Processing Time	11 Working Days, 45 Minutes
Type of Transaction	G2C - Government to Citizens	Fees to be paid	None
Who may avail	Private Bidders		
Documentary requirements		Where to secure	
Bidding Documents		DAC Secretariat	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Secure Bid Form and coordinate for the conduct of inspection of disposable properties for public bidding	1.1. With head of office's approved Disposal and Appraisal Committee (DAC) Resolution, advertise the unserviceable properties for disposal thru public bidding	DAC Secretariat	1 Working Day
	1.2. Issue Bid Forms to bidders with specific calendar of activities for the conduct of public bidding	DAC Secretariat	15 Minutes
	1.3. Facilitate the conduct of inspection of the disposable properties for public bidding	DAC Secretariat	1 Working Day
2. Submit Sealed Bids (together with required documents as stated in the bid form)	2.1. Conduct of Opening of Bids	DAC Committee DAC Secretariat DAC TWG COA Representative Bidders	1 Working Day
	2.2. Determine the highest calculated and responsive bid and declare the winning bidder/s	DAC Committee	1 Working Day
	2.3. Prepare DAC Resolution declaring the winning bidder/s for approval and signature of the head of office	DAC Secretariat	1 Working Day
3. Receive the approved Contract of Sale for their signatures and notary of the document	3.1. Prepare Contract of Sale review of Legal Unit and approval of the SILG/Authorized Representative	DAC Secretariat LLLS or Regional Office Legal Unit SILG/Authorized Representative	3 Working Days



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	3.2. Prepare and send letter to the winning bidder/s	DAC Secretariat	1 Working Day
	3.3. Furnish the winning bidder of the approved contract	DAC Secretariat	10 Minutes
4. Submit the notarized Dead of Sale and pay the contract price to the Regional cashier	4.1. Assist the winning bidder/s to secure the Order of Payment from the Accounting Section and the payment to the Cash Section	DAC Secretariat Accounting Division Cash Section	20 Minutes
5. Receive the properties for disposal thru public bidding and accomplish CSS.	5.1. Release the properties for disposal thru public bidding	DAC Secretariat Accounting Section COA Representative	1 Working Day
	5.2. Submit to the Accounting Section the copy of the Release paper, together with the Contract of Sale and DAC Resolutions, for the dropping of the sold properties from the books of account	DAC Secretariat Property Office Accounting Section	1 Working Day
Total Processing Time			11 Working Days, 45 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

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

Description of Service:	This procedure defines the process for issuing Certificate of Incumbency to requesting Local Official.		
Office	Field Office		
Classification	Simple Transaction	Total Processing Time	3 Working Days
Type of Transaction	G2C - Government to Citizens	Fees to be paid	None
Who may avail	All Local Government Units		
Documentary requirements		Where to secure	
1. Accomplished Citizen's Charter Request Form		DILG Field Office/ DILG official website	
2. Letter request		Requesting Party/ Agency	
3. Photocopy of valid ID of the official		Requesting Party/ Agency	
4. Certification of Services Rendered issued by the barangay (For Barangay Officials only)		DILG Field Office	
In case of discrepancy in the name, client must secure any of the following: • Oath of Office • Joint Affidavit of Two (2) Disinterested Persons • Photocopy of Birth Certificate/Marriage Certificate		Requesting Party	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Accomplish Citizen's Charter Service Request Form and submit documentary requirements	1.1. Check the completeness of the documentary requirements and receive the request. 1.1.1. Verify name and validate the incumbency of the requesting official in the Elected Local Official Profile Database System (ELOPDS) or the Barangay Information System (BIS) or the Master list of Local Officials (For Request for Certificate of Incumbency) 1.1.2. Prepare the Certificate of Incumbency, if in order.	C/MLGOO/HUC/ Provincial or Regional Focal Person	2 Working Days



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2. Review and approve the Certification.	C/MLGOO/City Director/Provincial or Regional Director	7 Hours
2. Receive the Certificate and accomplish the Customer Satisfaction Feedback Form at C/MLGOO/HUC/Provincial or Regional Office/DILG Official Website	2.1. Release the certification including the attach documents and administer the CSS.	Records Officer/ C/MLGOO	1 Hour
Total Processing Time			3 Working Days
END OF TRANSACTION			

***Note:**

For clients from LGUs in NCR and HUCs and ICCs in other regions, please note that agency actions to be done at the "Provincial Office" shall be assumed by the concerned Regional Office (as applicable). Turnaround time may vary depending on the attendant circumstances on the LGU concerned.



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

17. Issuance of Memorandum Circular to Participate in Activities by Local Government Leagues or Leagues Federations of Local Elective Officials			
Description of Service:	A service that helps in information dissemination among LGUS whenever a particular LG League conducts an activity.		
Office	Bureau of Local Government Supervision (BLGS) – Local Government Relations Division (LGRD)		
Classification	Complex Transaction	Total Processing Time	4 Working Days, 4 Hours, 25 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Local Government Leagues or Leagues Federation of Local Elective Officials		
Documentary requirements		Where to secure	
1. Letter request		League Secretariat	
2. Activity Design/Program Brief		League Secretariat	
3. Justification of charging the participation fee, if any		League Secretariat	
4. After-Activity Report of previously conducted activity, if applicable		League Secretariat	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client sends letter of request for issuance of authority to participate in activities conducted by the league.	1.1. Receives and assess completeness and legal bases of the submitted documents pertinent to the request.	LGRD Action Officer	15 Minutes
	1.2. Drafts the corresponding Department issuance, submits to Assistant Division Chief and Division Chief for review and initial.	LGRD Action Officer	1 Working Day
	1.3. Recommends approval of the draft Department issuance.	BLGS Director	4 Hours
	1.4. Endorses the draft Department issuance, for the SILG's approval.	HEA/USLG	1 Working Day
	1.5. Signs the Department issuance.	SILG	2 Working Days
	1.6. Release the signed Department issuance to the Central Records Section.	LGRD Admin Staff	10 Minutes
Total Processing Time			4 Working Days, 4 Hours, 25 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

18. Preparation of the Endorsement Letter for the Issuance of Appointment for Permanent Vacancy in the Sanggunian (Panlalawigan, Panlungsod of HUCs And ICCs)

Description of Service:	Service that process the endorsement Letter for the Issuance of Appointment Letter coming from the Office of the President, for the permanent vacancy in the Sangguniang Panlungsod of HUCs and ICCs		
Office	Bureau of Local Government Supervision (BLGS)		
Classification	Simple Transaction	Total Processing Time	3 Working Days
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	LCES, Nominees, Highest Official or Chairperson of Political Party Concerned		
Documentary requirements		Where to secure	
1. Nomination signed by the highest official of the political party concerned		Political Party Concerned	
2. Certificate of Party Membership of the nominee signed by the highest official of the political party		Political Party Concerned	
3. Personal Data Sheet (CSC Form 212)		LGU	
4. Certificate of Party Membership of the one who caused the vacancy as certified by the highest official of the said political party		Political Party Concerned	
5. Certification from the Local Election Registrar as to Party Affiliation of the person who caused the last vacancy		COMELEC(Local Office)	
6. Certificate from the DILG Regional Office on the authenticity of the supporting documents		DILG Regional Office	
7. Other supporting documents such as Voter's Certification of the Nominee, Residence Certification.		COMELEC (Local Office)/LGU of requesting party	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client sends letter of request for issuance of appointment for permanent vacancy.	1.1. Receive and evaluate documents and prepare endorsement.	PCMD Action Officer	3 Hours, 50 Minutes
	1.2. Recommend approval of the endorsement.	BLGS Director	4 hours
	1.3. Signs cover memo for SILG's approval.	USLG	1 wd
	1.4. Signs the endorsement letter.	SILG	1 wd
	1.5. Release endorsement to Central Records.	PCMD Admin Staff	10 minutes
Total Processing Time			3 Working Days
END OF TRANSACTION			



DILG OFFICES
Monday to Friday 8am to 5pm

19. Request for Information on Programs and Services			
Description of Service:	Response to request for information on the Bureau’s programs and services		
Office	Bureau of Local Government Supervision (BLGS)		
Classification	Simple Transaction	Total Processing Time	1 Working Day, 18 Minutes
Type of Transaction	G2G - Government to Citizens	Fees to be paid	None
Who may avail	Local Government Units (LGUs), Organizations (Public and Private)		
Documentary requirements		Where to secure	
Letter request		Requesting Party/ Agency	
Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client submit/ send letter to the record section of the Department.	1.1, Receive the request or query from CRS thru DMS and forward the same to action officer thru DMS.	Admin Staff	5 Minutes
	1.2, Prepare action to the request/query and route thru DMS to the Office of the Director Admin Officer.	Action Officer	1 Working Day
	1.3, Sign the reply/ document Route back the signed document to the Division Action Officer thru DMS.	BLGS Director Bureau Admin Officer	10 Minutes
	1.4, Release signed communication to Central Records.	Division Admin Staff	3 Minutes
Total Processing Time			1 Working Days, 18 Minutes
END OF TRANSACTION			



20. Provision of Barangay Data

Description of Service:	This data/information on barangay and barangay officials is being requested as basis/reference in drafting policies by Senate of the Philippines and House of Representative. It is also being requested by the academe and researchers as reference for their studies, analysis, and other purposes. The list of data being provided is as follows: 1. Directory of Barangay Officials (with Barangay Hall Contact Number only); 2. Statistics related to Profile of Barangay and Barangay Officials; 3. IRA and Population of Barangays (data from the DBM and PSA); and, 4. Certification as to elected barangay officials. In adherence to the Data Privacy Act of 2012, only disaggregated data on the profile of the barangay officials shall be provided to the clients.		
Office	National Barangay Operations Office (NBOO)		
Classification	Simple/Complex Transaction	Total Processing Time	Simple: 7 Hours, 40 Minutes Complex: 5 Working Days, 5 Hours, 40 Minutes
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government	Fees to be paid	None
Who may avail	Bureaus and Services in the Central Office, Top Management, NGAs, NGOs, CSOs, Liga ng mga Barangay, Senate of the Philippines, House of Representative, Barangay and former Barangay Officials and General Public		
Documentary requirements		Where to secure	
1. Letter of Request 2. Identification Card /Letter of Authorization, if necessary		Requesting Party	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. E-mail the letter of request to nboo.dilgco2020@gmail.com	1.1, Receive, record, and route the request to concerned Office/DC/Focal Person for appropriate action.	NBOO Records Officer	30 Minutes
	1.2, Review and assess the data needed in the request.	Assigned Action Officer Research and Profiling Division	20 Minutes
	1.3, Process the data, prepare the Complete Staff Work (CSW) and submit to the next higher Supervisor/s for review/approval; A. If data is readily available, process the request. (Note: If record/data is not available, inform the client) B. If data being requested needs to be processed.	Assigned Action Officer Research and Profiling Division	Simple: 2 Hours Complex:: 5 Working Days



DILG OFFICES HOUR
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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.4, Review/recommend the action document for approval and submit the pre-approved transmittal letter to the Office of the Director	Section Chief/ Assistant Division Chief/Division Chief Division Records Officer	35 Minutes
	1.5, Approve the Action Document and its attachments.	Director/Other Authorized Signatory	4 Hours
2. Receive and acknowledge the requested data accomplish the Customer Satisfaction Survey [CSS] Form and e-mail to NBOO	2.1, Release the Action Document (signed transmittal letter, requested data, and CSS Form) to DILG-Central Records Section and through email	Records Officer/Assigned Action Officer	15 Minutes
Total Processing Time			Simple: 7 Hours, 40 Minutes Complex: 5 Working Days, 5 Hours, 40 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

21. Response to Complaints Against Barangay and SK Officials

Description of Service:	This service is to provide the client with the necessary assistance, guidance and/or appropriate action on the complaints received against the alleged acts of irregularities, anomalies, and/or inaction, among others, of Barangay and SK Officials.		
Office	National Barangay Operations Office (NBOO) – Citizens Affairs and Political Development Division (CAPDD)		
Classification	Simple Transaction	Total Processing Time	1 Working Day, 2 Hours, 5 Minutes
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government	Fees to be paid	None
Who may avail	Barangay and SK Officials, National Government Agencies, Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Local Government Units (LGUs), Liga ng mga Barangay, and the General Public		
Documentary requirements		Where to secure	
Letter complaint (1 copy)		Complainant	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Send complaint to e-mail address: nboo.dilgco2020@gmail.com or through DMS.	1.1. Receive complaint, update DMS and forward to CAPDD-PDS Section Chief.	Admin Staff, Office of the Director	5 Minutes
	1.2. Receive, evaluate and assign complaint to Action Officer concerned.	Section Chief, CAPDD-PDS	10 Minutes
	1.3. Receive, evaluate, draft memorandum to Regional Office concerned and prepare letter reply to complainant.	Action Officer concerned	1 Working Day
	1.4. Review, provide inputs and send to ADC/ DC.	Section Chief, CAPDD-PDS	20 Minutes
	1.5. Review, provide inputs and forward to CAPDD Admin. Staff.	Assistant Division Chief / Division Chief	20 Minutes
	1.6. Receive, record and submit to OD.	Admin. Staff, CAPDD	5 Minutes
	1.7. Review, sign and forward to OD Staff for release.	Director, NBOO	1 Hour
	1.8. Record and release to CRS letter reply with CSS.	Admin Staff, Office of the Director	5 Minutes
Total Processing Time			1 Working Day, 2 Hours, 5 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

22. Response to Queries on Barangay and SK Matters/ Affairs

Description of Service:	This service is to provide the client with information, guidance or appropriate action on queries pertaining to Barangay and SK governance, operations, and other Barangay and SK matters.			
Office	National Barangay Operations Office (NBOO) – Citizens Affairs and Political Development Division (CAPDD)			
Classification	Simple Transaction	Total Processing Time	- For Simple Queries: 1 Working Day, 1 Hour, 55 Minutes; - For Complex Queries: 2 Working Days, 3 Hours, 25 Minutes	
Type of Transaction	G2C - Government to Citizen; G2B – Government to Business; G2G - Government to Government	Fees to be paid	None	
Who may avail	Barangay and SK Officials, National Government Agencies, Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Local Government Units (LGUs), Liga ng mga Barangay (LnB), and the General Public.			
Documentary requirements		Where to secure		
Hard copy of the letter query (1 copy)		Client/Requesting Party		
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time	
			Simple Queries	Complex Queries
1. Send Letter inquiry to e-mail address: nboo.dilgco2020@gmail.com or through DMS	1.1. Receive query, update DMS and forward to CAPDD-PDS Section Chief.	Office of the Director, Admin Staff	5 Minutes	5 Minutes
	1.2. Receive, evaluate and assign query to Action Officer.	Section Chief CAPDD-PDS	10 Minutes	10 Minutes
	1.3. Receive, evaluate, conduct research, draft letter reply and submit to SC.	Action Officer concerned	1 Working Day	2 Working Days
	1.4. Review, provide inputs and submit to ADC/DC.	CAPDD-PDS Section Chief	30 Minutes	1 Hour
	1.5. Review, provide inputs and forward to CAPDD Administrative Staff.	Assistant Division Chief/ Division Chief	30 Minutes	1 Hour
	1.6. Record and submit to OD.	CAPDD Admin. Staff	5 Minutes	5 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time	
			Simple Queries	Complex Queries
	1.7. Review, sign and forward to OD Staff for release	Director, NBOO	30 Minutes	1 Hour
	1.8. Record and release to CRS with CSS	Office of the Director, Admin Staff	5 Minutes	5 Minutes
Total Processing Time			For Simple Queries: 1 Working Day, 1 Hour, 55 Minutes;	For Complex Queries: 2 Working Days, 3 Hours, 25 Minutes
END OF TRANSACTION				



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

23. Provision of Information on Programs, Projects, Policies, Activities , and/ or Data on Local Government			
Description of Service:	Providing information, data and IEC materials on the different programs, projects and activities of the Bureau to requesting clients.		
Office	Bureau of Local Government Development (BLGD)		
Classification	Simple Transaction	Total Processing Time	1 Working Day, 2 Hours, 45 Minutes <i>Note: Additional 1 working day if such request need endorsement to top management</i>
Type of Transaction	G2C - Government to Citizen; G2B - Government to Businesses; G2G - Government to Government	Fees to be paid	None
Who may avail	Congress (Senate and House of Representatives), DILG Field Office (Regional and Provincial), National Government Agencies (NGAs), Local Government Units (LGUs), Non-government Organizations (NGOs), Civil Society Organizations (CSOs), Private Sector, International Partners		
Documentary requirements		Where to secure	
Request Letter(Request must be received by the office 3- 4 weeks prior to the activity)		From the requesting party/ Agency	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Request Letter to the Office of the Director via email, courier or hand carry.	1.1. Receive, record and acknowledge receipt of request letter from the client and record through the DMS.	Admin. Assistant II, Office of the Director	10 Minutes
	1.2. Review document, provide instructions and assign to the concerned Division.	Director/ Assistant Director	15 Minutes
	1.3. Receive and record document from the Office of the Director and endorse to the Division Chief.	Action Officer of Division concerned	5 Minutes
	1.4. Review and endorse document to the concerned Action Officer/Focal Person.	Division Chief/ Assistant Division Chief concerned	1 Hour
	1.5. Research and consolidate data/information requested and/or request for related data/information from concerned offices and prepare letter of reply.	Designated Action Officer/Focal Person of concerned division	1 Working Day
	1.6. Review and endorse letter of reply for signature of the Director.	Division Chief/ Assistant Division Chief concerned	30 Minutes



DILG OFFICE HOURS
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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.7. Final Review and approval of the letter of reply for release to concerned division. (*Note: Additional 1 working day if such request needs endorsement to top management)	BLGD Director/ Asst. Director *Action Officer (Office of the Secretary / Undersecretary / Assistant Secretary)	30 Minutes
2. Receive response from BLGD and accomplish the CSS thru email	2.1. Receive and release the approved reply letter thru email, DILG Records Section and/or client and administer the Client Satisfaction Survey.	Designated Action Officer/Focal Person: LGOO I-III, POs, ADAS (LDPD, LADD, LFRDD)	15 Minutes
Total Processing Time			1 Working Day, 2 Hours, 45 Minutes <i>Note: Additional 1 working day if such request need endorsement to top management</i>
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

24. Query/ Following upon Projects Requesting Financial Assistance for Walk-in, Phone-in Clients and documents routed through the DILG Document Management System (DMS)

Description of Service:	To provide response to the query/following-up of LGUs and other Government Agency financial assistance for proposed projects for walk-in, phone-in, or DMS clients.		
Office	Office of Project Development Services		
Classification	Simple Transaction (Walk-in and Phone-In Clients) Complex Transaction (Documents routed in DMS)	Total Processing Time	For Walk-in: 1 Hour, 55 Minutes For Phone-in: 20 Minutes For Documents routed in DMS: 6 Working Days, 7 Hours, 35 Minutes
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government	Fees to be paid	None
Who may avail	Local Chief Executives, Elected LGU Officials , Representative/Staff of Senators/ Congressmen, Non-Government Organizations, General Public		
Documentary requirements		Where to secure	
Letter Request for Financial Assistance with complete information (Name, contact numbers and email addresses of contact person)		Client	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
A. For Walk-in Clients:			
1. Submit request for financial assistance to OPDS	1.1. Evaluate the Letter Request for Financial Assistance.	Administrative Officer/Records Officer, PCDD	15 Minutes
2. Inquire on the status of their request for financial assistance	2.1. Accept request and provide receiving copy to client.		
	2.2. Refer to Focal Person for assistance and processing.		
	2.3. Assess request and advice Client on course and process of action to be undertaken on request.		
	2.4. Prepare referral letter/response letter to concerned Govt. Office and requesting Client.	LGOO IV/ V/ Focal Person	1 Hour
	2.5. Review and endorse to OD for signature.	Division Chief	15 Minutes
	2.6. Approved/sign letter response.	Director	15 Minutes



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
3. Received the document	3.1. Record and release signed document thru DMS.	Administrative Officer/Records Officer, PCDD	10 Minutes
B. For Phone-in Clients:			
1. Query/Follow-up on the request for Financial Assistance through phone	1.1. Assess the request for financial assistance	Administrative Officer/Records Officer, PCDD	5 Minutes
	1.2. Refer to assigned Action Officer		5 Minutes
	1.3. Evaluate the documents submitted to the Bureau	LGOO IV/V/Focal Person	5 Minutes
	1.4. Communicate the action taken on the request and suggest/recommend other possible sources of funding		5 Minutes
C. For Documents routed through the DILG Document Management System (DMS):			
1. Submit request/follow-up for financial assistance to OPDS thru DMS	1.1. Receive and record the documents and forward the same to the Office of the Director.	Receiving Officer/ Administrative Officer	10 Minutes
	1.2. Assess request and forward to concerned Division/Unit	Administrative Officer (OD)	10 Minutes
	1.3. Evaluate and forward to concerned Focal Person	Administrative Officer (Division/Unit)	10 Minutes
	1.4. Assess request and prepare response letter	Focal Person	5 Working Days
	1.5. Review response letter/s and forward to OD/OUSLG for approval and signature	Division Chief	7 Hours
	1.6. OD/ OUSLG Reviews/ Approves/ Signs Letter/s Endorsement	OD/ OUSLG	1 Working Days
	1.7. Record and release signed document thru DMS and administer Client Satisfaction Survey	Administrative Officer	5 Minutes
Total Processing Time		For Walk-in: 1 Hour, 55 Minutes For Phone-in: 20 Minutes For Documents routed in DMS: 6 Working Days, 7 Hours, 35 Minutes	
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

25. Emergency Calls Management			
Description of Service:	This service particularly deals with request for emergency response.		
Office	Emergency 911 - National Call Center		
Classification	Simple Transaction	Total Processing Time	11 Minutes
Type of Transaction	G2C - Government to Citizens	Fees to be paid	None
Who may avail	911 callers from the General Public		
Documentary requirements		Where to secure	
Emergency Call to 911 Hotline			
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit/Division	Processing Time
1. Call 911	1.1. Receive/Validate/Record incoming calls.	Emergency TeleCommunicator	2 Minutes
	1.2. Relay/handle/manage legitimate calls and encourage caller to participate in the E911 Client Satisfaction Survey which can be accessed in the E911 website (e911.gov.ph)	Emergency TeleCommunicator	3 Minutes
	1.3. Monitor the progress of response time of responders. <i>Note: The international standard of emergency response time for respondents is 7 minutes but since this is just monitoring of the progress of response time, the feedback would be within 3 minutes upon dispatch)</i>	Emergency TeleCommunicator	3 Minutes
	1.4. Prepare narrative report and close case.	Emergency TeleCommunicator	3 Minutes
Total Processing Time			11 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
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26. Establishment of Local Call Center			
Description of Service:	This service particularly deals with request on matters related to the establishment of Local Call Centers.		
Office	Emergency 911 National Office		
Classification	Highly Technical Transaction	Total Processing Time	8 Working Days, 1 hour , 15 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Local Government Units		
Documentary requirements		Where to secure	
1. Letter of Intent (1 Original) for the Establishment of Local Call Center (LCC) or confirmation of established LCC addressed to the Chairperson, Emergency 911 Commission through the Emergency 911 Executive Director, Emergency 911 National Office, with the appropriate Sanggunian Resolution passed for that purpose.		Client/Requesting Party	
2. Proposed Legal, Administrative, Operational, and technical documents and system architecture in conformity with the specification and/or standards of the Emergency 911 National Program, for the approval of the Emergency 911 Commission.		Client/Requesting Party	
3. Letter of Request for Training and Certification Course addressed to the Chairperson, Emergency 911 Commission through the Emergency 911 Executive Director, Emergency 911 National Office.		Client/Requesting Party	
4. Notice of Activation of LCC or GO-LIVE of the Emergency 911 System addressed to the Chairperson, Emergency 911 Commission through the Emergency 911 Executive Director, Emergency 911 National Office.		Client/Requesting Party	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit pertinent documents except for Notice of Activation to E911 National Office.	1.1. Receive and record the submitted documents.	Administrative Personnel, E911 National Office	1 Hour
	1.2. Evaluate documents submitted and forward to Executive Director for approval.	Action Officer concerned	5 Working Days
	1.3. Approve the request for the establishment of local call center and present to the E911 Commission.	Executive Director of E911 National Office	1 Working Day



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.4. Send notice of approval to client concerning the submitted documents.	Administrative Personnel, E911 National Office	1 Working Day
2. Submit letter for Notice of Activation of LCC or GO-LIVE of the Emergency 911 System	2.1. Receive and record the submitted documents.	Administrative Personnel, E911 National Office	10 Minutes
	2.2. Approve the request for the Notice of Activation of LCC or GO-LIVE of the Emergency 911 System and present to the E911 Commission.	Executive Director of E911 National Office	1 Working Days
	2.3. Send request to client thru email to accomplish the CSS.	Administrative Personnel, E911 National Office	5 Minutes
Total Processing Time			8 Working Days, 1 Hour, 15 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

27. Review of Appealed Administrative Cases

Description of Service:	Review, affirm, reverse or modify on appeal or upon motion for reconsideration the decision, resolution, order of NAPOLCOM NAB/RAB, BJMP or BFP.		
Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Highly Technical Transaction	Total Processing Time	270 days, 1 Hour, 30 Minutes*
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Appellants from PNP, BJMP and BFP		
Documentary requirements		Where to secure	
Complete case records from: - NAPOLCOM National Appellate Board (NAB) / Regional Appellate Board (RAB) - Bureau of Fire Protection (BFP) - Bureau of Jail Management and Penology (BJMP)		NAB (decisions rendered by the Chief, PNP); or RAB (decisions rendered by the PNP Regional Directors)	
Notice of Appeal (NOA)		Appellant	
Memorandum of Appeal (MOA)		Appellant	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. File Notice of Appeal (NOA) with deciding authority, copy furnished appellate authority within ten(10) days from receipt of appealed decision (PNP/BJMP).	1.1. Receive, record, check completeness of documents and forward to the Office of the Director (virtual through DMS / actual receipt of hard copies).	Admin Staff, LLLS-AD	15 Minutes
	1.2. Assign the appealed case to Appellate Division (virtual through DMS / actual receipt of hard copies).	Director, LLLS	30 Minutes
2. File Memorandum on Appeal (MOA) with DILG (Records Section) within 15 days from date of filing of NOA (PNP/ BJMP).For BFP, file the MOA within 15 days from receipt of appealed decision.	2.1. Assign the appealed case for review upon receipt of the complete case records from lower administrative bodies, provided that the NOA/ MOA are already filed with DILG and transmitted to Appellate Division, Legal and Legislative Liaison Service (virtual through DMS / actual receipt of hard copies).	Division Chief, AD	15 Minutes
	2.2. Draft Decision/Resolution/Order.	Assistant Division Chief, Attorney III, Attorney II, Legal Assistant	60 Days



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.3. Approve the draft Decision/Resolution/Order.	Director, LLLS	120 Days*
	2.4. Recommend approval of the draft Decision/Resolution/Order for SILG's signature.	Director, LLLS	30 Days*
	2.5. Review the draft action and forward to SILG for signature, if in order.	HEA	30 Days*
	2.6. Approve and sign the recommended Decision/Resolution/Order (virtual through DMS / actual receipt of hard copies).	SILG	30 Days*
	2.7. Issue Notice of Decision and release to Central Records Section (virtual through DMS / actual receipt of hard copies).	AD Releasing Staff Records Section (RS)	30 Minutes
	2.8. Send the certified true copy of the Decision Order/resolution via registered mail.	Central Records Section	
Total Processing Time			270 days, 1 Hour, 30 Minutes
END OF TRANSACTION			

Notes:

*This service requires more than 20 working processing days since it requires the use of technical knowledge in the processing and/or evaluation thereof.

*The Total Turnaround Time may vary depending on the volume of transactions or complexity of the issues of the case.

Governing Rules: The exercise of Appellate jurisdiction Under RA 6975 and NAPOLCOM Memorandum Circular No. 2016-002; BFP/ BJMP Rules on Administrative Cases; EO No.292 or Administrative Code of 1987; CSC 2017 RACCS



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

28. Issuance of Certificate of No Pending Appeal (CoNPA)			
Description of Service:	Issuance of Certificate upon request by proper party.		
Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Simple Transaction	Total Processing Time	3 Hours, 55 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	PNP, BFP and BJMP		
Documentary requirements		Where to secure	
1. Letter requesting for the issuance of Certificate of No Pending Action (CoNPA) Note: - If the requesting party is the PNP, BFP or BJMP, the request must be signed by the Head of Office. - If the requesting party is the respondent-appellant in the concerned administrative case, attach competent proof of identification		Respective office or agency	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Transmit all documentary requirements to DILG through its Central Records Section.	1.1. Receive, record, check completeness of documents and forward to LLLS. (virtual through DMS / actual receipt of hard copies)	Admin Staff, LLLS-AD	15 Minutes
	1.2. Receive and route the documents to the Office of the Director. (virtual through DMS / actual receipt of hard copies)	Receiving staff/ AA VI, LLLS	10 Minutes
	1.3. Assign the received documents to Appellate Division. (virtual through DMS / actual receipt of hard copies)	Director, LLLS	30 Minutes
	1.4. Assign the request for CoNPA to the Action Officer. (virtual through DMS / actual receipt of hard copies)	Division Chief, AD	15 Minutes
	1.5. Verify the request and determine the propriety of the request; a. With pending appeal to DILG – no CoNPA to be issued b. With no appeal to DILG – CoNPA may be issued	Admin Asst. III, AD	30 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.6. If entitled to CoNPA, approve draft CoNPA.	Division Chief, AD	30 Minutes
	1.7. Approve and sign CoNPA and its release.	Director, LLLS	1 Hour
	1.8. Route the approved CoNPA to the CRS. (virtual through DMS / actual receipt of hard copies)	AD Releasing staff/ Admin Asst. III, LLLS	15 Minutes
2. Client receives the CoNPA and accomplish the attached CSS form.	2.1. Release CoNPA with attached CSS form thru registered mail or personal appearance of client.	Admin Staff, Central Records Section	30 Minutes
Total Processing Time			3 Hours, 55 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

29. Confirmation of Dismissal Orders			
Description of Service:	Preparation of Confirmation of dismissal orders to be issued by SILG.		
Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Complex Transaction	Total Processing Time	4 Days, 3 Hours, 25 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	PNP, BJMP and BFP		
Documentary requirements		Where to secure	
1. Letter from the Head Office/ Disciplining Authority requesting confirmation of Decision dismissing the uniformed/non-uniformed personnel. (Indicate # of copies and whether it is original/photocopy)		Head Office/ Disciplining Authority	
2.Certified copy of the abovementioned Decision.		Head Office/ Disciplining Authority	
3.Proof of Service of said Decision to concerned respondent		Head Office/ Disciplining Authority	
4.Certification that respondent did not file an appeal or motion for reconsideration of said Decision		Head Office/ Disciplining Authority	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Transmit all documentary requirements to DILG through its Records Section.	1.1. Receive and route the documents to the Office of the Director. (virtual through DMS / actual receipt of hard copies)	Receiving staff/ AA VI, LLLS	10 Minutes
	1.2. Receive, check and route documents to the Appellate Division. (virtual through DMS / actual receipt of hard copies)	Director, LLLS	30 Minutes
	1.3. Assign the request for confirmation to the Action Officer. (virtual through DMS / actual receipt of hard copies)	Division Chief, AD	15 Minutes
	1.4. Request for certificate of No pending appeal to CRS.	Admin Asst III, AD / Admin Asst I (COS)	3 Working Days
	1.4.1. Draft Confirmation Order		30 Minutes
	1.5, Approve the draft Confirmation Order.	Division Chief, AD	30 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.6. Recommend approval of the draft Confirmation Order.	Director, LLLS	1 Hour
	1.7. Approve and sign the recommended Confirmation Order.	SILG	1 Working Day
	1.8. Forward the signed Confirmation Order to Central Records Section for releasing (virtual through DMS / actual receipt of hard copies).	AD Releasing Staff/ Admin Asst III (COS)	30 Minutes
Total Processing Time			4 Days, 3 Hours, 25 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

30. Comments on Appealed Administrative Cases to CSC			
Description of Service:	Compliance to CSC Order directing the submission of COMMENTS to appeals from DILG decisions.		
Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Highly Technical Transaction	Total Processing Time	45 Days, 5 Hours and 30 Minutes*
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Civil Service Commission		
Documentary requirements		Where to secure	
Order issued by CSC officially transmitting a copy of the Appeal filed by Appellant thereto		Civil Service Commission	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. CSC issues an Order directing SILG to file his Comment on the appeal and to transmit the entire case records to CSC for the disposition of the appeal.	1.1. Receive CSC Order then route the documents to the Office of the Director (virtual through DMS / actual receipt of hard copies)	Receiving staff/ AA VI, LLLS	15 Minutes
	1.2. Receive, check and route documents to the Appellate Division (virtual through DMS / actual receipt of hard copies)	Director, LLLS	30 Minutes
	1.3. Assign the CSC-appealed case preferably to the Action Officer (AO) who reviewed the case and drafted the Decision/Resolution/Order on appeal to CSC (virtual through DMS / actual receipt of hard copies)	Division Chief	15 Minutes
	1.4. Draft Comment	Division Chief, Division Assistant Chief, Attorney II, Attorney III, Legal Assistant	45 Days*
	1.5. Approve draft Comment	Division Chief	30 Minutes
	1.6. Recommend and sign the draft Comment for release to SILG (virtual through DMS / actual receipt of hard copies)	Director, LLLS	30 Minutes
	1.7. Review the draft comment and forward to SILG for signature if in order	HEA	1 Hour
	1.8. Approve and sign the recommended Comment	SILG	1 Hour



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.9. Transmit Comment and complete case records to CSC (virtual through DMS / actual receipt of hard copies)	Director, LLLS	1 Hour
	1.10. Issue Comment and release to Central Records Section (virtual through DMS / actual receipt of hard copies)	Releasing staff, Appellate Division/ AA III (COS), LLLS	30 Minutes
	1.11. Send the original copy of comment via registered mail, courier or personal service . Copy furnish the appellant and/or counsel if represented with one.	Central Records Section	
Total Processing Time			45 Days, 5 Hours, 30 Minutes*
END OF TRANSACTION			

Notes:

*This service requires more than 20 working processing days since it requires the use of technical knowledge in the processing and/or evaluation thereof

*The Total Turn Around Time may vary depending on the volume of transactions or complexity of the issues of the case

Governing Rules: CSC 2017 RACCS; RA6975 and NAPOLCOM Memorandum Circular No. 2016-002; EO No.292 or Administrative Code of 1987;



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

31. Implementation of Ombudsman Decisions (MOLEO Cases)			
Description of Service:	Preparation of Orders (Indorsements) to be signed by SILG to implement the Ombudsman decisions.		
Office	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)		
Classification	Simple Transaction	Total Processing Time	1 Working Day, 4 Hours, 30 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Office of the Ombudsman (Deputy Ombudsman for the Military and Other Law Enforcement Offices or MOLEO)		
Documentary requirements		Where to secure	
Indorsement from Ombudsman of a certified copy of its Decision directing SILG to implement said Decision		Office of the Ombudsman	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Indorsement of Ombudsman Decision are officially mailed or hand carried to DILG, to the attention of SILG for the latter's implementation	1.1. Receives indorsement from the Ombudsman and route the documents to the Office of the Director (virtual through DMS / actual receipt of hard copies)	Receiving staff/ AA VI, LLLS	15 Minutes
	1.2. Receive, check and route documents to the Appellate Division (virtual through DMS / actual receipt of hard copies)	Director, LLLS	30 Minutes
	1.3. Assign the indorsed Ombudsman Decision to the Action Officer (virtual through DMS / actual receipt of hard copies)	Division Chief, AD	15 Minutes
	1.4. Draft Order of Implementation by way of 2nd Indorsement to either the PNP, BJMP, and BFP	Admin Asst. III - AD	1 Hour
	1.5. Approve draft Order of Implementation (virtual through DMS / actual receipt of hard copies)	Division Chief	1 Hour
	1.6, Recommend approval of draft Order of Implementation (virtual through DMS / actual receipt of hard copies)	Director, LLLS	1 Hour



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.7. Approve and sign the recommended Order of Implementation (virtual through DMS / actual receipt of hard copies)	SILG	1 wd
	1.8. Release the signed Order of Implementation to Central Records Section, DILG. (virtual through DMS / actual receipt of hard copies)	Releasing staff Appellate Division/ AA III (COS), LLLS	30 mins
	1.9. Send the original copy of signed order of implementation via registered mail.	Central Records Section	
Total Processing Time			1 Working Day, 4 Hours, 30 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

32. Request for Nominees for Scholarships/ Training Grants			
Description of Service:	To provide foreign/local scholarship to qualified and deserving staff for their professional and career development, competency enhancement & efficiency in the delivery of services for the achievement of the Department objectives.		
Office	Human Resource Management Division, Administrative Service		
Classification	Complex Transaction	Total Processing Time	5 Working Days, 1 Hour, 50 Minutes
Type of Transaction	G2C - Government to Citizen	Fees to be paid	None
Who may avail	Donor Institutions (JICA, JDS, KOICA, AAAEP-P, PMDP-DAP)		
Documentary requirements		Where to secure	
Upon Application:			
1.Updated Personal Data Sheet (FORM 212)/curriculum vitae		CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html	
2.Medical Certificate		Applicant	
3.Endorsement from the Director		Concerned Office	
4. 9-in-1 Certification		Template may be downloaded at scholar.dilg.gov.ph	
5.Proposed Commitment Action Plan (CAP)/REAP		Template may be downloaded at scholar.dilg.gov.ph	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Forwards invitation letter to the Department	1.1. Receives, download, review, records and encodes in the DMS the invitation letter from the donor institutions then forward to concerned HRMD Action Officers;	Receiving Clerk	10 Minutes



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Monday to Friday 8am to 5pm

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



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.7. Prepare documents for Human Resource Development Committee (Online deliberation of applicants) 1.7.a. For CHRDC Online deliberation: Prepare Notice of Meeting for CHRDC, Application Notice for schedule of written exam/interview of candidates and communicate to concerned candidates, compilation of documentary requirements, Commitment Action Plan/proposed REAP.	Administrative Officer V	1 Working Day
	1.7.b. CHRDC Secretariat sends all required documents to CHRDC Board through a link a week before the online deliberation (panel interview)	Administrative Officer V	
	1.8. CHRDC Secretariat consolidate the results of the online deliberation (<i>then proceed to 2.1</i>) 1.8.a. For CHRDC Referendum/Resolution: prepare and submit the referendum/resolution with complete supporting documents of the candidate (Endorsement from the Director, Updated Personal Data Sheet, 9-in-1 Certification, Medical Certificate and Proposed Commitment Action Plan (CAP)/REAP) for their approval/signature.	Administrative Officer V	1 Working Day
	1.8.b. CHRDC Secretariat consolidates results of the CHRDC Deliberation Matrix for review of HRMD Chief, for approval of AS Director for HRDC Referendum:	Administrative Officer V	
	1.8.c. Review the candidate's qualifications and indicate their chosen nominee as principal or alternate by affixing their initial in the column provided.	Administrative Officer V	
2. Receives the endorsement of Applicants from the department and accomplish CSS	2.1. Prepare endorsement letter to the donor institution with cover memo and forward to HRMD Chief for review; to AS Director for approval and to OASHRD for approval/ signature of the endorsement letter.	Administrative Officer V	3 Hours
	2.2. Forward the endorsement of applicants to the donor institution with complete supporting documents and attach Client Satisfaction Survey	Administrative Officer V	15 Minutes
Total Processing Time			5 Working Days, 1 Hour, 50 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

33. Provision of Training for Student (OJT)			
Description of Service:	Application of Students for their On-the-Job Training		
Office	Human Resources Management Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	1 Day, 6 Hours, 10 Minutes
Type of Transaction	G2C - Government to Citizen	Fees to be paid	None
Who may avail	Students		
Documentary requirements		Where to secure	
Initial:			
Endorsement letter from school (specify the student course and the number of hours required)		Required to the OJT applicants before acceptance in the department.	
Curriculum Vitae		Personal Data provided by the OJT applicant	
Recent 1x1 ID Picture (1pc)		Provided by OJT applicant	
Duly signed (by the school) OJT Contract		Prepared and issued by the Department thru HRMD, Administrative Service	
In the issuance of certificate:			
Evaluation Form		From the Office-OJT Supervisor	
Daily Time Record (DTR)		Issued by the HRMD for attendance monitoring for the number of hours required	
Narrative Report		After the OJT Student finished and before the Certificate of Completion would be released.	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. The Student submits initial requirements to the HRMD-AS Receiving Clerk personally or via email at hrmdteam@gmail.com or through courier.	1.1. The Administrative Assistant II (Receiving Clerk- COS) reviews/ checks the completeness of the documents, if found complete, stamps received, records, encodes in the DMS and forwards the initial submitted requirements to the HRMD Action Officer (AO IV) for his appropriate action. If through email, request shall be forwarded to the Action Officer.	Administrative Officer IV	5 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2. The HRMD Action Officer (AO IV) evaluates, reviews, checks the database and prepares the OJT Contract (If there is no available slot, HRMD Action Officer prepares reply)	Administrative Officer IV	3 Hours
	1.3. The HRMD receiving Clerk (COS) records, updates the DMS and releases the OJT contract for signature of the AS Director	Administrative Officer IV	5 Minutes
	1.4. Once signed, the receiving clerk records, updates in the DMS and releases the signed Contract to the Student/OJT applicant for signature in the "CONFORME" by the concerned school	Administrative Officer IV	5 Minutes
2. Student receives the signed contract from the HRMD Action Officer (AO IV) for signature also in the "CONFORME" and returns/submits to the HRMD the signed contract from her/his school after one day.	2.1. The receiving clerk stamps received, records, encodes in the DMS the signed contract returned by student/OJT applicant and forwards to the Action Officer	Administrative Officer IV	1 Day and 15 Minutes
3. The Student shall undergo a brief orientation i.e. assignment, organizational awareness, manner/attitude, etc.	3.1. HRMD Chief or in her/his absence AO IV (Action Officer shall conducts brief orientation to the student-trainee i.e. assignment, organizational awareness, manner/attitude, etc.	Administrative Officer IV	1 Hour
4. The student shall receive the issued ID	4.1. After the briefing, Action Officer shall prepares and issue ID to the student-trainee	Administrative Officer IV	15 Minutes
Upon Completion of the required OJT Training Hours: 5. The Student submits to the HRMD Action Officer the requirements #s 5, 6 & 7 for the issuance /release of her/his Certificate of Completion	5.1. Action Officer(AO IV) receives, evaluates, review, the documents submitted, if found in order, prepares Certificate of Completion	Administrative Officer IV	1 Hour
	5.2. The receiving clerk shall records/ updates the DMS and releases the Certificate for signature of the AS Director	Administrative Officer IV	20 Minutes
	5.3. The receiving clerk records, updates the DMS and releases the duly signed Certificate of Completion to the student-trainee	Administrative Officer IV	5 Minutes
Total Processing Time			1 Day, 6 Hours, 10 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

34. Request for Access to Documents/ Records/ Information

Description of Service:	Provision on the request for access of records/ documents for Freedom of Information per EO 02, series of 2016.		
Office	Central Records Section, General Services Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	2 Hours, 25 Minutes
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government	Fees to be paid	If no. of pages exceeds 50: Php 3.00 per page for reproduction and additional Php 2.00 per page for authentication. If not, the service is free of charge
Who may avail	Local Government Officials and Employees, Other Government Agencies, Students and Researchers, General Public		
Documentary requirements		Where to secure	
DILG Request Form		Records Section, DILG-Central Office (for hard copy) or at the DILG official website under Reports and Resources>Resources and Downloads>Forms (for electronic copy)	
Letter-request from the Requesting Party (if bearer is authorized representative only)			
One (1) valid identification card (ID) with picture		Client	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Fill-out out all applicable fields in the Request Form. If authorized representative, submit a letter-request of the requesting party. Specify the number of copies of document/record requested. (Note: If the number of pages did not exceeds 50, proceed to step 4)	1.1. Receive the accomplished Request Form and the letter-request	FOI Receiving Officer/ Administrative Officer I Records Section	5 Minutes
	1.2. Review the request	FOI Receiving Officer/ Administrative Officer I Records Section	15 Minutes
	1.3. Retrieve the document/record requested by the client	FOI Receiving Officer/ Administrative Officer I and/or CRS Filing Officer	1 Hour
	1.3.a. If document/record is not available, disapprove the request and inform the client.	Administrative Officer V Records Section	5 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.3.b. If document/ record is available, reproduce the document.	Administrative Officer III Records Section	30 Minutes
	1.3.b.a. If number of pages exceeds 50, assess the applicable fees to be paid by the client.	Administrative Officer III Records Section	5 Minutes
2. Pay applicable fees, if the number of pages exceeds 50.	2.1. Prepare Order of Payment.	Chief Accountant Accounting Division, FMS	15 Minutes
	2.2. Issue Official Receipt (OR) for the payment of requested document/ record.	Administrative Officer V Cash Section	5 Minutes
3. Present the OR and a valid ID.	3.1. Write the OR number in the request form and check the ID presented by the client.	FOI Receiving Officer/ Administrative Officer I Records Section	3 Minutes
4. Wait for the release of requested document/ record.	4.1. Release the document/record, administer the CSS and sign the client's visitor's pass slip.	FOI Receiving Officer/ Administrative Officer I Records Section	2 Minutes
Total Processing Time			2 Hours, 25 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

35. Request for Plans and/or Status Reports on DILG Priority Programs and Projects

Description of Service:	- To provide relevant inputs and updates on the plans, targets and/or accomplishments of major deliverables of priority programs and projects as required from the Department by oversight agencies and other NGAs. - To provide requesting clients with archived data/information on the plans, targets and/or accomplishments of major deliverables of programs and projects of previous years by Walk-in Clients (academe, CSOs, researchers).		
Office	Planning Service (PS)		
Classification	Highly Technical (major deliverables of all priority programs and projects) Complex Transactions (major deliverables of selected programs and projects) Simple Transactions (request for archived data/information on the plans, targets and/or accomplishments of major deliverables of programs and projects of previous years)	Total Processing Time	Highly Technical Transactions – 20 Working Days Complex Transactions – 7 Working Days Simple Transactions – 3 Working Days
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen	Fees to be paid	None
Who may avail	Oversight Agencies (NEDA, DBM, PMS, Cabinet Clusters, Cabinet Secretariat, Senate, House of Representatives, Commission on Audit), including PCW, DFA; Other National Government Agencies (DTI, PSA, etc.); and Walk-in Clients (academe, CSOs, researchers)		
Documentary requirements		Where to secure	
Communication/Letter-request with the following information:			
Specific information/ documents required		Request for DILG Plans - Planning and Programming Division (PPD)	
The need for the information/ documents		Request for DILG Accomplishment Reports - Monitoring and Evaluation Division (MED)	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit request for DILG Plans and/or Status Reports	1.1. <u>Receipt of the request</u>		
	1.1.a. Receive/record requests from offices/agencies and forward the same to the Planning Service Director through Data Management System (DMS), email and/or other online platforms or SMS	Administrative Assistant III, Office of the PS Director	5 Minutes
	1.1.b. Provide instruction (handwritten or verbal or communicated/transmitted via online platforms or thru SMS) to Division Chief/Asst. Division Chief or concerned staff	PS Director	5 Minutes



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.1.c. Conduct initial assessment and the corresponding assignment of responsible unit/staff (handwritten or verbal or communicated/transmitted via online platforms or thru SMS)	Request for Plans: PPD Assistant Division Chief / Division Chief Request for Status Reports: MED Assistant Division Chief / Division Chief	5 Minutes
A. If Highly Technical Plans/Status Reports or Complex Plans/Status Reports			
	1.2. <u>Preparation of draft plan/status report</u> 1.2.a. Request operating units for data, if data needed involves all programs and projects, is not readily available, and/or needs updating, via DMS, email and/or any online platforms	Request for Plans: Planning Officer I / II Request for Status Reports: Project Evaluation Officer I / II	Highly Technical: 5 Working Days Complex: 1 Working Days and 4 Hours
	1.2.b. Process, update and validate the submitted data and prepare draft plan/status report and submit online to immediate supervisor via email and/or any online platforms (google docs)	Request for Plans: Planning Officer I / II Request for Status Reports: Project Evaluation Officer I / II	Highly Technical: 3 Working Days Complex: 1 Working Day and 4 Hours
	1.2.c. Review, consolidate and integrate the Department plan/status report for the requesting office/agency and submit the same to the assistant division chief/division chief via email and/or any online platforms	Request for Plans: Planning Officer III Request for Status Reports: Project Evaluation Officer III	Highly Technical: 5 Working Days Complex: 1 Working Day



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.3. Review and finalize plan/status report and endorse the same to the PS Director for approval, via DMS and/or other online platforms <i>Note: If needing modifications, instructions are provided to the concerned staff for necessary revisions.</i>	Request for Plans: PPD Assistant Division Chief / Division Chief Request for Status Reports: MED Assistant Division Chief / Division Chief	Highly Technical: 2 Working Days and 4 Hours Complex: 1 Working Day
	1.4. Approve and endorse requested document to concerned DILG Official via DMS	PS Director	Highly Technical: 2 Working Days Complex: 4 Hours
	1.5. Approve and sign the requested document and return to PS for release via DMS	Concerned DILG Official (SILG, Undersecretary or Assistant Secretary)	Highly Technical: 2 Working Days Complex: 1 Working Day
B. If Simple Plans/Status Reports			
	1.2. <u>Retrieval and reproduction of the requested plan/status report</u> 1.2.a. Retrieve from file and conduct table validation of requested document	Request for Plans: Planning Officer I / II Request for Status Reports: Project Evaluation Officer I / II	1 Working Day
	1.2.b. Reproduce the requested document	Request for Plans: PPD Administrative Aide VI Request for Status Reports: MED Administrative Aide VI	4 Hours



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2.c. Authorize the release of the requested document	Request for Plans: PPD Assistant Division Chief / Division Chief Request for Status Reports: MED Assistant Division Chief / Division Chief	1 Working Day
2. Fill-up client satisfaction form (manual or electronic) upon receipt of the requested document	2.1. Provide advance copy of the requested document thru electronic mail, DMS and/or other online platforms	Request for Plans: PPD Administrative Aide VI Request for Status Reports: MED Administrative Aide VI	15 Minutes (upon receipt of signed document)
3. Acknowledge receipt of the requested document	3.1. Record and forward the requested official document to requesting agency/office/private entity through Central Records Section (AS-PD), DMS, email, other online platforms and/or hand-carry delivery; For walk-in clients: release the requested document to client	Request for Plans: PPD AA VI Request for Status Reports: MED AA VI Central Records Section: Administrative Aide, PD, AS	3 Hours and 30 Minutes (upon receipt of signed document)
Total Processing Time			Highly Technical: 20 Working Days Complex : 7 Working Days Simple: 3 Working Days
END OF TRANSACTION			



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

36. Issuance of Memorandum Circulars

Description of Service:	Preparation and issuance of policies in the form of Memorandum Circulars and other issuances on the different programs and projects of the Bureau. (This service shows the entire process however, the defined duration are those within the control of the Bureau)		
Office	Bureau of Local Government Development		
Classification	Highly technical Transaction	Total Processing Time	8 Working Days, 3 Hours 45 Minutes
Type of Transaction	G2C - Government to Citizen; G2B - Government to Businesses; G2G - Government to Government	Fees to be paid	None
Who may avail	Congress (Senate and House of Representatives), DILG Top Management, National Government Agencies (NGAs), Local Government Units (LGUs), Non-government Organizations (NGOs), Civil Society Organizations (CSOs), Private Sector, International Partners		
Documentary requirements		Where to secure	
Request letter or memo indicating the need to formulate a Memorandum Circular		From the requesting party/ Agency	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Unit / Division	Position Processing Time
1. Submit letter along with the draft MC requesting for assistance via email, courier or hand carry to facilitate the issuance of the said policy	1.1. Receive request letter/ endorsement letter from the client and record through the DMS	ADAS II Office of the Director	10 Minutes
	1.2. Review document, provide instructions and assign to the concerned Division	Director / Asst. Director	30 Minutes
	1.3. Route document to the concerned division	ADAS II Office of the Director	5 Minutes
	1.4. Receive, record and endorse to the Division Chief	Action Officer of Division concerned	5 Minutes
	1.5. Provide further instructions and endorse to the concerned Action Officer/Focal Person	Division Chief/ Assistant Division Chief concerned	30 Minutes
	1.6. Research, consult and draft MC a. Acknowledge receipt of the request (either thru email or letter). b. Research, consult, provide comments/inputs on the draft MC. c. Re-draft MC and prepare letter/memorandum to Legal Service or FMS and other concerned offices to solicit comments and inputs, and memorandum to ISTMS (for posting on the website	Designated Action Officer/ Focal Person: (LGOO I-V)	2 Working Days



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.7. Review the draft MC and attached letters/memoranda to concerned offices and provide further instructions/comments to the concerned division, if any	Division Chief/ Assistant Division Chief concerned	1 Hour
	1.8. Review the draft MC and attached letters/memoranda to concerned offices and provide further instructions/comments to the concerned division, if any	Director/Assistant Director	1 Hour
	1.9. Receive, record and forward the signed documents to concerned offices (Legal Service and ISTMS)	Action Officer of Division Concerned	5 Minutes
	*FMS and other offices, if necessary		
	Awaiting comments from concerned offices including legal opinion from Legal Service and posting of the draft MC on the DILG website by ISTMS		5 Working Days
	1.10. Receive, record the receipt of comments from the other offices and forward to the Director/Assistant Director for further instructions	ADAS II Office of the Director	5 Minutes
	11. Review the comments and provide further instruction to the concerned Division	Director/Assistant Director	30 Minutes
	1.12. Review the comments from other offices and provide instructions to the concerned Action Officer	Division Chief/ Assistant Division Chief concerned	30 Minutes
	1.13. Consolidate all inputs and comments, including those from LLLS and ISTMS (other offices, if any), and finalize the MC along with the cover memo to DILG top management	Designated Action Officer/ Focal Person: (LGOO I-V)	5 Hours
	1.14. Review and endorse finalized MC and cover memo for approval of the Director/Assistant Director	Division Chief/ Assistant Division Chief concerned	1 Hour
	1.15. Review the finalized MC along with the cover memo for endorsement to the DILG top management for approval	Director/Assistant Director	1 Hour
	1.16. Route the finalized MC to the top management for approval and signature	Action Officer of Division Concerned	5 Minutes
	Awaiting approval/ disapproval of the MC from the top management		This step depends on the Citizen's Charter of Office of the Secretary/ Undersecretary concerned (with constant follow-up)
	1.17. Take further action, if needed, and forward the final document to Central Records Section for its official release/dissemination	Designated Action Officer/ Focal Person: (LGOO I-V)	10 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Receive the official copy of approved/disapproved MC thru email and accomplish the CSS	2.1. Inform/provide the client a copy of the approved/disapproved MC and administer the Client Satisfaction Survey thru email	Designated Action Officer/ Focal Person: (LGOO I – V)	5 Minutes
Total Processing Time			8 Working Days, 3 Hours, 45 Minutes
END OF TRANSACTION			



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

CITIZEN'S CHARTER 2023 (1st Edition)

INTERNAL SERVICES



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

1. Leave Application			
Description of Service:	This service refers to the processing of different types of leave applications based on CSC rules and regulations and DILG policies.		
Office	DILG Central Office (Personnel Division , Administrative Service), Regional Offices (Personnel Section, Finance and Administrative Division), Provincial/City Offices (Finance and Administrative Section)		
Classification	Simple Transaction	Total Processing Time	2 Working Days, 40 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	All DILG Officials and Employees		
Documentary requirements		Where to secure	
Provide one (1) fully-accomplished CSC Form No. 6 (Application for Leave) with signature of immediate supervisor, and with the appropriate attachment/s for the type of leave to be availed.		Form is available at concerned offices/operating units, and can also be from accessible at the CSC and DILG Websites	

Client Action (Detailed Steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit accomplished leave application form, along with complete attachments, via physical submission or email/ DMS.	1.1. Ensure that the leave form used is correct, the supporting documents are complete, and the leave application is filed within the prescribed period; then receive the leave application.	CO: PD Receiving Clerk RO: Administrative Aide IV P/CO: Leave Card Custodian/ Designated HR Officer	5 Minutes
	1.2. Review leave application as to correctness of data, and completeness and appropriateness of supporting documents. Process the leave application if found in order and transmit to signing authority.	CO: PD Action Officer RO: Administrative Officer IV P/CO: Designated HR Officer	5 Minutes
	1.3. Review the accuracy of leave balance as to correctness of computation and appropriateness of the type of leave.	CO: PD Section Chief & Division Chief RO: Administrative Officer IV	10 Minutes



DILG OFFICE HOURS
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Client Action (Detailed Steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.4. Evaluate leave and sign leave form. (Recommending Approval/Disapproval).	CO: Division Chief/Supervisor of office concerned RO: Division Chief/ Assistant Division Chief/ Section Chief P/CO: Cluster Team Leader /Program Manager/ Section Chief	1 Working Day
	1.5. Approve/Disapprove leave application and sign leave form.	CO: Designated Approving Authorities RO: Director IV/ Regional Director P/CO: LGOO VIII/ Provincial Director	1 Working Day
	1.6. Update leave card and record earned/deducted leave credits of concerned employee.	CO: PD Action Officer RO: Designated Leave Officer P/CO: Leave Card Custodian	10 Minutes
2. Receive status and/or copy of leave application as approved/ disapproved and accomplish the Customer Satisfaction Survey Form.	2.1. Notify employee on the status of leave application and/or provide copy of acted upon leave application.	RO: Designated Leave Officer P/CO: Leave Card Custodian	10 Minutes
Total Processing Time			2 Working Days, 40 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

2. Request for Technical Assistance on ICT Resources

Description of Service:	An internal service provided by the ISTMS (Central Office) and the ORD-RICTU (Regional Offices) to an end-user who needs technical assistance on ICT resources. The end-user will request technical assistance and ISTMS/RICTU technical personnel will provide resolution or recommendation. Details will be documented in the ICT Technical Assistance Request Form (ICT TARF).		
Office	DILG Central Office (Information System and Technology Management Service, Network and Technology Management Division, DILG Regional Office (Regional Information and Communications Technology Unit, Office of the Regional Director)		
Classification	Simple Transaction	Total Processing Time	3 Working Days
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	DILG Offices/ Services/ Bureaus		
Documentary requirements		Where to secure	
Request Form		ISTMS-NTMD/ ORD-RICTU	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Request for technical assistance thru the accomplished ICT Technical Assistance Request Form (TARF) thru chat, email, online system, letter/memo or walk-in	1.1. Receive the ICT TARF from the End-user. Log the necessary information on the ICT TAML and assign/generate an ICT Technical Assistance Reference Number.	ISTMS Personnel/ RICTU Personnel	30 minutes
	1.2. Assign a technical personnel.	Chief/Team Lead, NTMD / Regional Information Technology Officer (RITO)	2 wds and 7 hours
	1.2.1. Conduct evaluation/ inquiry to identify and isolate end-user concern/ issue (if any). 1.2.2. Render technical assistance or provide resolution/recommendation based on the information gathered.	ISTMS Technical Personnel/RICTU Personnel	
2. Accept and provide feedback on the technical assistance rendered and accomplish CSS	2.1. Secure signature of the end-user in the ICT TARF and completely accomplish the documentation. <i>Note: No signature required for Online ICT TARF</i>	ISTMS Technical Personnel/RICTU Personnel	30 minutes
Total Processing Time			3 Working Days
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

3. Request for Authority to Travel Abroad			
Description of Service:	This service facilitates request for authorization for travel abroad of personal nature based on the Department of Interior and Local Government (DILG) Policies.		
Office	Personnel Section, Finance and Administrative Division (Regional Office); Finance and Administrative Section (Provincial/City Offices)		
Classification	Complex Transaction	Total Processing Time	6 Working Days, 2 Hours, 10 Minutes
Type of Transaction	G2G – Government to Government	Fees to be paid	None
Who may avail	Department of Interior and Local Government (DILG) Employees		
Documentary requirements		Where to secure	
1. Letter-Request for Authorization (1 Original Copy)			
2. Fully-accomplished CSC Form 6 with signature of immediate supervisor (1 Original Copy)		Form is accessible at the CSC and DILG Regional Websites	
3. Regional/Provincial/City Clearance (1 Original Copy)		Template is accessible at the DILG Regional Websites	
4. Fully-accomplished CSC Form 7 with signature of immediate supervisor (1 Original Copy)		Form is accessible at the CSC and DILG Regional Websites	
5. For Provincial/City Offices personnel, Indorsement Letter (1 Original Copy)			
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Letter-request indicating date and place of travel and leave form, either personally or email or thru DMS.	1.1. Receive Application Letter, fully-accomplished CSC Forms 6 and 7 with signature of concerned personnel.	Designated Records Officer	10 Minutes
2. Sign Clearance	2.1. Facilitate approval of CSC Forms 6 and 7 by authorized signatories. 2.1.1. Endorse request for authorization for the Regional Office.	Designated HR Officer (Provincial/City Director Provincial/City Offices)	1 Working Day
	2.2. Facilitate approval of CSC Form 7 by authorized signatories.	Personnel Section Staff	2 Working Days



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.3. Process leave application and certify leave credits/balances.	Personnel Section Staff	30 Minutes
	2.4. Draft indorsement to Central Office.	Personnel Section Staff	30 Minutes
	2.5. Approve/Disapprove authorization, leave form, and clearances.	Regional Director/ Authorized Official	1 Working Day
	2.6. Forwards indorsement to Central Office through Document Management System (DMS).	Regional Records Officer	30 Minutes
	2.7. Receive indorsement and review completeness and appropriateness of administrative requirements.	Central Office Personnel Division	5 Minutes
	2.8. Prepare the Travel Authority and transmit to Undersecretary for Local Government (USLG)/Secretary of the Interior and Local Government (SILG) for approval.	Central Office Personnel Division	10 Minutes
	2.9. Sign the Travel Authority.	Undersecretary for Local Government/Secretary of the Interior and Local Government	2 Working Days
	2.10. Upon approval of Travel Authority, send the approved copy to DILG Central Records Section for releasing to Regional Office.	Central Office Personnel Division	5 Minutes
3. Receive Authorization to Travel Abroad or Letter (if disapproved) and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/DILG official website.	3.1. Release Authorization or Letter (if disapproved).	Central Office Personnel Division	10 Minutes
Total Processing Time			6 Working Days, 2 Hours, 10 Minutes
END OF TRANSACTION			



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4. Request for Certification and Records on Personnel Matters

Description of Service:	This service facilitates request for certificates pertaining to employment and other personnel records of active and inactive employees.		
Office	Personnel Section, Finance and Administrative Division (Regional Office); Finance and Administrative Section (Provincial/City Offices)		
Classification	Simple Transaction	Total Processing Time	2 Working Days, 7 Hours, 20 Minutes
Type of Transaction	G2G – Government to Government; G2C – Government to Citizen	Fees to be paid	None
Who may avail	Former and Present Employees of the Department of Interior and Local Government (DILG)		
Documentary requirements		Where to secure	
1. Properly filled-out Personnel Records Requisition Form (1 Original Copy)		Form is accessible at the DILG Regional Website	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Personnel Record Requisition Form either personally, thru email or DMS.	1.1. Check the appropriateness and receive filled-out Personnel Records Requisition Form.	Personnel/Accounting Staff	10 Minutes
	1.2. Check personnel records and/or gather relevant supporting documents to supply the data needed for the request,		1 Working Day
	1.3. Prepare the requested document/s.		1 Working Day
	1.4. Check the veracity of the document and submit to the signing authority.	HRMO/Personnel/ Accounting Staff	4 Hours
	1.5. Sign the document upon verification.	Chief Administrative Officer/Authorized Signatory	3 Hours
2. Claim the requested document/s and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website.	2.1. Release the requested document/s.	Personnel/Accounting Staff	10 minutes
Total Processing Time			2 Working Days, 7 Hours, 20 Minutes
END OF TRANSACTION			



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5. Request for Release of Equipment			
Description of Service:	To monitor the release and return of office equipment.		
Office	Finance and Administrative Division, General Service Section		
Classification	Simple Transaction	Total Processing Time	35 Minutes
Type of Transaction	G2G – Government to Government	Fees to be paid	None
Who may avail	DILG Regional and Field Office Personnel		
Documentary requirements		Where to secure	
1. Request for Equipment Release Form (1 Original Copy)		Finance and Administrative Division, General Service Section	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Request for Equipment Release Form signed by their immediate supervisor either personally, thru email or DMS	1.1. Receive and check the details of the Request for Equipment Release Form and the condition of the requested equipment.	General Service Section Staff	5 Minutes
	1.2. Review and approve the Request for Equipment Release Form.	General Service Section Chief/ Finance and Administrative Division Chief	5 Minutes
	1.3. Records the details on the log sheet and return the approved Request Form to the requesting employee, indicate time and date of release.	General Service Section Staff	10 Minutes
2. Receive the approved Request Form	2.1. Retain copy of the approved Request Form.	General Services Section Staff	5 Minutes
3. Submit Request for Equipment Release Form signed by their immediate supervisor either personally, thru email or DMS and accomplish CSS.	3.1. Receive and check the details and condition of the returned equipment, indicate the date and time of return and administer CSS.	General Services Section Staff	10 Minutes
Total Processing Time			35 Minutes
END OF TRANSACTION			



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6. Request for Vehicular Support Service for DILG Officials and Employees

Description of Service:	To provide transport assistance to all personnel of DILG Central, Regional and Field Offices		
Office	DILG Central Office - Motorpool Section, General Services Division, Administrative Service; DILG Regional and Provincial Offices		
Classification	Simple Transaction	Total Processing Time	24 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	DILG Personnel and DILG Regional Offices		
Documentary requirements		Where to secure	
- Request for Vehicular Support Services (FM-QP-DILG-AS-RO- 12-0 1) - Supporting Documents (e.g. Activity Design, Department Order, Invitation, List of Passengers, etc.)		Supply and General Services Section (SGSS) – Finance and Administrative Division Motorpool Section	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit accomplished vehicle request form attached with necessary supporting documents. <i>For Field Offices: Submit the request letter to any of the DILG Offices within the region</i> <i>For CO: Submit the form no later than 24 hours prior to requested date if the trip is within Metro Manila; 5 days before if the trip is outside Metro Manila.</i>	1.1. Receive request form and check for supporting documents needed.	Chief, Motorpool Section/ AA III/ AA II SGSS Staff (RO) FAS Staff (PO/City Office)	2 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Submit the filled-out form.	2.1. Evaluate the request concerning to following: • Official nature of trip • Availability of Driver • Availability of Vehicle <i>For Central Office, recommend approval to Chief, GSD.</i> NOTE: <i>If above items are all satisfactory complied, indicate the assigned driver/ vehicle on the form and sign the corresponding section to recommend for approval.</i> <i>If there is no available driver/vehicle, proceed to step 3.1</i>	Chief, Motorpool Section / SGSS Staff (RO) FAS Staff (PO/City Office)	10 Minutes
	2.2. Review and approve request.	Chief, GSD / GSS Chief (RO) City/Provincial Director (City Office/PO)	5 Minutes
	2.3. Record the request and inform the driver on the details of the trip.	GSD Staff / SGSS Staff (RO) FAS Staff (PO/City Office)	2 Minutes
3. Receive the result of the request and accomplishes the CSS Form.	3.1. Inform the requesting party on the approval/disapproval of request. Provide the details of driver and vehicle for approved request and administration of Client Satisfaction Survey.	Chief/GSD Staff, Motorpool Section/ AA III / SGSS Staff (RO) FAS Staff (PO/City Office)	5 Minutes
Total Processing Time			24 Minutes
END OF TRANSACTION			



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

Description of Service:	Evaluation and preparation of comments and recommendations on draft policies, MOAs, MOUs, and contracts/agreements involving the Department.		
Office	Legal and Legislative Liaison Service (LLLS), DILG Regional Offices		
Classification	Highly Technical Transaction	Total Processing Time	Regional Office: 11 Working Days, 2 Hours Central Office: 14 Working Days, 2 Hours
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen	Fees to be paid	None
Who may avail	DILG Official/Employees/Field Personnel, LGU Officials, General Public		
Documentary requirements		Where to secure	
Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS		Requests shall originate from requesting party/office	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client submits request for review: a) via Regional Office (For Field Offices and others within their AORs), in which case begin with Step No. 1.1 (Agency Action) b) via CRS/OSEC (For Regional Offices/other NGAs/LGUs/ General Public), in which case proceed to Step No. 1.6 (Agency Action) c) via LLLS Receiving Window/DMS (for OSEC/OUsec/OASec/Bureau/ Service) in which case proceed to Step No. 1.7 (Agency Action)	1.1. Receive, record and route received document (For internal processes proceed to 1.3)	Regional Records Officer	30 Minutes
	1.2. Assign the request for review/comment.	Regional Director	30 Minutes
	1.3. Evaluate and prepare review/comments. 1.3.1. Conduct legal research on applicable laws, rules, regulations and other issuances. 1.3.2. Prepare draft review/comment and forward draft action to the Assistant Regional Director (ARD).	Regional Legal Officer	10 Working Days <i>Note: For MOA-5WD; Contract-3WD; Legal study/Policy Review- 10WD</i>
	1.4. Review and countersign draft review/comment, if acceptable, and forward to the Regional Director.	Assistant Regional Director, Regional Director	1 Working Day
	1.5. Record the approved/signed review/comment in the monitoring log sheet and forward to the Regional Records Section/requesting office with attached CSS Form or indorsement to CO.	Regional Legal Unit	1 Hour



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.6. Receive the request and route to the Office of the Director, LLLS.	Central Records Section	1 Hour
	1.7. Receive and route the same to the Legal Research, Assistance and Legislative Liaison Division (LRALLD).	LLLS Director	30 Minutes
	1.8. Assign and route the received documents to the Action Officer.	Chief, LRALLD	6 hours
	1.9. For clients within the Central Office, prepare Memorandum for the Office of the Director, LLLS and draft comments/review to be submitted to the Assistant Division Chief, LRALLD; For client/s outside the Central Office, prepare Memorandum for the Office of the Director, LLLS, Memorandum for the Undersecretary for External, Legal and Legislative, and draft comments/review to be submitted to the Assistant Division Chief, LRALLD.	Action Officer	11 Working Days <i>Note: For MOA-6WD; Contract-4WD; Legal study/Policy Review- 11WD</i>
	1.10. Accept document thru DMS, ADC review initial draft and, if acceptable, forward the same to the DC. DC signs the memorandum submitted by the Action officer, if acceptable, and forward the documents to the Director, LLLS.	ADC, DC	1 Hour
	1.11. Accepts the finalized draft, review and approve/sign the same. For client/s within Central Office, approve/sign the same, if acceptable. Return the signed document to LRALLD for release to the client. For client/s outside of the Central Office, approve/sign the Memo for the Undersecretary for External, Legal and Legislative Affairs, if acceptable. Return the signed document to LRALLD for release to the Undersecretary.	Director, LLLS	30 Minutes
	1.12. Release the document to the Undersecretary for External, Legal and Legislative Affairs.	LRALLD Releasing Officer	30 Minutes
	1.13. Accept the finalized draft, review and approve/sign the same, if acceptable. Otherwise, the Undersecretary for External, Legal and Legislative Affairs shall return the same to LLLS for clarification/revision/modification.	Undersecretary for External, Legal and Legislative Affairs	1 Working Day
	1.14. Receives the signed draft and releases the document to the Central Records Section or concerned office within CO with attached CSS Form.	LLLS OD, LRALLD Tracking Officer, LRALLD Releasing Officer	1 Working Day



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.15. Photocopy/scan copy of comments and release to client.	CRS	30 Minutes
Total Processing Time			Regional Office: 11 Working Days, 2 Hours Central Office: 14 Working Days, 2 Hours
END OF TRANSACTION			



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8. Procurement, Inspection, Acceptance, and Issuance of Goods and Services

Description of Service:	1. Conduct of the procurement process as prescribed by the Government Procurement Reform Act (Republic Act (RA) No. 9184) and its Revised Implementing Rules and Regulations (RIRR). Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to AMP shall be made only if: 1) highly exceptional cases; 2) To promote economy and efficiency; 3) Justified by conditions specified in RA 9184. 2. Conduct of inspection, acceptance and issuance of goods and services as prescribed by the Commission on Audit (COA) rules and regulations.		
Office	Bids and Awards Committee (BAC) Secretariat, Procurement Planning and Management, and Procurement Contract Management Sections, Procurement Management Division (BSS, PPMS, and PCMS, PMD) and Property Accounts Section, General Services Division (PAS,GSD), Administrative Service (AS) for Central Office and Finance and Administrative Division, Supply and General Services Section (FAD-SGSS) for Regional Offices		
Classification	Not Applicable; timeline are determined under RA 9184 and its RIRR and Government Accounting Manual (GAM)	Total Processing Time	For Competitive/ Public Bidding: maximum of 136 calendar days (for procurement process only) For Alternative Methods of Procurement (AMP): maximum of 60 calendar days (for procurement process only) In accordance with the timelines of RA 9184 and GAM
Type of Transaction	Government to Government, Government to Citizen, Government to Business	Fees to be paid	N/A
Who may avail	End users, Supplier/s, Service Provider/s		
Documentary requirements		Where to secure	
1) Approved and funded Purchase Request (PR) (original)		Budget Division (funded PR) and End User Office (Activity Design/ PR, PPMP, and other supporting documents)	
2) Project Procurement Management Plan (PPMP) consolidated into Annual Procurement Plan (APP)		PPMS (PPMP and APP)	
3) Other supporting documents as may be required from time to time (such as Terms of Reference (TOR), Market Analysis, Quotation from Exclusive Supplier/Contractor, Distribution List, Operations Plan and Budget (OPB), Certificate of Availability of Funds (CAF), whichever is applicable)		Accounting Division and Budget Division (CAF), Planning Service (OPB), End user Office	



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. End user submits the approved and funded PR along with the PPMP and other supporting documents	1.1. Receive and record the approved and funded PR and check the completeness, correctness and appropriateness of required supporting documents and assign Control Number. Note: the PRs received with the same items/category are gathered within 10 CD upon receipt of the first PR or after the communicated deadline of submission.	For CO: PPMS Receiving Officer For RO: SGSS Designated Officer	5 mins
	1.2. Determine the appropriate method of procurement to be used. <i>If for Competitive/Public Bidding, forward the documents to the BAC Secretariat and proceed to step 1.3 -9.1.2, step 20.1 -22.8</i> <i>If request/s is/are for Direct Contracting, proceed with step 10.1 -13.2, step 20.1 -22.8</i> <i>If request/s is/are for Alternative Mode of Procurement (AMP) such as Small Value Procurement (SVP), or Shopping (b), proceed to step 14.1 -17.2, step 20.1 -22.8</i> <i>If request/s is/are for Common-use Supplies available at the PS, DBM, proceed to step 18.1 -22.8</i>	For CO: PPMS Action Officer, PPMS Section Chief For RO: BAC Secretariat	10 mins
	1.3. Receive approved and funded PR and supporting documents from the PPMS and check the completeness of the supporting documents. If deficiency is noted, return to the PPMS 1.3.1. Assign the PR/s to the BAC Secretariat Member who will handle the project. 1.3.2. Consolidate the PRs of the same kind, if applicable.	Receiving Officer, BAC Secretariat Section/ BAC Secretariat Chief, BAC Secretariat Section/ BAC Secretariat BAC Secretariat Member	15 minutes 10 calendar days (CDs) if with consolidation



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. End user attends the Pre-Procurement Conference (for Public Bidding only), if applicable	2.1. Conduct Pre-Procurement Conference, if applicable <i>If BAC defers or disapproves the procurement project, return the PR to the end user for revision/compliance of requirements and revert to step 1.</i>	BAC/ BAC TWG/ BAC Secretariat/ End User	1 calendar day
	2.2. Prepare the Minutes of the Meeting and forward to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval.	BAC Secretariat Member/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson	5 calendar days
	2.3. Prepare the Invitation to Bid (IB) and Bidding Documents.	BAC Secretariat/ BAC TWG	1 calendar day
	2.3.1. Forward final IB to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval.	BAC Secretariat Member/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson	1 calendar day
	2.3.2. Post the approved IB and Bidding Documents in Philippine Electronic Procurement System (PhilGEPS) website, DILG website and conspicuous places.	BAC Secretariat Member	1 calendar day
3. Prospective supplier/s and/or service provider/s and end-user/s to attend the Pre-Bidding Conference	3.1. Conduct of Pre-Bidding Conference, (if applicable) to clarify and/or explain any of the requirements, terms and conditions, and technical specifications stipulated in the Bidding Documents <i>Note: Optional for projects with Approved Budget for the Contract (ABC) of below 1M</i> 3.1.1. Prepare the Minutes of the Meeting and forward to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval. 3.1.2. If there are amendments on the Bidding Documents, prepare the Bid Bulletin and forward to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval.	BAC/ BAC TWG/ BAC Secretariat/ End User/ Observers/ Prospective Bidders BAC Secretariat Member/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson BAC Secretariat Member/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson	minimum of 8 CD, maximum of 40 CD from Posting*



Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
4. Supplier/s and/or service provider/s who purchased the Bidding Documents submit/s their bids on the date, time, and place specified in the IB 5. Supplier/s and/or service provider/s attend/s the Opening of Bids	4.1. Receive the bids submitted by the bidders who purchased the Bidding Documents on the date, time, and place specified in the IB. 5.1. Conduct the Opening of Bids and check the submitted documents of each bidder using the non-discretionary "pass/fail" criterion. <i>If there is no bidder or all bidders were declared ineligible, declare the bidding a failure.</i> 5.1.2. Prepare the Abstract of Bids as Read and forward to BAC for signature 5.1.3. Prepare the Minutes of the Meeting and forward to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval.	BAC Secretariat Member BAC/ BAC TWG/ BAC Secretariat/ Observers/ Bidders BAC Secretariat Member/ BAC BAC Secretariat Member/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson	12 CD from Pre-Bidding Conference
	5.2. Conduct the Detailed Bid Evaluation 5.2.1. Prepare the Bid Evaluation Report 5.2.2. Prepare the Abstract of Bids as Evaluated and forward to BAC for signature 5.2.3. Notify the S/LCB as Evaluated to submit the post-qualification documents within the prescribed period 5.2.4. Prepare the Minutes of the Meeting and forward to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval.	BAC/ BAC TWG-G&S/ BAC Secretariat/ Observers BAC Secretariat Member/ BAC TWG BAC Secretariat Member/ BAC BAC Secretariat Member BAC Secretariat Member/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson	7 CD from Opening of Bids



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
6. S/LCRB as evaluated submits Post-Qualification documents within the prescribed period	6.1. Conduct the Post-Qualification 6.1.1. Prepare a Post Qualification Report. If the bidder passed the post-qualification stage, proceed to Step 6.2. If it failed, recommend for the disqualification of the bidder	BAC through the BAC TWG/ BAC Secretariat / Observers BAC Secretariat Member / BAC TWG	12 CD from the Detailed Bid Evaluation; for exceptional cases, may be extended to a maximum of 45 CD from Detailed Bid Evaluation, upon approval of the HoPE
	6.2. Prepare and approve BAC Resolution and Notice of Award (NOA)	BAC Secretariat Member / BAC Secretariat Head/ BAC/ HoPE	15 CD from Post Qualification
7. S/LCRB receives the NOA and submits any forms of Performance Security: a. Cash or cashier's/manager's check issued by a Universal or Commercial Bank; b. Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; c. Surety bond d. Performance-Securing Declaration (PSD)	7.1. Issue NOA to the S/LCRB 7.1.1. Post the signed NOA and approved Resolution in PhilGEPS and DILG websites	BAC Secretariat Member BAC Secretariat Member	



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	7.2. Receive Performance Security from the S/LCRB 7.2.1. Check if the Performance Security posted is in accordance with the required amount/PSD 7.3. Prepare Purchase Order (PO)/Contract, Cover Memorandum and all its attachments	BAC Secretariat Member	10 calendar days from Receipt of NOA
8. S/LCRB receives PO/Contract If contract, S/LCRB notarizes the document and returns the notarized Contract	8.1. Issue the approved and funded PO/Contract to the S/LCRB 8.1.1. Once the PO/Contract is signed by the S/LCRB and notarized (for Contract), furnish the COA with the certified true copies of the PO/Contract with supporting documents	BAC Secretariat Member / SGSS Designated Officer BAC Secretariat Member / End user / FMS / SGSS Designated Officer	5 working days
9. S/LCRB receives the Notice to Proceed (NTP)	9.1. Issue NTP to the S/LCRB 9.1.1. Once the NTP is signed by the S/LCRB, post the NTP and PO/Contract in PhilGEPS and DILG websites 9.1.2. Endorse the original documents to the Procurement Contract Management Section (PCMS) (for Central Office) or SGSS / End-user (for Regional Offices) for the implementation and monitoring of the PO/ Contract and proceed to <u>step 20.1</u>	BAC Secretariat Member/ BAC Secretariat Head / HoPE BAC Secretariat Member BAC Secretariat Member	7 CD from Execution of PO/Contract
Please proceed to Step 20.1 for continuation			



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	10.1. Requests through Direct Contracting, prepare Request for Quotation (RFQ) along with applicable attachments for review and approval	For CO: PPMS Action Officer/PPMS Chief/ PMD SAO/CAO For RO: BAC Secretariat/ SGSS Designated Officer/ BAC Chairman	2 CDs For Consolidated PRs-14 CD
10. Identified exclusive supplier/ service provider to submit the proposal and eligibility requirements	10.2. Send RFQ to the identified exclusive supplier/ service provider 10.3. Receive the proposal and eligibility requirements and forward the set of documents to the Action Officer	Canvasser	3-7 CD
	10.4. Prepare and approve BAC Resolution and NOA	For CO: PPMS Action Officer/PPMS Chief/ PMD SAO/CAO / BAC Secretariat Head/ BAC/ HoPE For RO: BAC Secretariat/ SGSS Designated Officer	15 CD
11. Exclusive supplier/ service provider receives the NOA	11.1. Issue NOA to the Exclusive supplier/ service provider	For CO: PPMS Action Officer RO: BAC Secretariat/ SGSS Designated Officer Canvasser	



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	11.2. Prepare PO/Contract, Cover Memorandum and all its attachments 11.2.1. Prepare Letter request for preferred form of Warranty Security	For CO: PPMS Action Officer RO: BAC Secretariat/ SGSS Designated Officer	10 CD
12. Exclusive supplier/ service provider receives PO/Contract and Warranty Security Letter. If contract, Exclusive supplier/ service provider notarizes the document and returns the notarized Contract.	12.1. Issue the approved and funded PO/Contract to the Exclusive supplier/ service provider	For CO: PPMS Action Officer/ PPMS Chief/ PMD SAO/ CAO RO: BAC Secretariat/ SGSS Designated Officer	
	12.2. Once the PO/Contract is signed by the exclusive supplier/ service provider and notarized (for Contract), furnish the COA with the certified true copies of the PO/Contract with supporting documents	For CO: PPMS Action Officer RO: BAC Secretariat/ SGSS Designated Officer	5 WD from the receipt/ execution of PO/ Contract
	12.3. Prepare and approve NTP	For CO:PPMS Action Officer/HOPE For RO: BAC Secretariat/ SGSS Designated Officer/HOPE	7 CD
13. Exclusive supplier/ service provider receives the NTP	13.1. Serve the NTP the exclusive supplier/ service provider by securing the signature of the authorized representative on the conforme portion of the NTP	Canvasser	



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	13.2. Endorse the original documents to the PCMS (for Central Office) or SGSS /End-user (for Regional Offices) for the implementation and monitoring of the PO/Contract and proceed to <u>step 20.1</u>	For CO:PPMS Action Officer For RO: BAC Secretariat/ SGSS Designated Officer	1 CD
Please proceed to Step 20.1 for continuation			
	14.1. Requests through AMP-SVP or Shopping (b), prepare RFQ along with applicable attachments for review and approval <i>*For SVP - If Lease/Rental or other Contracts for SVP, prepare Request for Legal Review</i> 14.1.2. Post the RFQ in the PhilGEPS website and conspicuous places if the ABC is above Php 50,000.00	For CO: PPMS Action Officer/ PPMS Chief/ PMD SAO/ CAO For RO: BAC Secretariat/ SGSS Designated Officer	2 CDs For Consolidated PRs-5 CD
	14.2. Prepare Abstract of Quotation/s setting forth the names of those who responded to the RFQ, and their corresponding price quotation/s. 14.3. Conduct of SNPC/BAC/SGSS/TWG Meeting to evaluate the quotations <i>*If requested item/s is/are ICT Resources, prepare Memorandum addressed to ISTMS/RICTU requesting for review of technical specification offered by supplier/s</i>	For CO: PPMS Action Officer RO: BAC Secretariat/ SGSS Designated Officer For CO: SNPC Member/ SNPC Secretariat RO: BAC/SGSS/TWG	1 CD



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	14.4 Prepare and approve BAC Resolution and NOA	For CO: PPMS Action Officer/PPMS Chief/ PMD SAO/CAO / BAC Secretariat Head/ BAC/ HoPE For RO: BAC Secretariat/ SGSS Designated Officer	15 CD
15. S/LCRB receives the NOA	15.1 Issue NOA to the S/LCRB	For CO: PPMS Action Officer RO: BAC Secretariat/ SGSS Designated Officer Canvasser	
	15.2 Prepare PO/Contract, Cover Memorandum and all its attachments 15.2.1 Prepare Letter request for preferred form of Warranty Security (if applicable)	For CO: PPMS Action Officer RO: BAC Secretariat/ SGSS Designated Officer	10 CD
16. S/LCRB receives PO/Contract and Warranty Security Letter. If contract, S/LCRB provider notarizes the document and returns the notarized Contract.	16.1 Issue the approved and funded PO/Contract to the S/LCRB	For CO: PPMS Action Officer/ PPMS Chief/ PMD SAO/CAO RO: BAC Secretariat/ SGSS Designated Officer	



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	16.2. Once the PO/Contract is signed by the S/LCRB and notarized (for Contract), furnish the COA with the certified true copies of the PO/Contract with supporting documents	For CO: PPMS Action Officer RO: BAC Secretariat/ SGSS Designated Officer	5 WD from the receipt/ execution of PO/ Contract
	16.3. Prepare and approve NTP	For CO: PPMS Action Officer/HOPE For RO: BAC Secretariat/ SGSS Designated Officer/HOPE	7 CD
17. S/LCRB receives the NTP	17.1. Serve the NTP the S/LCRB by securing the signature of the authorized representative on the conforme portion of the NTP	Canvasser	
	17.2. Endorse the original documents to the PCMS (for Central Office) or SGSS /End-user (for Regional Offices) for the implementation and monitoring of the PO/Contract and proceed to <u>step 20.1</u>	For CO: PPMS Action Officer For RO: BAC Secretariat/ SGSS Designated Officer	1 CD
Please proceed to Step 20.1 for continuation			



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	18.1. For request for Common-use Supplies Available at the Procurement Service, Department of Budget and Management (PS, DBM), prepare Agency Procurement Request (APR), ORS and DV for review and approval For CO: Forward the documents to the end user for approval, Budget Division/Accounting Division, FMS for funding, and Cash Section for preparation of Checks/ADA. For RO: Forward the documents to the end user or to the Budget/Accounting Section for funding purposes and Office of the Regional Director for approval, and Cash unit for preparation of Checks/ADA <i>*For items with funds that are already included in the virtual store (e-wallet), APR may be dispensed</i>	PPMS Action Officer/ PPMS Chief/ PMD SAO/ CAO RO: BAC Secretariat/ SGSS Designated Officer/ SGSS Chief/ Designated Officer/s	1 day up to 45 CD for consolidated PRs
19.0 End user to sign the APR	19.1. Forward Checks/ADA to PS, DBM (if applicable), or facilitate the online purchase through Virtual store if the pre-payment is already reflected in the e-wallet (if applicable) Once order is confirmed, secure a schedule for pick-up or wait for the delivery of PS, DBM, whichever is applicable CO: Forward documents and picked-up/delivered items to Property Account Section (PAS) and proceed to step 21 For RO: Forward the documents and picked-up/delivered items to Inspection Committee/SGSS Designated Officer and proceed to step 21	CO: PPMS Action Officer RO: BAC Secretariat/ SGSS Designated Officer	1 CD
Please proceed to Step 21 for continuation			



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	20.1. Receive the original documents from PPMS/BSS for the monitoring of the PO/Contract RO: Schedule delivery and monitor contract 20.2.1. Coordinate with the Property Unit the schedule of delivery of the items and monitor the implementation of the PO/ Contract 20.2.2. If the items are for delivery, endorse original documents to the Property Unit and keep copies of the documents	For CO: PCMS Officer RO: SGSS Designated Officer	In accordance with the Contract Delivery Terms
21. Supplier delivers the goods and services and provides Delivery Receipt/ Sales Invoice	21.1. Check documentary requirements and receive the delivery of supplies, materials, equipment and services based on the approved PO/ Contract/ APR, PR, Delivery Receipt (DR)/ Sales Invoice (SI), for preparation of Inspection and Acceptance Report (IAR)	CO: Designated Property Accounts Section Officer	5 hours
	21.2. Prepare IAR 21.2.2. Forward IAR, original copy of DR/ SI, and approved PO/ Contract/ APR/ PR to Technical Property Inspector for inspection of deliveries	RO: Designated Inspector, Designated GSS Officer	
	21.3 Inspect and verify items/provided services as to quantity and conformity with specifications based on DR/ SI, approved PO/Contract/ APR and PR	CO: Technical Property Inspection Committee/Technical Property Inspector	5 hours
	21.4. Accept the deliveries, store the delivered items for issue to the Requisitioning Office and assign Property No. for the accepted/received PPE/s and Semi-Expendable items	RO: Designated Inspector	
		CO: Designated Property Accounts Section Officer	
		RO: SGSS Designated Officer	



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	21.5. Furnish the COA Auditor copies of delivery documents within 24 hours from acceptance of deliveries	CO: Designated Property Accounts Section Officer RO: SGSS Designated Officer	2 hours
	21.6. Submit documents of the completed delivery to Accounting Division/Unit for preparation of Journal Entry Voucher (JEV)	CO: Designated Property Accounts Section Officer RO: SGSS Designated Officer	2 hours
22.0 End user submits Requisition and Issue Slip (RIS) and accomplish Customer Satisfaction Survey Form upon receipt of delivered items	22.1. Receive RIS from requesting office and issue the deliveries to requesting office 22.1.1. Prepare Property Acknowledgement Receipt or Inventory Custodian Slip to record, monitor and control the accountability of the End User If the items are not available in stock, the requesting office shall prepare PR	CO: Designated Property Accounts Section Officer RO: SGSS Designated Officer	1 WD and 2 hours
	22.2. Administer Client Satisfaction Survey and prepare monthly CSS Monitoring Log sheet and CSS Summary Log sheet	CO: Designated Property Accounts Section Officer RO: SGSS Designated Officer	1 hour
	22.3. Prepare Report of Supplies and Materials Issued (RSMI) and forward the signed RSMI to Accounting Division/Unit	CO: Designated Property Accounts Section Officer RO: SGSS Designated Officer	1 WD



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	22.4. Prepare/forward documents of delivery for payment to Budget Section/Accounting Unit.	CO: Designated Property Accounts Section Officer RO: SGSS Designated Officer	8 hours
	22.5. Receive and record PO/Contracts with additional attachments from the Property Unit	For CO: PCMS Officer For RO: BAC Secretariat/ SGSS Designated Officer	15 minutes
	22.6. Prepare Liquidation Report for Common use Supplies available at PS, DBM indicating the amount of delivered goods based on delivery receipt and forward to Accounting Section	For CO: PCMS Officer For RO: BAC Secretariat/ SGSS Designated Officer	5 CD
	22.7. Prepare Disbursement Voucher (DV) for payment of goods and services except PS, DBM and forward DV to the authorized official for approval	For CO: PCMS Officer RO: SGSS Designated Officer	2 CD
	22.8. Retain records in accordance with the Control of Retained Documented Information Procedure and the Master list of Records and Update the Process Summary Log Sheet.	Process Owners	1 CD
Total Processing Time		For Competitive/ Public Bidding: maximum of 136 calendar days (for procurement process only) For Alternative Methods of Procurement (AMP): maximum of 60 calendar days (for procurement process only)	
END OF TRANSACTION			

Note: This service is covered by RA9184 and its IRR and Government Accounting Manual (GAM)



9. Processing and Payment of Claims

Description of Service:	To facilitate the processing and payment of various claims thru LDDAP-ADA or issuance of check in accordance with accounting rules and regulations.		
Office	DILG Central Office - Financial and Management Service (FMS), Administrative Service (AS); DILG Regional Offices - Finance and Administrative Division		
Classification	Complex Transaction	Total Processing Time	Central Office: 5 working days, 6 working hours Regional Office: 5 working days, 7 working hours Provincial Office: 3 working days, 7 working hours
Type of Transaction	G2C - Government to Citizen; G2B - Government to Businesses; G2G - Government to Government	Fees to be paid	None
Who may avail	DILG LG Officials and Employees, Financial Institutions (e.g., GSIS, HDMF, EMPC, PHIC, PALIC, AMSLAI, etc.), National Government Agencies (NGAs)/Local Government Units (LGUs), State Universities and Colleges (SUCs)/Civil Society Organizations (CSOs), Suppliers/Dealers, Other Claimants		

Documentary requirements	Where to secure
Obligation Request and Status (ORS)- 1 Original and 3 Photocopy, if applicable	Template downloadable at the COA website/ Government Accounting Manual Vol.2
Disbursement Voucher (DV) -1 Original and 1 Photocopy	Template downloadable at the COA website/ Government Accounting Manual Vol.2
PAYROLL FUND FOR SALARIES, WAGES, ALLOWANCES, HONORARIA AND OTHER SIMILAR EXPENSES	
Authority of the accountable officer issued by the Head of Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance)	Office Concerned
Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books	FMS- Accounting Division
Approved application for bond and/or Fidelity Bond for the year for cash accountability of Php 2,000.00 or more	Office concerned
Approved contracts (for initial payment)	Supplier
Approved payroll or list of payees indicating their net payments	Bureau/Service/Office concerned
Approval/authority (presidential directive or legislative enactment) or legal basis to pay any allowance/salaries/wages/fringe benefits	Website
Daily Time Record (DTR) approved by the supervisor	Personnel Division, Administrative Service



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Documentary requirements	Where to secure
TRAVEL EXPENSES	
LOCAL TRAVEL	
Office Order / Travel Order	Records Section, GSD, AS
Duly approved itinerary of travel	Bureau/Service/Office concerned
Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books	FMS- Accounting Division
Other supporting document/s:	Bureau/Service/Office concerned
FOREIGN TRAVEL	
Office Order / Travel Order	Records Section, GSD, AS
Duly approved itinerary of travel	Bureau/Service/Office concerned
Flight itinerary issued by the airline/ticketing office/travel agency	airline/ticketing office/travel agency
Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance ((DSA) for the country of destination for the computation of DSA to claimed	Concerned office
Document to show the dollar to peso exchange rate at the date of grant cash advance	Online Platform
Where applicable, authority from the OPP to claim representation expenses	Concerned office
In case of seminars / trainings:	
a. Invitation addressed to the agency inviting participants (issued by the foreign country)	Bureau/Service/Office concerned
b. Acceptance of the nominees as participants issued by the foreign country)	Concerned office
c. Programme Agenda and Logistics Information	Bureau/Service/Office concerned
Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books	FMS- Accounting Division
Other supporting document/s	Concerned office



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Documentary requirements	Where to secure
PAYROLL FUND FOR SALARIES, WAGES, ALLOWANCES, HONORARIA AND OTHER SIMILAR EXPENSES	
Report of Disbursements certified correct by the accountable officer	Accounting Division, Financial and Management Service
Approved payroll/vouchers duly acknowledged/signed by the payee/s	Bureau/Service/Office concerned
Approved Application for Leave	Bureau/Service/Office concerned
In case of payment of personnel under the "job order" status, duly verified/accepted accomplishment reportt	Bureau/Service/Office concerned
Official Receipt (OR) in case of refund for unclaimed salaries	Bureau/Service/Office concerned
Authority from the claimant and identification documents, if claimed by person other than the payee	concerned personnel
Other supporting document/s:	Bureau/Service/Office concerned
PETTY CASH FUND	
Summary of Petty Cash Vouchers	Bureau/Service/Office concerned
Report of Disbursements	Bureau/Service/Office concerned
Petty Cash Replenishment Report	Bureau/Service/Office concerned
Approved purchase request with certificate of Emergency Purchase, if necessary	Procurement Section, GSD
Bills, receipts, sales invoices	Supplier/Biller
Certificate of inspection and acceptance	GSD, Administrative Service
Report of Waste Materials in case of replacement/repair	Bureau/Service/Office concerned
Approved trip ticket, for gasoline expenses	GSD, Administrative Service
Canvass from at least three suppliers for purchases involving Php 1,000.00 and above, except for purchases made while on official travel	Supplier
Summary/Abstract of Canvass	GSD, Administrative Service
Petty Cash Vouchers duly accomplished and signed	Bureau/Service/Office concerned
OR in case of refund	



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Documentary requirements	Where to secure
For reimbursement of toll receipts	
a. Toll Receipts	Bureau/Service/Office concerned
b. Trip Tickets	Bureau/Service/Office concerned
Other supporting documents/s:	Bureau/Service/Office concerned
FIELD / ACTIVITY CURRENT OPERATING EXPENSES	
Report of Disbursements certified correct by the accountable officer	Bureau/Service/Office concerned
Approved payroll/vouchers duly acknowledged/signed by the payee/s	Bureau/Service/Office concerned
Approved Daily Time Records (DTR) or Certificate of Service	Personnel Division, Administrative Service
Approved Application for Leave	Bureau/Service/Office concerned
In case of payment of personnel under the "job order" status, duly verified/accepted accomplishment report	employee
Official Receipt (OR) in case of refund for unclaimed salaries	Bureau/Service/Office concerned
Authority from the claimant and identification documents, if claimed by person other than the payee	employee
Summary of Petty Cash Vouchers	Bureau/Service/Office concerned
Report of Disbursements	Bureau/Service/Office concerned
Petty Cash Replenishment Report	Bureau/Service/Office concerned
Approved purchase request with certificate of Emergency Purchase, if necessary	GSD, Administrative Service
Bills, receipts, sales invoices	Supplier
Certificate of inspection and acceptance	GSD, Administrative Service
Report of Waste Materials in case of replacement/repair	GSD, Administrative Service
Approved trip ticket, for gasoline expenses	Concerned personnel



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Documentary requirements	Where to secure
Canvass from at least three suppliers for purchases involving Php 1,000.00 and above, except for purchases made while on official travel	GSD, Administrative Service
Summary/Abstract of Canvass	GSD, Administrative Service
Petty Cash Vouchers duly accomplished and signed	Bureau/Service/Office concerned
OR in case of reffund	Bureau/Service/Office concerned
For reimbursement of toll receipts	
a. Toll Receipts	Concerned personnel
b. Trip Tickets	Concerned personnel
For reimbursement of toll receipts	Bureau/Service/Office concerned
TRAVEL EXPENSES	
LOCAL TRAVELS	
Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee	External Parties, Airlines
Certificate of appearance/attendance	Concerned personnel
Copy of previously approved itinerary of travel	Concerned personnel
Revised or supplemental Office Order or any proof supporting the change of schedule	Bureau/Service/Office concerned
Revised Itinerary of Travel, if the previously approved itinerary was not followed	Bureau/Service/Office concerned
Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts	Bureau/Service/Office concerned
Liquidation Report	Bureau/Service/Office concerned
Certification of Expenses not Requiring Receipts	Bureau/Service/Office concerned



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Documentary requirements	Where to secure
OR in case of refund of excess cash advance	Bureau/Service/Office concerned
Certificate of Travel Completed	Concerned personnel
Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city or municipality covered by the Metro Manila Area, or the city or municipality where their permanent official station is located in the case of outside the Metro Manila Area, if the travel allowances being claimed include the hotel room/lodging rate	External parties(Hotels)
Other supporting document/s:	Bureau/Service/Office concerned
FUND TRANSFERS TO NON-GOVERNMENT ORGANIZATIONS/PEOPLE'S ORGANIZATIONS (NGOs/POs)	
RELEASE OF FUNDS	
Approved Summary of Budgetary Requirements detailing the items of expenditure/disbursement to be incurred in the program/project	Financial Management Service
List of priority projects which may be implemented by the NGO/PO published in the newspaper, agency website, bulletin board and the like	Online platforms
Accreditation of the NGO/PO by the Bids and Awards Committee (BAC) of the grantee agency	Administrative Service
Results of the evaluation of financial and technical capability of selected NGO/PO	Concerned personnel
Performance security for infrastructure project	Concerned personnel
NGO/PO proposal or application for funding accompanied by;	
a. Certificate of registration from Securities and Exchange Commission (SEC) or either Cooperative Development Authority (CDA) or Department of Labor and Employment as the case may be	Security and Exchange Commission, Cooperative Development Authority (CDA) or Department of Labor and Employment
b. Authenticated copy of the latest Articles of Incorporation or Articles of Cooperation as the case may be, showing the original incorporators/organizers and the Secretary's certificate for incumbent officers, to other with the Certificate of Filing with the SEC/Certificate of Approval by the CDA	Security and Exchange Commission, Cooperative Development Authority (CDA) or Department of Labor and Employment



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Documentary requirements	Where to secure
c. Audited financial reports for the past three years preceding the date of project implementation. For NGO/PO which has been in operation for less than three years, financial reports for the years in operation and proof of previous implementation of similar projects	Financial Management Service
d. Disclosure of other related business, if any	Office concerned
e. Work and Financial Plan (WFP), and sources and details of Proponent's Equity Participation in the Project	Office concerned
f. Complete project proposal approved/signed by officers	Office concerned
g. List and/or photographs of similar projects previously completed, if any, indicating the source of funds for implementation	Office concerned
h. Sworn affidavit of the secretary of the NGO/PO that none of its incorporators, organizers, directors or officers is an agent of or related by consanguinity or affinity up to the fourth civil degree to the official of the agency authorized to process and/or approve proposed MOA, and release funds	Office concerned
Document showing that NGO/PO has equity equivalent to 20 percent of the total project cost, which shall be in the form of labo, land for the project site, facilities, equipment and the like, to be used in the project	Office concerned
Certification from the Accountant that the previous cash advance granted to the NGO/PO has been liquidated, liquidation documents are post-audited and properly taken up in the books	Financial Management Service
Memorandum of Agreements (MOA) incorporating therein the following terms and provisions:	Office concerned
a. Project name, intended beneficiaries, benefits to be delivered, project cost estimates, brief description of projects and its site/location	Office concerned
b. Systems and procedures to implement the project such as, but not limited to, procurement of goods and services by the NGO/PO and their distribution which should be documented and coordinated with the GO's authorized officials and the respective barangays	Office concerned



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Documentary requirements	Where to secure
c. Time schedules for the releases of funds, periodic inspection/evaluation, reporting, monitoring requirements, date of commencement and date of completion (releases of funds after the initial funds transfer must be output-based, that is, subsequent funds releases must be dependent on 100% delivery of physical status of the project corresponding to the previous funds received by the NGO/PO)	Office concerned
d. Submission of the required periodic financial and physical status reports (no subsequent fund transfer must be granted unless previous funds transfers have been liquidated and required physical status report has been submitted)	Office concerned
e. Specific period to liquidate the funds granted to NGO/PO with the GO	Office concerned
f. In case of construction projects like school buildings, housing and other similar structures, and acquisition of assets like vehicles and equipment, a stipulation of turnover of ownership of the infrastructure or fixed asset (in the procurement of any type of asset out of government funds, the NGO/PO shall conduct simple bidding or canvass to ensure the best terms and quality of purchase)	Office concerned
g. In case the asset shall be owned by a specific beneficiary, a stipulation that a Deed of Donation shall be executed by the GO after the completion of the project	Office concerned
h. Monitoring and inspection of project implementation and verification of financial records and reports of the NGO/PO by the GO	Office concerned
i. Visitorial audit by the officials and personnel of the COA authorized to perform the audit under an approved office order	COA
j. Institution of legal action by the GO against the defaulting NGO/PO which fails to complete a project covered by the MOA, or for a material violation of the provisions of the MOA or of this Circular, and in any of these cases, its subsequent disqualification from applying for another project in any other GO	Office concerned
k. In case of the dissolution of the recipient NGO/PO, voluntary or involuntary, the lien of the granting GO on its assets, in accordance with existing laws, to the extent of the unexpended or unutilized portion of the fund	Office concerned
l. Maintenance by the NGO/PO of a separate savings/current account for each fund received from the GO	Office concerned
m. The return by the NGO/PO to the granting GO of any amount not utilized to complete the project, including interest, if any	Office concerned



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Documentary requirements	Where to secure
Other relevant requirements under GPPB Resolution No. 12-2007 dated June 29, 2007	Office concerned
IMPLEMENTATION AND LIQUIDATION OF FUNDS RELEASED	
Final fund utilization report, indicating the summary of expenses and the status report of accomplishments certified by the accountant, approved by the President/Chairman of the NGO/PO and verified by the internal auditor or equivalent official of the GO	Office concerned
Pictures of implemented projects	Office concerned
Inspection report and certificate of project completion issued by the GO authorized representative	Office concerned
List of beneficiaries with their signatures signifying their acceptance/acknowledgement of the project/funds/goods/services received	Office concerned
Proof of verification by the GO official of the validity of the documents submitted by the NGO/PO	Office concerned
OR issued by the granting GO acknowledging retrun by the NGO/PO of any unutilized/excess amount of cash advance, including interest, if anyexcess amount of cash advance, including interest, if any	Office concerned
List of equipment/vehicles procured by the NGO/PO out of the project funds indicating its brief description, date acquired, acquisition cost and final disposition	Office concerned
Warranty for procurement of equipment of projects	Office concerned
In case of dssolution of the recipient NGO/PO, in addition to the OR acknowledging the return of unutilized amount, copy of the vouchers paid by the NGO/PO	Office concerned
Liquidation Report	Office concerned
Other supporting document/s:	Office concerned



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Documentary requirements	Where to secure
STAGGERED RELEASE OF FUNDS TO NGO/PO	
Duly approved Schedule of Fund Release to NGO/PO	Office concerned
Interim Fund Utilization Report on the previous release certified by the NGO/PO's Accountant, approved by its President/Chairman and verified by the internal auditor or equivalent official of the GO showing a summary of expenses and a status report of accomplishment evidenced by pictures	Office concerned
List of beneficiaries of previous releases with their signatories signifying their acceptance/acknowledgment of the project funds/goods/services	Office concerned
Other supporting document/s:	Office concerned
TRANSFER OF FUNDS TO IMPLEMENTING AGENCIES	
TRANSFER: SOURCE AGENCY	
Copy of MOA/Trust Agreement	Bureau/Service/Office concerned
Copy of Approved Program of Work (for infrastructure project)	Bureau/Service/Office concerned
Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for other projects)	Bureau/Service/Office concerned
For GOCCs, Board Resolution ratifying the MOA in case of transfers not incorporated in the Corporat Operating Budget and/or beyond the signing authority of the Agency Head	Office concerned
For local government units (LGUs), as clarified under COA Memorandum No. 2010-014 dated April 22, 2010, authorization by local Sanggunian for the Local Chief Executive to enter into contract in case of the following:	Office concerned
In the case of a reenacted budget:	
For new contracts entered into by the local chief executive for contractual obligations included in the previous year's annual and supplemental budget	



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Documentary requirements	Where to secure
In the case of the regularly enacted budget:	
a. For projects described in generic terms, such as infrastructure projects, inter-municipal waterworks, drainage and sewerage, flood control, irrigation system projects, reclamation projects or roads and bridges	Office concerned
b. For purchase of goods and services which are neither specified nor encompassed within the regular personal services and maintenance operating expenses	Office concerned
Certification by the Accountant that funds previously transferred to the Implementing Agency (IA) has been liquidated, post audited and accounted for in the books	Accounting Division, FMS
Copy of the OR issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post-audit activities)	Office concerned
Other supporting document/s:	
IMPLEMENTATION AND LIQUIDATION	
IMPLEMENTING AGENCY	
Necessary supporting documents depending on the nature of transactions	Bureau/Service/Office concerned
Copy of MOA/Trust Agreement	Bureau/Service/Office concerned
Copy of OR upon receipt of funds transferred	Bureau/Service/Office concerned
Copy of OR issued by the Source Agency evidencing refund of unexpended/unutilized balance of fund transfer	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
LIQUIDATION	
SOURCE AGENCY	
Report of Checks Issued and Report of Disbursements certified correct by the Accountant, approved by the Head of the IA, and duly audited by the Auditor of the IA	Administrative Service, FMS



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Documentary requirements	Where to secure
Copy of Credit Notice issued by the Auditor of the IA	COA
Copy of OR issued for the refund of unexpended/unutilized balance of fund transferred	Office concerned
Other supporting document/s:	
FROM TRUST FUND TO THE GENERAL FUND FOR UNSPENT BALANCE/EXCESS AMOUNT	
Report of Receipt, Disbursement and Fund Balance certified by Accountant Contract, which may be a MOA, Trust Agreement or Memorandum of Understanding governing the utilization of funds and disposition of any balance thereof after completion of the purpose of the funds transferred	Accounting Division, FMS
Letter of IA to Source Agency to transfer the unexpended balance to the General Fund duly approved by the Source Agency, if the disposition thereof has not been provided in the MOA, Trust Agreement or Memorandum of Understanding	Office concerned
Other supporting document/s:	Office concerned
FIRST SALARY	
Certified true copy of duly approved Appointment	Personnel Division, Administrative Service
Assignment Order, if applicable	Personnel Division, Administrative Service
Certified true copy of Oath of Office	Personnel Division, Administrative Service
Certificate of Assumption	Personnel Division, Administrative Service
Statement of Assets, Liabilities and Net Worth	Bureau/Service/Office concerned
Approved DTR	Personnel Division, Administrative Service
Bureau of Internal Revenue (BIR) withholding certificates (Forms 1902 and 2305)	Accounting Division, FMS
Payroll Information on New Employee (PINE) (for agencies with computerized payroll systems)	Accounting Division, FMS
Authority from the claimant and identification documents, if claimed by person other than the payee	Concerned personnel



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Documentary requirements	Where to secure
ADDITIONAL REQUIREMENTS FOR TRANSFEREES (FROM ONE GOVERNMENT OFFICE TO ANOTHER)	
Clearance from money, property and legal accountabilities from the previous office	Other concerned office
Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat	Other concerned office
BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld)	BIR
Certificate of Available Leave Credits	Personnel Division, AS / concerned personnel
Service Record	Personnel Division, AS / concerned personnel
Other supporting document/s:	Bureau/Service/Office concerned
SALARY (IF DELETED FROM THE PAYROLL)	
Approved DTR	Personnel Division, Administrative Service
Notice of Assumption	Personnel Division, Administrative Service
Approved Application for Leave, Clearances, and Medical certificate, if on sick leave for five days or more	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned
SALARY OF CASUAL/CONTRACTUAL PERSONNEL	
FOR ACCREDITED AGENCIES BY THE CSC (FOR FIRST CLAIM)	
a. Certified true copy of the pertinent contract/appointment/job order	Personnel Division, Administrative Service
b. Copy of the ROPA of the pertinent contract/appointment marked received by the CSC	Personnel Division, Administrative Service
FOR OTHER AGENCIES (FOR FIRST CLAIM)	
a. Certified copy of the pertinent contract/appointment/job order marked received by the CSC	Personnel Division, Administrative Service



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Documentary requirements	Where to secure
Certification by the Local Chief Executive (LCE), in the case of LGUs, that the employment/hiring is still within the Personal Services (PS) limitation prescribed under Section 325(a) of RA No. 7160	Personnel Division, Administrative Service
Certification by the LCE/Personnel Officer that the activities/services cannot be provided by regular or permanent personnel of the agency (for first claim)	Other concerned office
Accomplishment Report	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned
SALARY DUE TO HEIRS OF DECEASED EMPLOYEE	
Clearance from money, property and legal accountabilities	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Death Certificate authenticated by National Statistics Office (NSO)	Philippine Statistics Authority
Marriage Contract authenticated by NSO, if applicable	Philippine Statistics Authority
Birth Certificates of surviving legal heirs authenticated by NSO	Philippine Statistics Authority
Designation of next-of-kin	Concerned employee
Waiver of right of children 18 years old and above	Philippine Statistics Authority
Other supporting document/s:	Concerned employee
MATERNITY LEAVE	
Certified true copy of approved application for leave	Personnel Division, Administrative Service
Certified true copy of maternity leave clearance	Personnel Division, Administrative Service
Medical certificate for maternity leave	Medical establishments



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Documentary requirements	Where to secure
ADDITIONAL REQUIREMENTS FOR UNUSED MATERNITY LEAVE (UPON ASSUMPTION BEFORE THE EXPIRATION OF THE 60-DAY MATERNITY LEAVE)	
Medical certificate that the employee is physically fit to work	Medical establishments
Certificate of assumption	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned
GENERAL CLAIMS THROUGH AUTOMATED TELLER MACHINE (ATM)	
Salary Payroll	Bureau/Service/Office concerned
Payroll register (hard and soft copy)	Bureau/Service/Office concerned
Letter to the Bank to credit employee's account of their salaries or other claims	Bank
Validated deposit slips	Bank
Other supporting document/s:	Bureau/Service/Office concerned
PERA DURING FIRST SALARY	
Certified true copy of duly approved Appointment	Personnel Division, Administrative Service
Assignment Order, if applicable	Personnel Division, Administrative Service
Certified true copy of Oath of Office	Personnel Division, Administrative Service
Certificate of Assumption	Personnel Division, Administrative Service
Statement of Assets, Liabilities and Net Worth	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Bureau of Internal Revenue (BIR) withholding certificates (Forms 1902 and 2305)	BIR
Payroll Information on New Employee (PINE) (for agencies with computerized payroll systems)	Other concerned office
Authority from the claimant and identification documents, if claimed by person other than the payee	Concerned employee



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Documentary requirements	Where to secure
ADDITIONAL REQUIREMENTS FOR TRANSFEREES (FROM ONE GOVERNMENT OFFICE TO ANOTHER)	
Clearance from money, property and legal accountabilities from the previous office	FMS
Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat	Accounting Division, FMS
BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld)	BIR
Certificate of Available Leave Credits	Personnel Division, Administrative Service
Service Record	Personnel Division, AS / concerned personnel
Other supporting document/s:	
PERA (IF DELETED FROM THE PAYROLL)	
Approved DTR	Personnel Division, Administrative Service
Notice of Assumption	Personnel Division, Administrative Service
Approved Application for Leave, Clearances, and Medical certificate, if on sick leave for five days or more	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned
PERA DUE TO HEIRS OF DECEASED EMPLOYEE	
Clearance from money, property and legal accountabilities	
Approved DTR	Personnel Division, Administrative Service
Death Certificate authenticated by National Statistics Office (NSO)	Philippine Statistics Authority
Marriage Contract authenticated by NSO, if applicable	Philippine Statistics Authority
Birth Certificates of surviving legal heirs authenticated by NSO	Philippine Statistics Authority
Designation of next-of-kin	Concerned employee
Waiver of right of children 18 years old and above	Philippine Statistics Authority
Other supporting document/s:	



DILG OFFICES
Monday to Friday 8am to 5pm

Documentary requirements	Where to secure
PERA (MATERNITY LEAVE)	
Certified true copy of approved application for leave	Personnel Division, Administrative Service
Certified true copy of maternity leave clearance	Personnel Division, Administrative Service
Medical certificate for maternity leave	Medical Establishments
ADDITIONAL REQUIREMENTS FOR UNUSED MATERNITY LEAVE (UPON ASSUMPTION BEFORE THE EXPIRATION OF THE 60-DAY MATERNITY LEAVE)	
Medical certificate that the employee is physically fit to work	Medical Establishments
Certificate of assumption	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned
GENERAL CLAIMS THROUGH AUTOMATED TELLER MACHINE (ATM)	
PERA Payroll	FMS-Accounting Division
Payroll register (hard and soft copy)	Bureau/Service/Office concerned
Letter to the Bank to credit employee's account of their salaries or other claims	Bureau/Service/Office concerned
Validated deposit slips	Bank
Other supporting document/s:	Bureau/Service/Office concerned
PERA OF CASUAL/CONTRACTUAL PERSONNEL	
FOR ACCREDITED AGENCIES BY THE CSC (FOR FIRST CLAIM)	
Certified true copy of the pertinent contract/appointment/job order	Bureau/Service/Office concerned
Copy of the ROPA of the pertinent contract/appointment marked received by the CSC	CSC
FOR OTHER AGENCIES (FOR FIRST CLAIM)	
Certified copy of the pertinent contract/appointment/job order marked received by the CSC	CSC



DILG OFFICES
Monday to Friday 8am to 5pm

Documentary requirements	Where to secure
Certification by the Local Chief Executive (LCE), in the case of LGUs, that the employment/hiring is still within the Personal Services (PS) limitation prescribed under Section 325(a) of RA No. 7160	Other Office concerned
Certification by the LCE/Personnel Officer that the activities/services cannot be provided by regular or permanent personnel of the agency (for first claim)	Personnel Division, Administrative Service
Accomplishment Report	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	
PERA ON LAST SALARY	
Clearance from money, property and legal accountabilities	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	Other Office concerned
REPRESENTATION AND TRANSPORTATION ALLOWANCE (RATA)	
FOR INDIVIDUAL CLAIMS	
Copy of Office Order/Appointment (1st payment)	Personnel Division, Administrative Service
Certificate of Assumption (1st payment)	Personnel Division, Administrative Service
Certification that the official/employee did not use government vehicle and is not assigned any government vehicle	Personnel Division, Administrative Service
Certificate or evidence of service rendered or approved DTR	Personnel Division, Administrative Service
Certification by the LCE, in case of LGUs, that the revised RATA rates is still within the PS limitation prescribed under Section 325(a) of RA No. 7160 (for initial claim)	Personnel Division, Administrative Service
Other supporting document/s:	



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Documentary requirements	Where to secure
FOR GENERAL CLAIMS	
RATA Payroll	FMS-Accounting Division
Payroll Register (hard and soft copy)	FMS-Accounting Division
Letter to the Bank to credit employees' account of their RATA claims, if applicable	FMS-Accounting Division
Validated deposit slip, if applicable	Bank
Other supporting document/s:	Bureau/Service/Office concerned
SUBSISTENCE, LAUNDRY AND QUARTERS ALLOWANCES	
Payroll of personnel entitled to claim subsistence, laundry and quarters allowance	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Authority to collect (for initial claim)	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned
PRODUCTIVITY INCENTIVE ALLOWANCE (PIB)	
FOR INDIVIDUAL CLAIMS	
Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory	Personnel Division, Administrative Service
Certification from the Legal Office that the employee has no administrative charge	Legal Office
Other supporting document/s:	Bureau/Service/Office concerned
GENERAL CLAIMS	
PIB Payroll	FMS-Accounting Division
List of personnel who were suspended either preventively or as a penalty as a result of an administrative charge within the year for which PIB is paid, regardless of the duration (except if the penalty meted out is only a reprimand)	FMS-Accounting Division
List of personnel dismissed within the year	FMS-Accounting Division



DILG OFFICES
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Documentary requirements	Where to secure
List of personnel on Absent Without Official Leave (AWOL)	FMS-Accounting Division
Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory	FMS-Accounting Division
Payroll Register (hard and soft copy)	FMS-Accounting Division
Letter to the Bank to credit employees' account their PIB claims	FMS-Accounting Division
Validated deposit slips	Bank
Other supporting document/s:	Bureau/Service/Office concerned
SPECIAL COUNSEL ALLOWANCE	
Office Order/Designation/Letter of the OSG deputizing the claimant to appear in court as special counsel	Legal Office/other concerned office
Certificate of Appearance issued by the Office of the Clerk of Court	Legal Office/other concerned office
Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented	Legal Office/other concerned office
Certification issued by the concerned lawyer and the Agency Accountant that the amount being claimed is still within the limitation under the GAA of Php 4,000.00 per month	Other concerned office
Other supporting document/s:	Bureau/Service/Office concerned
HONORARIA FOR PERSONNEL INVOLVED IN GOVERNMENT PROCUREMENT	
Office Order creating and designating the BAC composition and authorizing the members to collect honoraria	BAC section, Administrative Service
Minutes of BAC Meeting	BAC section, Administrative Service
Notice of Award to the winning bidder of procurement activity being claimed	BAC section, Administrative Service
Certification that the procurement involves competitive bidding	BAC section, Administrative Service
Attendance Sheet listing names of attendees to the BAC meeting	BAC section, Administrative Service
Other supporting document/s:	BAC section, Administrative Service



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Documentary requirements	Where to secure
HONORARIA FOR TEACHING PERSONNEL (DEPARTMENT OF EDUCATION (DepEd), TESDA, SUCs AND OTHER EDUCATIONAL INSTITUTIONS)	
Certification from the Registrar/Dean of College that the load is in excess of the regular load or outside the regular office hours	SUC
Schedule of classes indicating the designated teaching personnel	SUC
Certificate of actual conduct of classes and/or Accomplishment Report	Concerned personnel
Approved DTR/Service Report	Personnel Division, Administrative Service
Other supporting document/s:	
HONORARIA FOR GOVERNING BOARDS OF COLLEGIAL BODIES	
Appointment/designation as member of the Board	Concerned personnel
Certification that the claimant is not an appointee to a regular position in the governing board of the collegial body who receives salaries, regular allowances and other benefits	Concerned personnel
Minutes of meeting and Attendance sheet certified by the Board Secretary	Concerned personnel
Other supporting document/s:	Concerned personnel
HONORARIA FOR RESOURCE PERSONS, LECTURERS AND FACILITATORS	
Office Order/Invitation Letter duly confirmed by lecturer, resource person and facilitator	Concerned personnel
Course syllabus/program of lectures	Concerned personnel
Report/Certification of DILG Coordinator/Focal Person on the accomplishments of the lecturer, resource person and facilitator indicating (1) name of the lecturer, resource person and facilitator, (2) the actual days/hours rendered and (3) the covered activity/topic module	Bureau/Service/Office concerned
Daily Time Record (DTR) for facilitators	Bureau/Service/Office concerned
Approved Activity/Training Design	Bureau/Service/Office concerned
Curriculum Vitae of the lecturer, resource person and facilitator	Concerned personnel



DILG OFFICES
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Documentary requirements	Where to secure
Certified true copy of Attendance Sheet duly signed by the DILG Training Coordinator/Focal person, in case the attendees of the activity are more than 50 participants	Bureau/Service/Office concerned
Justification duly signed by the Head of Office, in case the activity needs two or more lecturers/resource persons in the same time slot/s	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
LONGEVITY PAY	
Service Record	Personnel Division, AS / concerned personnel
Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay	Personnel Division, AS / concerned personnel
Other supporting document/s:	Bureau/Service/Office concerned
OVERTIME PAY	
Overtime authority stating the necessity and urgency of the work to be done, and the duration of overtime work	Financial Management Service
Overtime work program	Concerned personnel
Quantified Overtime accomplishment duly signed by the employee and supervisor	Concerned personnel
Certificate of service or duly approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	Concerned personnel
YEAR-END BONUS (YEB) AND CASH GIFT (CG)	
FOR INDIVIDUAL CLAIMS	
Clearance from money, property and legal accountabilities	Personnel Division, Administrative Service
Certification from head of Office that the employee is qualified to receive the YEB and CG benefits pursuant to DBM Budget Circular No. 2003-2 dated May 9, 2003	Personnel Division, Administrative Service
Other supporting document/s:	Personnel Division, Administrative Service



DILG OFFICES
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Documentary requirements	Where to secure
GENERAL CLAIMS	
YEB and CG Payroll	FMS- Accounting Division
Payroll Register (hard and soft copy)	FMS- Accounting Division
Letter to the Bank to credit employees account of their YEB and CG claims	FMS- Accounting Division
Deposit slips	Bank
Other supporting document/s:	Concerned personnel
HONORARIA FOR SPECIAL PROJECTS	
Performance evaluation plan formulated by project management used as basis for rating the performance of members	Concerned personnel
Office Order designating members of the special project	Bureau/Service/Office concerned
Terms of Reference	Bureau/Service/Office concerned
Certificate of completion of project deliverables	Bureau/Service/Office concerned
Special Project Plan	Bureau/Service/Office concerned
Authority to collect honoraria	Bureau/Service/Office concerned
Certificate of acceptance by the agency head of the deliverables per project component	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
HONORARIA FOR SCIENCE AND TECHNOLOGICAL ACTIVITIES	
Office Order	Bureau/Service/Office concerned
Plan/Program of Activities	Bureau/Service/Office concerned
Accomplishment Report/Certificate of completion of programmed activities	Bureau/Service/Office concerned
Authority to collect honoraria	Bureau/Service/Office concerned



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Documentary requirements	Where to secure
Certificate of acceptance by the Agency Head of the deliverables/project output	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
HAZARD DUTY PAY	
Duly accomplished time record of employees or travel report	Personnel Division, AS
Copy of special order from the agency/department head covering the assignment to hazardous/difficult areas	Personnel Division, AS
Approved DTR/Service Report	Personnel Division, Administrative Service
Other supporting document/s:	Personnel Division, AS
RETIREMENT BENEFITS	
Under RA No. 1616	
Updated Service record indicating the number of days on leave without pay and/or certification issued by the Human Resource Office (HRO) that the retiree did not incur any leave of absence without pay	Personnel Division, AS
Retirement application	Concerned personnel
Office clearance from money/property accountability & administrative/criminal liability	Personnel Division, AS
Statement of assets and liabilities	Personnel Division, AS
Retirement Gratuity Computation	Personnel Division, AS
Affidavit of Undertaking for authority to deduct accountabilities	Personnel Division, AS
Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (Anti-Graft RA No. 3019)	Legal Department
Additional requirement in case of resignation	
Employee's letter of resignation duly accepted by the Agency Head	Concerned personnel



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Documentary requirements	Where to secure
Additional requirements in case of death of claimant	
Death certificate authenticated by National Statistics Office (NSO)	Philippine Statistics Authority
Marriage contract authenticated by NSO	Philippine Statistics Authority
Birth certificates of all surviving legal heirs authenticated by NSO	Philippine Statistics Authority
Designation of next-of-kin	Concerned personnel
Waiver of rights of children 18 years old and above	Philippine Statistics Authority
Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage	Concerned personnel
Other supporting document/s:	Concerned personnel
TERMINAL LEAVE BENEFITS	
Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment	Personnel Division, AS
Certified photocopy of employees leave card as at last date of service duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/Human Resource Management Office (HRMO)	Personnel Division, AS
Approved leave application	Concerned office
Complete service record	Personnel Division, AS
Statement of Assets, Liabilities and Net Worth (SALN)	Personnel Division, AS
Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest	Personnel Division, AS
Computation of terminal leave benefits duly signed/certified by the accountant	Personnel Division, AS
Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU	Personnel Division, AS
Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019)	Legal



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Documentary requirements	Where to secure
In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency	Concerned personnel
Additional requirements in case of death of claimant:	
Death certificate authenticated by NSO	Philippine Statistics Authority
Marriage contract authenticated by NSO	Philippine Statistics Authority
Birth certificates of all surviving legal heirs authenticated by NSO	Philippine Statistics Authority
Designation of next-of-kin	Concerned personnel
Waiver of rights of children 18 years old and above	Philippine Statistics Authority
Other supporting document/s:	Concerned personnel
MONETIZATION	
Approved leave application (ten days) with leave credit balance certified by the Human Resource Office	Concerned office
Request for leave covering more than ten days duly approved by the Head of Agency	Concerned personnel
For monetization of 50 percent or more:	
Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs	Medical Establishment
Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc.	Barangay
Other supporting document/s:	Concerned personnel
COLLECTIVE NEGOTIATION AGREEMENT (CNA) INCENTIVE	
Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive	Agency Union
Comparative statement of DBM approved level of operating expenses and actual operating expenses	FMS



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Documentary requirements	Where to secure
Proof of remittance to the National Treasury of its 50 percent dividends share or percentage approved by the Department of Finance on the annual earnings for income-generating GOCCs/GFIs	Other office concerned
Copy of CNA	Other office concerned
Certificate issued by the Head of the Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement	Concerned Office
Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
OTHER EXPENDITURES	
UTILITY EXPENSES	
Statement of Account/Bill (for pre-audit purposes)	Third Party
Invoice/Official Receipt or machine validated statement of account/bill (for post-audit purposes)	Third Party
Other supporting document/s:	Concerned Office
TELEPHONE/COMMUNICATION SERVICES	
Statement of Account/Bill	Telecom company
Invoice/Official Receipt or machine validated statement of account (for post audit activities)	Telecom company
Certification by Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned



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Documentary requirements	Where to secure
EXTRAORDINARY AND MISCELLANEOUS EXPENSES	
Invoices/receipts for GOCCs/GFIs and LGUs	Bureau/Service/Office concerned
Receipts and/or other documents evidencing disbursement, if there are available, or in lieu thereof, certification executed by the official concerned that the expense sought to be reimbursed have been incurred for any of the purposes contemplated under the provisions of the GAA in relation to or by reasons of his position, in case of NGAs	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
ALL TYPES OF PROCUREMENT THROUGH PUBLIC BIDDING	
Authenticated photocopy of the approved APP and any amendment thereto	Procurement Section/AS
Approved contract submitted to COOA 5 days from its execution, supported by the ff:	Administrative Service
a. Invitation to Apply for Eligibility to Bid	Administrative Service
b. Letter of Intent	Administrative Service
c. Results of Eligibility Check/Screening	Administrative Service
d. Bidding Documents which include a complete set of approved plans/drawings and technical specifications for infrastructure projects, complete technical description of equipment, aircraft and accessories, scope of works, if applicable, for goods and rental and repair contracts, and Terms of Reference (TOR) for consultancy services	Administrative Service
e. Minutes of Pre-bid Conference, (ABC of 1M and above)	Administrative Service
f. Agenda and/or Supplemental Bulletins	Administrative Service
g. Bidder's Technical and Financial Proposals	Administrative Service
h. Minutes of Bid Opening	Administrative Service
i. Abstract of Bids	Administrative Service
j. Post-Qualification Report of TWG	Administrative Service



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Documentary requirements	Where to secure
k. BAC Resolution declaring winning bidder	Administrative Service
l. Notice of Post Qualification	Administrative Service
m. BAC resolution recommending approval by the HOPE of the Resolution of the BAC recommending award of contract	Administrative Service
n. Notice of Award	Administrative Service
o. Performance Security	Administrative Service
p. Program of Work and Detailed Estimates	Administrative Service
q. Notice to Proceed, indicating the date of receipt by the contractor	Administrative Service
r. Detailed breakdown of the ABC	Administrative Service
s. Copy of the approved PERT/CPM Network Diagram and detailed computations of Contract Time	Administrative Service
t. Detailed Breakdown of the Contract Cost	Administrative Service
Copy of Advertisement of Invitation to Bid/Request for expression of interest	Administrative Service
Documentary requirements under Sections 23.1 and 25.2b for infrastructure projects, 23.1 and 25.2a for goods, and 24.1 and 25.2c for consulting services of the Revised IRR of RA No. 9184	Administrative Service
Minutes of Pre-procurement Conference for projects costing above 5M for infrastructure, and 1M and above for consulting services	Administrative Service
Bid Evaluation Report	Administrative Service
Ranking of short listed bidders for consulting services	Administrative Service
Post Qualification Evaluation Report	Administrative Service
Print-out copy of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS	Administrative Service
For LGUs, Board Resolution authorizing the LCE to enter into contract	Administrative Service
Evidence of Invitation of three observers in all stages of the procurement process	Administrative Service



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Documentary requirements	Where to secure
Request for purchase or requisition of supplies, materials, and equipment duly approved by proper authorities	Administrative Service
Other supporting document/s:	Administrative Service
INFRASTRUCTURE	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money	Bureau/Service/Office concerned
Common to progress/final payments	Bureau/Service/Office concerned
a. Statement of Work Accomplished/Progress Billing	Bureau/Service/Office concerned
b. Inspection Report by the Agency's Authorized Engineer	Bureau/Service/Office concerned
c. Results of Test Analysis, if applicable	Bureau/Service/Office concerned
d. Statement of Time Elapsed	Bureau/Service/Office concerned
e. Monthly Certificate of Payment	Bureau/Service/Office concerned
f. Contractor's Affidavit on payment of laborers and materials	Bureau/Service/Office concerned
g. Pictures, before, during and after construction of items of work especially the embedded items	Bureau/Service/Office concerned
h. Photocopy of vouchers of all previous payments	Bureau/Service/Office concerned
i. Certificate of completion	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
ADVANCE PAYMENT	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee	Bank
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Office concerned



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Documentary requirements	Where to secure
VARIATION ORDER/ CHANGE ORDER/EXTRAWORK ORDER	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Copy of Approved Variation Order/ Change Order/ Extra Work Order	Office concerned
Copy of Approved original plans indicating the affected portions of the project and duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded	Office concerned
Copy of the agency's report establishing the necessity/justifications for the need of such CO and/or EWO which shall include (a) Computation as to quantities of the addt'l works involved per item indicating the specific stations where such works are needed (b) date of inspection conducted and the results (c) detailed estimate of the unit cost of such items of work for new unit costs including those expressed in volume/area/lump-sum lot	Office concerned
Copy of the approved/revised PERT/CPM Network Diagram which shall be color coded reflecting the effect of additional/deductive time on the contract period and the corresponding detailed computations	Office concerned
Copy of the COA Technical Evaluation Report for the original contract	COA
If the variation order to be reviewed is not the 1 st variation order, all the above requirements for all the previously approved variation orders, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report of the previously approved Variation Orders	COA
Additional Performance security in the prescribed form and amount if variation order exceeds 10% of the original contract cost	Office concerned
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Office concerned
PROGRESS PAYMENT	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Request for Progress Payment for Work Accomplished	Office concerned



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Documentary requirements	Where to secure
Statement of Work Accomplished (SWA)/Progress Billing	Office concerned
Other supporting document/s:	Office concerned
CONSULTING SERVICES	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
If not in the Terms of Reference, appropriate approved documents indicating the expected outputs/deliverables	Office concerned
Copy of the Approved Manning Schedule indicating the names and positions of the consultants and staff and the extent of their participation in the project	Office concerned
Copy of the curriculum vitae of the consultants and staff	Office concerned
Letter request for payment from the consultant	Office concerned
Approved Consultancy Progress/Final Reports, and/or output required under the contract	Office concerned
Progress/Final Billing	Office concerned
Contract of Infrastructure Projects subject of Project Management Consultancy Services	Office concerned
Other supporting document/s:	Office concerned
SUPPLIES, MATERIALS, EQUIPMENT AND MOTOR VEHICLE	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Certificate of Exclusive Distributorship, if applicable	
Samples and brochures/photographs, if applicable	Supplier
For Imported Items:	Supplier
a. Consular Invoice/Pro-forma invoice of the foreign supplier with the corresponding details	Supplier
b. Home Consumption Value of the Items	Supplier
c. Breakdown of the expenses incurred in the Importation	Supplier



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Documentary requirements	Where to secure
Original copy of Dealers/Suppliers' Invoices showing the duly signed by the dealer or his representative, and indicating receipt by the proper agency official of items delivered	Suppliers
Results of Test Analysis, if applicable	Office concerned
Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government	Bureau of Customs or the BIR
Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative	Administrative Service
For equipment, Property Acknowledgment Receipt	GSD, Administrative Service
Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies	Office concerned
Request for purchase of supplies, materials and equipment duly approved by proper authorities	Office concerned
In case of motor vehicles, authority to purchase from:	
a. Agency head and Secretary of DBM, or OP depending on the type of vehicle being provided	Office concerned
b. Local Chief Executives, including Punong Barangay, for types of vehicles enumerated under Section 7 of AO No. 233 sourced from their unencumbered local funds and if chargeable under the GAA, either from the DBM or OP depending on the type of vehicles purchased (Sections 7 to 9)	Office concerned
For procurement of drugs and medicines	
a. Certificate of product registration from Food and Drug Administration (FDA)	Food and Drug Administration (FDA)
b. Certificate of good manufacturing practice from FDA	Food and Drug Administration (FDA)
c. Batch Release Certificate from FDA	Food and Drug Administration (FDA)



Documentary requirements	Where to secure
d. If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the products/items	Food and Drug Administration (FDA)
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Concerned Office
GENERAL SUPPORT SERVICES (JANITORIAL, SECURITY, MAINTENANCE, GARBAGE COLLECTION AND DISPOSAL AND SIMILAR SERVICES)	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
For janitorial/security/maintenance services:	
a. Appropriate approved documents indicating the following:	
a.1 The number of personnel involved and their corresponding rates/salary	Administrative Service/concerned office
a.2 Schedule of work and places of assignment or station/visits indicating, among others, the number of hours per visit	Concerned office
a.3 The type and number of equipment to be served (in case of visitorial maintenance service)	Administrative Service/concerned office
b. The scaled floor plans of the building and other area/s covered by the service contract (for janitorial services)	Administrative Service/concerned office
c. The group classification of personnel to determine the Equivalent Equipment Monthly Statutory Minimum Wage Rate in accordance with the applicable Rules Implementing RA No. 6727	Administrative Service/concerned office
d. Approved documents indicating the minimum requirements of the agency on the number of security personnel to be involved in the project (for security service contract)	Administrative Service/concerned office
e. The population of the agency where the services are rendered (for security service controls)	Administrative Service/concerned office
f. Detailed description of the maintenance services to be rendered or activities to be performed (for maintenance service contracts)	Administrative Service/concerned office
For Garbage Collection and Disposal	
a. Complete description/specifications (brand name, model, make/country of origin, hp, piston displacement, capacity) and number of units of dump trucks to be used	Administrative Service/concerned office



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Documentary requirements	Where to secure
b. Complete descriptions/specifications (age, condition, brand, etc.) and number of units of all other equipment to be rented/used	Concerned Office
c. Appropriate approved documents containing the terms and conditions, whether operated or bare rental for heavy equipment, whether per trip or package deal; and other relevant condition	Concerned Office
d. The designated dumpsitellocation of dumpsite (if provided in a separate document)	Concerned Office
e. The measurement in kilometers of the total distance covered by one complete route for all the required routes to be traveled	Concerned Office
f. Estimated volume in cubic meters of garbage to be hauled from area of operation, including the basis for such estimates	Concerned Office
g. In cases where the type of contract differs from the usual per trip contract basis, sufficient justification and comparative analysis between the type of contract adopted against the basic per trip type of contract	Concerned Office
For forwarding/shipping/hauling contract	
a. The type/kind and technical description of the mode of transportation used	Concerned Office
b. The point of origin and destination including the estimated distance/s if transported by land	Concerned Office
c. The estimated weight and volume of cargoes involved	Concerned Office
Accomplishment Report	Concerned personnel
Request for payment	Concerned personnel
Contractor's Bill	Contractors
Certificate of Acceptance	Concerned personnel
Record of Attendance/Service	Concerned personnel
Proof of remittance to concerned government agency and/or GOCCs [BIR/Social Security System (SSS)/Pag-Ibig]	GOCCs [BIR/Social Security System (SSS)/Pag-Ibig]
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Concerned Office



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Documentary requirements	Where to secure
RENTAL CONTRACTS	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
For privately-owned office/building:	
a. Complete copy of the building floor plans indicating in shaded colors the rentable space	Municipal
b. Copy of the Certificate of Occupancy of the building or appropriate approved documents showing the date the building was constructed or age of the building	Municipal
c. Complete description of the building as to type, kind and class including its component parts and equipment facilities such as, but not limited to, parking areas, elevators, air-conditioning systems, firefighting equipment, etc.	Municipal
d. Copy of the Master of Deed Declaration and Restrictions in case of lease/rental of office condominiums	Municipal
For equipment rental/lease/purchase contract:	
a. Agency evaluation of equipment utilization	Administrative Service/concerned office
b. Pertinent data of area of operation	Administrative Service/concerned office
List of prevailing comparable property within vicinity	
Vicinity map	Municipal
Request for payment	Third party/Biller
Bill/Invoices	Third party/Biller
Certificate of occupancy (space/building)	Third party/Biller
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Third party/Biller



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Documentary requirements	Where to secure
REPAIR AND MAINTENANCE OF AIRCRAFT, EQUIPMENT AND MOTOR VEHICLES	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Copy of the pre-repair evaluation report and approved detailed plans by the agency showing in sufficient detail the scope of work/extent of repair to be done	Administrative Service/concerned office
Copy of the latest service bulletin, in case of aircraft	Administrative Service/concerned office
Report of waste materials	Administrative Service/concerned office
Copy of document indicating the history of repair	Administrative Service/concerned office
Post-inspection reports	Administrative Service/concerned office
Warranty Certificate	Administrative Service/concerned office
Request for payment	Third party/Biller
Bill/Invoices	Third party/Biller
Certificate of Acceptance	Administrative Service/concerned office
Pre-repair inspection reports	Administrative Service/concerned office
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Concerned Office
PROCUREMENT THROUGH LIMITED SOURCE BIDDING	
Purchase Order/Letter Order/Contract	Administrative Service/concerned office
Proof of posting of invitation or request for submission of price quotation	Administrative Service/concerned office
Performance and warranty securities	Administrative Service/concerned office
BAC resolution recommending and justifying to the HOPE the use of alternative mode of procurement, approval by the HOPE of the BAC resolution recommending award of contract	Administrative Service/concerned office
Proof of posting of Notice of Award	Administrative Service/concerned office



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Documentary requirements	Where to secure
Approved Procurement Plan	Administrative Service/concerned office
Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Concerned office
Original copy of the delivery invoice	Third party/Biller/AS
Duly accomplished Inspection and Acceptance Report	Administrative Service
Approval by the HoPE or his duly authorized representative on the use of alternative method of procurement, as recommended by BAC	Administrative Service
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Gov't or any of its agencies, offices, corporations or LGUs	Administrative Service
Sword affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Administrative Service
Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/ distributor with known experience and proven capability on the requirements of the particular contract	Administrative Service/concerned office
Winning bidder's offer or proposal	Administrative Service
Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated	Administrative Service
Notice of Award	Administrative Service
Documentary requirements under Sections 23.1 and 25.2b for infrastructure projects, 23.1 and 25.2a for goods, and 24.1 and 25.2c for consulting services of the Revised IRR of RA No. 9184	Concerned office
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Concerned office
Bid security	Administrative Service
Other supporting document/s:	Concerned office



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Documentary requirements	Where to secure
PROCUREMENT THROUGH DIRECT CONTRACTING	
Purchase Order/Letter Order/Contract	Administrative Service/concerned office
Proof of posting of invitation or request for submission of price quotation	Administrative Service/concerned office
Performance and warranty securities	Administrative Service
BAC resolution recommending and justifying to the HOPE the use of alternative mode of procurement, approval by the HOPE of the BAC resolution recommending award of contract	Administrative Service
Proof of posting of Notice of Award	Administrative Service/concerned office
Approved Procurement Plan	Administrative Service
Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Administrative Service/concerned office
Original copy of the delivery invoice	Administrative Service/concerned office
Duly accomplished Inspection and Acceptance Report	Administrative Service/concerned office
Approval by the HoPE or his duly authorized representative on the use of alternative method of procurement, as recommended by BAC	Administrative Service/concerned office
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Gov't or any of its agencies, offices, corporations or LGUs	Administrative Service/concerned office
Sworn Affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the 3rd civil degree	Administrative Service/concerned office
Copy of letter to selected manufactures/supplier/distributor to submit a price quotation and conditions of sale	Administrative Service/concerned office
Certificate of Exclusive Distributorship issued by the principal	Administrative Service/concerned office
Certification form the agency's authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantage to the govt	Administrative Service/concerned office



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Documentary requirements	Where to secure
Certification of the BAC in case of procurement at critical plant components and/or to maintain certain standards	Administrative Service/concerned office
Study/survey done to determine the there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantage to the govt	Administrative Service/concerned office
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review an in the technical evaluation thereof	Administrative Service/concerned office
Other supporting document/s:	Concerned office
PROCUREMENT THROUGH REPEAT ORDER	
Purchase Order/Letter Order/Contract	Administrative Service/concerned office
Proof of posting of invitation or request for submission of price quotation	Administrative Service/concerned office
Performance and warranty securities	Administrative Service/concerned office
BAC resolution recommending and justifying to the HOPE the use of alternative mode of procurement, approval by the HOPE of the BAC resolution recommending award of contract	Administrative Service/concerned office
Proof of posting of Notice of Award	Administrative Service/concerned office
Approved Procurement Plan	Administrative Service/concerned office
Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Administrative Service/concerned office
Original copy of the delivery invoice	Administrative Service/concerned office
Duly accomplished Inspection and Acceptance Report	Administrative Service/concerned office
Approval by the HoPE or his duly authorized representative on the use of alternative method of procurement, as recommended by BAC	Administrative Service/concerned office
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Gov't or any of its agencies, offices, corporations or LGUs	Administrative Service/concerned office



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Documentary requirements	Where to secure
Sworn Affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the 3rd civil degree	Administrative Service/concerned office
Copy of the original contract used as basis for repeat order indicating that it was awarded thru public bidding	Administrative Service/concerned office
Certification from the Purchasing Dept/Office that the supplier has complied with all requirements under the original contract	Administrative Service/concerned office
Other supporting document/s:	Concerned office
PROCUREMENT THROUGH SHOPPING	
Purchase Order/Letter Order/Contract	Administrative Service/concerned office
Proof of posting of invitation or request for submission of price quotation	Administrative Service/concerned office
Performance and warranty securities	Administrative Service/concerned office
BAC resolution recommending and justifying to the HOPE the use of alternative mode of procurement, approval by the HOPE of the BAC resolution recommending award of contract	Administrative Service/concerned office
Proof of posting of Notice of Award	Administrative Service/concerned office
Approved Procurement Plan	Administrative Service/concerned office
Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Administrative Service/concerned office
Original copy of the delivery invoice	Administrative Service/concerned office
Duly accomplished Inspection and Acceptance Report	Administrative Service/concerned office
Approval by the HoPE or his duly authorized representative on the use of alternative method of procurement, as recommended by BAC	Administrative Service/concerned office
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Gov't or any of its agencies, offices, corporations or LGUs	Administrative Service
Sworn Affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the 3rd civil degree	Administrative Service/Bidder



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Documentary requirements	Where to secure
Price quotations from at least three bonafide and reputable manufacturers/suppliers/ distributors	Supplier, Concerned office
Abstract of canvass	Administrative Service/concerned office
Other supporting document/s:	Concerned office
NEGOTIATED PROCUREMENT	
Purchase Order/Letter Order/Contract	Administrative Service/concerned office
Proof of posting of invitation or request for submission of price quotation	Administrative Service/concerned office
Performance and warranty securities	Administrative Service/concerned office
BAC resolution recommending and justifying to the HOPE the use of alternative mode of procurement, approval by the HOPE of the BAC resolution recommending award of contract	Administrative Service/concerned office
Proof of posting of Notice of Award	Administrative Service/concerned office
Approved Procurement Plan	Administrative Service/concerned office
Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Administrative Service/concerned office
Original copy of the delivery invoice	Administrative Service/concerned office
Duly accomplished Inspection and Acceptance Report	Administrative Service/concerned office
Approval by the HoPE or his duly authorized representative on the use of alternative method of procurement, as recommended by BAC	Administrative Service/concerned office
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Gov't or any of its agencies, offices, corporations or LGUs	Administrative Service
Sword affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Administrative Service/Bidder



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Documentary requirements	Where to secure
IN CASE OF TWO FAILED BIDDINGS, EMERGENCY CASES, TAKE-OVER OF CONTRACT AND SMALL VALUE PROCUREMENT:	
Price quotation/bids/final offers from at least be three invited suppliers	Supplier/Concerned Office
Abstract of submitted Price Quotation	Supplier/Concerned Office
BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid	Administrative Service
IN CASE OF TWO FAILED BIDDINGS:	
Agency's offer for negotiations with selected suppliers, contractors or consultants	Administrative Service
Certification of BAC on the failure of competitive bidding for the second time	Administrative Service
Evidence of invitation of observers in all stages of the negotiation	Administrative Service
Eligibility documents in case of infrastructure projects	Administrative Service
IN EMERGENCY CASES:	
Justification as to the necessity of purchase	Concerned office
IN CASE OF TAKE-OVER OF CONTRACTS:	
Copy of terminated contract	Concerned personnel
Reasons for the termination	Administrative Service/concerned office
Negotiation document with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors	Administrative Service/concerned office
Approval by the Head of the Procuring Agency to negotiate contracts for projects under exceptional cases	Administrative Service/concerned office
IN CASE OF SMALL VALUE PROCUREMENT:	
Letter/invitation to submit proposals	Concerned office



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Documentary requirements	Where to secure
FOR ADJACENT OR CONTIGUOUS PROJECTS:	
Original contract and any document indicating that the same resulted from competitive bidding	Administrative Service/concerned office
Scope of work which should be related or similar to the scope of work of the original contract	Administrative Service/concerned office
Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay	Administrative Service/concerned office
Other supporting document/s:	Administrative Service/concerned office
ADVERTISING EXPENSES	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Bill/Statement of Account	Supplier/Biller
Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial	Supplier/Biller
Other supporting document/s:	Concerned Office
FOR PROCUREMENT THROUGH AUTOMATIC DEBIT ARRANGEMENT (ADA) OR DIRECT PAYMNET	
Same documents required under goods, infrastructure or consulting services depending on the mode of procurement adopted and the nature of expenses	Administrative Service , Concerned Office
Letter request from the Head of the Agency to the Bank to pay/credit the account of the supplier	Administrative Service , Concerned Office
Confirmation from the bank that the account of the supplier has already been credited (for post audit purposes)	Bank
Other supporting document/s:	Concerned Office
CULTURAL AND ATHLETIC ACTIVITIES	
Budget estimates approved by the Head of Agency	FMS
Other supporting document/s:	Concerned Office



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Documentary requirements	Where to secure
HUMAN RESOURCE DEVELOPMENT AND TRAINING PROGRAM	
Budget estimates approved by the Head of Agency	FMS
Schedule of training approved by the Head of the Agency	Concerned Office
Other supporting document/s:	Concerned Office
FINANCIAL EXPENSES	
Loan Agreements/Memoranda of Agreement together with supporting documents	Third Party
Statement of Account	Third Party
Bank Debit memos	Bank
Other supporting document/s:	Concerned personnel
SALARY OF CONTRACT OF SERVICE (COS)/JOB ORDERS (JO)	
Certified Copy of Notarized Contract received by COA	
Original and Approved DTR	Personnel Division, Administrative Service/concerned personnel
(In case of handwritten entries, shall be supported with Raw Swipe	Administrative Service/concerned personnel
from PD or Logbook Entries duly certified by the CSU, AS)	
Original Accomplishment Report, noted by immediate supervisor/IPCR for the period claimed signed by the immediate supervisor and Head of Office	concerned personnel
Duly signed SPSMS Monthly DPCR Monitoring Form No. 4	Administrative Service/concerned personnel
DO/PTL noted by the CSU/TO and CA for official travels/businesses	Records Section/Concerned personnel
DO if Exempted on Using the Biometrics Machine	Records Section/Concerned personnel
Original Certificate of Services rendered (signed by immediate supervisor) (If exempted to the usage of biometrics)	Administrative Service/concerned personnel
Photocopy of BIR Certifications (BIR Forms 1901/0605, Certificate of Registration)	concerned personnel
Members Data Record (MDR)	



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Documentary requirements	Where to secure
Clearance (end of Contract/resignation/termination)	Personnel Division AS
Overtime Order (for rendered OT)	FMS, Concerned Office
Accomplishment Report (Report duly certified by Supervisors for rendered OT)	Concerned Office
Permission Slip, if any	
For community facilitators:	
a. Work Plan	Concerned Office
b. Implementation Diary	Concerned Office
Overtime Slip	Concerned Office
Other supporting document/s:	Concerned Office
DEATH CLAIM BENEFIT	
Death Certificate	Philippine Statistics Authority
Marriage Contract (authenticated by NSO)	Philippine Statistics Authority
a. Certified True Copy of Marriage Certificate (If the claimant is the widow/widower of the DBO;	Philippine Statistics Authority
Birth Certificate of all surviving heir (authenticated by NSO)	Philippine Statistics Authority
a. Birth Certificate (if the claimant is the son/daughter of the DBO	Philippine Statistics Authority
b. Certified True copy of birth certificate of the deceased or affidavit of two (2) disinterested parties (if the deceased barangay official is single and the claimant is his/her parent/brother/sister)	Philippine Statistics Authority
Waiver of right of children 18 years old and below	Philippine Statistics Authority
Waiver of rights if there is more than one beneficiary in cases of siblings	Concerned Personnel/Claimant
Affidavit of guardianship if the deceased is the widow/widower/ single if the claimant is the guardian of the children who are minors	Concerned Personnel/Claimant



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Documentary requirements	Where to secure
In the absence of the primary and secondary beneficiaries, the claimant may present valid ID or certification from the barangay that the claimant is a resident of the barangay	Concerned Personnel/Claimant
Special Power of attorney, in case claimant/s cannot personally do the transaction.	Lawyer
Valid ID of Claimant/Beneficiary but not limited to: Voter's ID, Driver's License, Postal ID, Passport, Certification from the Barangay that he/she is a resident of the said barangay	Concerned Personnel/Claimant
Other supporting document/s:	Concerned Personnel/Claimant
HONORARIA OF LTIA BOARD MEMBERS	
Department Order	Record Section, GSD, Administrative Service
Accomplishment Report	Concerned Personnel
Computation/Basis of amount of honoraria	Concerned Personnel
Other supporting document/s:	Concerned Personnel
MID-YEAR BONUS (MYB)	
FOR INDIVIDUAL CLAIMS	
Clearance from money, property and legal accountabilities	Personnel Division, AS
Certification from head of Office that the employee is qualified to receive the MYB	Personnel Division, AS
Other supporting document/s:	Concerned Personnel
GENERAL CLAIMS	
MYB Payroll	Accounting Division, FMS
Payroll Register (hard and soft copy)	Accounting Division, FMS
Letter to the Bank to credit employees account of their MYB claims	Accounting Division, FMS
Deposit slips	Bank
Other supporting document/s:	Concerned Personnel



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Documentary requirements	Where to secure
PERFORMANCE BASED BONUS (PBB)	
PBB Payroll	FMS-Accounting Division
Guidelines, if applicable	Administrative Service
Certification from the Personnel Div.,	Personnel Division, AS
Certification of Non-receipt of Bonus	Personnel Division, AS
Other supporting document/s:	Personnel Division, AS
MEALS (reimbursement)	
Certified Correct Attendance Sheet	Bureau/Service/Office concerned
Certificate of Attendance duly signed by the Head Of Office	Bureau/Service/Office concerned
Approved Activity Design	Bureau/Service/Office concerned
3 Quotations	GSD, Administrative Service
Approved PPMP	Office concerned
Official Receipts/Cash invoice	Hotel
Activity Report/Minutes of the Meeting/Program of Activities signed by the Head of Office	Office concerned
Purchase Request	Office concerned
Inspection & Acceptance Report	Administrative Service
Other supporting document/s:	Office concerned
CATERING, LEASE OF VENUE AND ACCOMMODATION	
Certified Correct Attendance Sheet signed per day -(AM and PM)	Bureau/Service/Office concerned
Original Statement of Account/Charge Invoice/Delivery Receipt/Bill or Official Receipts	Supplier/Biller



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Documentary requirements	Where to secure
Notarized Contract Received by COA/Approved Purchase Order/Job Order/MOA and comment of Legal Service	Office concerned
Justification on the late submission of Contract to COA	Office concerned
Photocopy of Approved Activity Design	Office concerned
3 Quotations (with menu)	GSD, Administrative Service
Photocopy of Approved APP/PPMP/Supplemental PPMP	Office concerned
BAC Resolution	BAC, Administrative Service
Certificate of Availability of Funds	FMS
Certificate of Attendance signed by the Head of Office	Office concerned
Justification if the amount exceeded the allowable allocation/contract price	Office concerned
Justification if no. of participants is less than the guaranteed participants in the contract	Office concerned
Program of Activities	Office concerned
Omnibus Sworn Statement	
Cert. of Registration from PhilGEPs	PhilGEPs
Latest Income/Business Tax Return and Business Permit	BIR/FMS
Approved Purchase Request	GSD, Administrative Service
Request for Quotation (at least 3 suppliers)	Suppliers
PhilGeps Posting for catering services Php 50,000 and above, if applicable	PhilGeps
PhilGEPS posting of Award of Notice	PhilGeps
Abstract of Quotation	Office concerned
Duly Signed Inspection and Acceptance Report	Office concerned



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Documentary requirements	Where to secure
Terminal Report/Post Activity Report	Concerned Office
Order/Memorandum for the conduct of training/seminar	Concerned Office
Notice of Award	Administrative Service
Notice to proceed	Administrative Service
Requisition and Issue Slip	Administrative Service
Abstract of Quotation	Administrative Service
Registration Card/Sheet	Administrative Service
Order Slip	Administrative Service
Invitation	Administrative Service
Office/Travel Order of Visitors, for indirect invitation	Administrative Service
Rooming List/Guest Folio	Administrative Service
Letter of Authorization	Administrative Service
Inspection and Acceptance Report	Administrative Service
Compliance Rating	Administrative Service
Minutes of Meeting	Concerned Office
Other supporting document/s:	Concerned Office
SUPPLIES PURCHASED THRU PS-DBM	
Original copy of Approved Purchase Request	GSD, Administrative Service
Original copy of Approved and Funded APR	Administrative Service
Photocopy of Approved Approved PPMP-highlight the items to be procured	Office Concerned
Changes on the amount in the PR should be typewritten and initialed by authorized official (if any)	Office Concerned



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Documentary requirements	Where to secure
Price Quotation and Stock Availability Certification	Administrative Service
Purchase Order	Administrative Service
Duly Accomplished IAR	Administrative Service
Inspection Report	Administrative Service
RIS/ICS/PAR	Administrative Service
Training/Activity Design, if applicable	Office Concerned
Annual Procurement Plan	Administrative Service
Other supporting document/s:	Office Concerned
PAYMENT FOR MOBILIZATION FEE	
Irrevocable Standby Letter of Credit/ Security bond/Bank Guarantee	Bank
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Office Concerned
REMITTANCES TO VARIOUS FINANCIAL INSTITUTIONS	
Summary of Remittance (Employee and/or Employer Contributions) signed by the Accountant	Financial Management Service
Other supporting document/s:	Office Concerned
FIDELITY BOND	
Notice of Renewal from BTr or Request for Bonding and/or Cancellation of Bond of Accountable Officials and Employees, whichever is applicable	Bureau of Treasury
List of Accountable Public Officers and Employees/List of Bonded Officials certified by CAO (Form N - New/Form B - Renewal)	Bureau of Treasury
Form 57A with ID Picture	Bureau of Treasury
Form 58A with ID Picture	Bureau of Treasury



DILG OFFICES
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Documentary requirements	Where to secure
Official receipt, in case of reimbursement	supplier
Confirmation, in case of reimbursement	Administrative Service
Statement of Assets, Liabilities and Net worth (SALN)	Administrative Service
Regional Order - Designation of Bonded Officer	Administrative Service
Other supporting document/s:	Administrative Service
LEASE PURCHASE	
Original copy of the Notarized contract received by COA	Record Section, GSD, Administrative Service
Original Purchase Request	GSD, Administrative Service
3 Quotations	GSD, Administrative Service
Photocopy of Approved PPMP/BAC	GSD, Administrative Service
Photocopy of Certificate of Sole Distributorship(Exclusive Dealer)	GSD, Administrative Service
Photocopy of Statement of Account	Supplier
Original copy of the Property Acknowledgement Receipt (PAR)	GSD, Administrative Service
Photocopy of Income/Business Tax Return & Business Permit	GSD, Administrative Service
Photocopy of Cert. of Registration from PhilGEPS	GSD, Administrative Service
Other supporting document/s:	
SUBSCRIPTIONS	
BAC Resolution	BAC, Administrative Service
PPMP/Approved APP	Procurement Service, Admin Service
Contract received by COA	Supplier
Statement of Account	Supplier



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Documentary requirements	Where to secure
Delivery Receipt/Certification of Delivery	GSD, Administrative Service
Approved Purchase Request	GSD, Administrative Service
Other supporting document/s:	Concerned office
RELEASE OF ASSISTANCE FOR FORMER REBELS (FRS) E-CLIP	
A. FOR REINTEGRATION ASSISTANCE, IMMEDIATE ASSISTANCE AND LIVELIHOOD ASSISTANCE	
JAPIC Certification	Regional Office, NBOO
E-CLIP Enrolment Form	Regional Office, NBOO
Other supporting document/s:	Regional Office, NBOO
B. FIREARMS REMUNERATION	
Property Turn-In Slip (PTIS)	Regional Office, NBOO
Technical Inspection Report (TIR)	Regional Office, NBOO
Cost Valuation Certificate	Regional Office, NBOO
Other supporting document/s:	Regional Office, NBOO
C. FOR CONSTRUCTION AND/OR REHABILITATION OF EXISTING FACILITY TO SERVICE AS HALFWAYHOUSE BY LGU OR RECEIVING UNIT	
Request from the LGU/ Receiving Unit	Regional Office, NBOO, concerned personnel
Program of Works	Regional Office, NBOO, concerned personnel
Sanggunian Resolution (LGU), if applicable	Regional Office, NBOO, concerned personnel
Proof of Donation of Land	Regional Office, NBOO, concerned personnel
Other supporting document/s:	Regional Office, NBOO, concerned personnel



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Documentary requirements	Where to secure
RELEASE OF SGLG INCENTIVE	
Certified true copy of the Annual Investment Program AIP or Local Development Investment Program (LDIP)/Provincial Development Investment Program (PDIP) for the year (page indicating the project by the Secretary of the Sanggunian)	Regional Office, concerned personnel
Checklist of Project (Annex D) indicating the proposed project duly approved by the LCE	Regional Office, concerned personnel
Certification from Agency Accountant or Bank certified of the Existing Trust Fund Account of LGUs for new awardees	Regional Office, concerned personnel
Other supporting documents necessary based on the guidelines for the year	Regional Office, concerned personnel
DONATIONS	
Department Order	Record Section, GSD, Administrative Service
Letter Request	Concerned personnel
BAC Resolution	BAC Section Administrative Service
Deed of Donation	Concerned personnel
Other supporting document/s:	Concerned personnel
INTERNET/COMMUNICATION EXPENSES	
Call Cards and/or Official Receipt	Bureau/Service/Office concerned
SOA and Official Receipt	Telecommunication company
Certification that the calls made/internet usage are official	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
CHECKBOOKS AND ACCOUNTABLE FORMS/OFFICIAL RECEIPTS	
A. CHECKBOOKS (MDS AND TRUST FUND)	
Approved purchase request	GSD, Administrative Service



DILG OFFICES
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Documentary requirements	Where to secure
Request to order checks	Administrative Service
Authorization to order check books issued by Bureau of Treasury	Administrative Service
Monthly Estimates/Accounts Payable that cannot be paid through ADA	Financial Management Service
Statement of Accountability for Accountable Forms w/o Money Value	Bureau/Service/Office concerned
Loan Agreements/Memoranda of Agreement together with supporting documents, if applicable	Bureau/Service/Office concerned
Bank debit memos, if applicable	Bank
Other supporting document/s:	Concerned Office
B. ACCOUNTABLE FORMS/OFFICIAL RECEIPTS	
Purchase Request	Concerned Office
Other supporting document/s:	Bureau/Service/Office concerned
TRAINING REGISTRATION/TRAINING FEE	
Travel Order/Regional Order/Provincial Order/ Department Order of Attendees	Concerned Office
Invitation/Memorandum, if applicable	Concerned Office
Official receipt/s (for reimbursement, if paid by attendee)	Concerned staff
Certificate of attendance for the training	Bureau/Service/Office concerned
Statement of Account	Hotel
Activity Design	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
A. CENTRAL OFFICE 1. Submit a copy of ORS/BURS and DV with corresponding Documentary Requirements depending on the type of claim.	1.1. Receive and check the Obligation Request & Status (ORS)/Budget Utilization Request and Status (BURS) and Disbursement voucher (DV) with corresponding attachment based on the checklist of Documentary Requirements. If incomplete, return/notify client for appropriate action.	Receiving Officer COS-ADA VI - Budget Division	1 Hour
	1.2. Review and process the ORS/BURS: - Allocate funds by verifying against the availability of funds then assign UACS Object Code - Encode the ORS/BURS details in the Financial Reporting System (FRS) for the system generated ORS number for appropriate action - Record in the book of registries	Admin Officer II/IV-Budget Division	3 Hours
	1.3. Validate the correctness and accuracy of the processed ORS/BURS, initially approve the ORS/BURS in the FRS and affix initial in the Box B of ORS/BURS (physical copy)	Admin Officer V – Budget Division	1 Hour
	1.4. Certify the availability of allotment and obligation, approve the ORS/BURS in the FRS and sign the Box B of the ORS (physical copy)	Chief, Budget Division	1 Hour



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.5. Detach the original signed copy of the ORS/BURS for filing, update monitoring log-sheet and forward the approved ORS/BURS to Accounting Division/AS-Procurement Section	Releasing Officer – (COS-ADAS VI) – Budget Division	50 Minutes
	1.6. Receive the DV with the supporting documents, check against the details in the Data Management System (DMS)/Monitoring log sheet and generate DV no. from the Financial Reporting System	CO: Receiving Officer(COS-ADAS III/VI/Driver I) – Acctg. Div	30 mins.
	1.7. Assign Processor	(COS-ADAS III/VI) – Acctg. Div	30 mins.
	1.8. Process Disbursement Voucher: - Check the completeness and appropriateness of supporting documents and its compliance with auditing and accounting rules and regulations - Record the details of the claim on the Individual Index of Payment (IIP) Card - Update the needed details in the Financial Reporting System (FRS)	Admin Officer IV, Accountant II, ADAS III, (COS-ADAS VI/Sr. Admin. Assistant II) - Acctg. Div.	2 Working Days, 4 Hours
	1.9. Verify the availability of cash	Admin Assistant II/Admin. Officer II – Acctg. Div	30 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.11. Review and approve processed disbursement voucher: - Review the completeness and appropriateness of supporting documents and its compliance with accounting and auditing rules and regulations - Accuracy in the computation of the claim - Correctness of the entries in Box B of the disbursement voucher and IIP card as well as the details on the Financial Reporting System	Chief Disbursement Section/Assistant Div. Chief/Div. Chief- Acctg. Division	1 Hour
	1.12. Release approved disbursement voucher to Cash Section or to Approving Officials.	Releasing Officer (COS-Admin Assistant III/VI/Driver I) - AD	30 Minutes
	1.13. Receive, record and check the approved/signed Disbursement Voucher with attached supporting documents and determine whether LDDAP or check.	Admin Officer I/ Admin Aide IV - Cash Section, GSD Administrative Service	1 Hour
	1.13.a. For LDDAP-ADA: Prepare the List of Due and Demandable Accounts Payable-Advice to Debit Account.	Admin Officer I - Cash Section, GSD Administrative Service	2 Hours
	1.13.a.1. Review and sign LDDAP-ADA. Verifies completeness of signature and check the amount against the disbursement vouchers for issuance of LDDAP-ADA.	Admin Officer I - Cash Section, GSD Administrative Service	30 Minutes
	1.13.b. For CHECK: Prepare Check and record in the check register.	Chief- Cash Section, GSD Administrative Service	30 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.14. Check the accuracy of entries in the LDDAP-ADA, if found in order, affix initial	Admin Officer I- Cash Section, GSD Administrative Service	1 Working Day
	1.14.1. Route all reviewed original LDDAP-ADAs and Checks with supporting documents to designated signatories.		
	1.15. Prepare Advice of Checks Issued and Cancelled (LDDAP-ACIC), Financial Data Entry System (FinDES)	Admin Assistant II, Admin Aide IV, Section Chief, Cash Section	2 Hours
	1.15.1. Review and sign the LDDAP-ACIC and Financial Data Entry System (FinDES)	Section Chief, Cash Section	30 Minutes
	1.16. Route the LDDAP-ACIC and Financial Data Entry System (FinDES) to authorized signatories.	Admin Aide IV, Chief, GSD, Director AS	30 Minutes
2. Receive payment thru direct credit to payee's bank account or thru check and accomplish the CSS Form	2.1. Transmit approved LDDAP-ADA, LDDAP-ACIC and FinDES to the Government Servicing Bank (LBP) for crediting to payees/claimant's bank account or release check to concerned client and administer the CSS	Admin Aide II/VI	1 Hour
Total Processing Time			5 Working Days, 6 Hours
END OF TRANSACTION			

Notes:

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



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
B. REGIONAL OFFICE 1. Submit a copy of ORS/BURS and DV with corresponding Documentary Requirements depending on the type of claim	1.1. Receive and check the ORS/BURS with DV and other supporting documents. If incomplete, return/notify client for appropriate action	Receiving Officer (ADA VI, ADAS II, AO IV)- Budget Section	1 hr
	1.2. Review and process the ORS/BURS: - Check the completeness of the supporting documents - Allocate funds by verifying against the availability of funds then assign UACS Object Code - Approve and sign the Box B of the ORS/BURS to certify that allotment is available and the claims obligated is for its deemed purpose	Budget Staff (COS, AO II, II, IV)-Budget Section	2 hrs
	1.3. Validate the correctness and accuracy of the processed ORS/BURS, initially approve the ORS/BURS in the FRS and affix initial in the Box B of ORS/BURS (physical copy)	Budget Staff (COS, AO II, II, IV)- Budget Section	1 hr
	1.4. Certify the availability of allotment and obligation, approve the ORS/BURS in the FRS and sign the Box B of the ORS (physical copy)	AO IV/V- Budget Section	50 mins
	1.5. Detach the original signed copy of the ORS/BURS for filing, update monitoring logsheet and forward the approved ORS/BURS to Accounting Division/AS-Procurement Section.	ADA VI, AA IV, AO IV)- Budget Section	40 mins



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.6. Receive the DV with the supporting documents, check against the details in the Data Management System (DMS)/Monitoring log sheet and generate DV no. from Financial Reporting System and assign processor	Receiving Officer ADAS II/III, AO IV-Accounting Section	30 mins
	1.7. Process Disbursement Voucher: ▪ Check the completeness and appropriateness of supporting documents and its compliance with auditing and accounting rules and regulations ▪ Record the details of the claim on the Individual Index of Payment (IIP) Card ▪ Update the needed details in the Financial Reporting System (FRS)	ADAS II/III, Accountant II & III Accounting Section	2 wd
	1.8. Verify the availability of cash	Accountant II/III- Accounting Section	30 mins
	1.9. Review and approve processed disbursement voucher: ▪ Review the completeness and appropriateness of supporting documents and its compliance with accounting and auditing rules and regulations ▪ Accuracy in the computation of the claim ▪ Correctness of the entries in Box B of the disbursement voucher and IIP card as well as the details on the Financial Reporting System		1 hr
	1.10. Release approved disbursement voucher to Cash Section or to Approving Officials	Accounting staff (COS) ADA IV – Accounting Section	1 hr
	1.11. Receive, record and check the approved/signed Disbursement Voucher with attached supporting documents and determine whether LDDAP or check	Admin Aide IV, ADAS II Cash Sec/Unit	1 hr
	1.12.a. For LDDAP-ADA: Prepare the List of Due and Demandable Accounts Payable-Advice to Debit Account	Admn Officer III (cashier), ADAS II –Cash Sec/Unit	2 hrs



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.13.a.1. Review and sign LDDAP-ADA. Verifies completeness of signature and check the amount against the disbursement vouchers for issuance of LDDAP-ADA	Admn Officer III(cashier), ADAS II – Cash Sec/unit	30 mins
	1.13.b. For CHECK: Prepare Check and record in the check register		30 mins
	1.14. Check the accuracy of entries in the LDDAP-ADA, if found in order, affix initial	Accountant II / I II, Head of the Agency or Authorized representative	7 hrs and 30 mins
	1.14.1. Route all reviewed original LDDAP-ADAs and Checks with supporting documents to designated signatories		
	1.15. Prepare Advice of Checks Issued and Cancelled(LDDAP-ACIC), Financial Data Entry System (FinDES)	Admn Officer III(cashier), ADAS II (Disbursing Officer)	2 hrs
	1.15.1. Review and sign the LDDAP-ACIC and Financial Data Entry System (FinDES)	Admn Officer III(cashier), ADAS II (Disbursing Officer)	30 mins



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.16. Route the LDDAP-ACIC and Financial Data Entry System (FinDES) to authorized signatories	ADA IV,ADAS II	30 mins
2. Receive payment thru direct credit to payee’s bank account or thru check and accomplish the CSS Form	2.1. Transmit the approved LDDAP-ADA, Advice of Checks Issued, LDDAP-ACIC and FinDES to Land Bank for crediting to payees specific bank accounts or issuance of check and accomplish CSS		1 hr
Total Processing Time			5 working days 7 hrs
END OF TRANSACTION			

Notes

- a. The total time may vary per transaction based on the following:
 1. Complexity of transactions/claims
 2. Availability of cash allocation
 3. Availability of authorized signatories
 4. Completeness and correctness of submitted documents
- b. Not all regions are using Data Management System or DMS



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
C. PROVINCIAL OFFICE 1. Submit a copy of DV with corresponding Documentary Requirements depending on the type of claim	1.1. Receive and check the DV) with corresponding attachment based on the checklist of Documentary Requirements. If incomplete, return/notify client for appropriate action, update the Processing and Payment of Claims Monitoring Log Sheet then assign processor.	ADAS II/III, AO IV/Acctg Staff- Accounting Unit	1 hr
	1.2. Process Disbursement Voucher: ▪ Check the completeness and appropriateness of supporting documents and its compliance with auditing and accounting rules and regulations.	ADA II/III, Accountant II & III-Acctg. Sec. /Unit	2 wd
	1.3. Verify the availability of cash	ADA I /III-Acctg Sec/Unit	30 mins
	1.4. Review and approve processed disbursement voucher: ▪ Review the completeness and appropriateness of supporting documents and its compliance with accounting and auditing rules and regulations ▪ Accuracy in the computation of the claim	ADAS II/III –Acctg Sec/Unit	1hr
	1.5. Release approved disbursement voucher to Approving Officials.	ADAS II-Acctg Sec/Unit	30mins
	1.6. Receive, record and check the approved/signed Disbursement Voucher with attached supporting documents and determine whether LDDAP or check	Admin Aide IV, ADAS II,	1 hr



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.7. Review and Verifies completeness of signature on the disbursement vouchers and reviews the amount of the check against the DVs	RO/PO:Admn Officer III(cashier),ADAS II (Disbursing Officer),Cash Unit	30 mins
	1.8. Prepare Check and record in the check register.	RO/PO:Admn Officer III(cashier),ADAS II (Disbursing Officer),Cash Unit	40 mins
	1.9. Review and sign Check.	ADAS II(Disbursing Officer)- Cash Unit	7 hrs 30 mins
	1.10. Route all reviewed Checks with supporting documents to designated signatories	ADAS II (Disbursing Officer)	30 mins
	1.11. Prepare Advice of Checks Issued and Cancelled(LDDAP-ACIC),	ADAS II (Disbursing Officer)	20 mins
	1.12. Route the LDDAP-ACIC to authorized signatories	ADA IV,ADAS II	30 mins
2. Receive payment thru check and accomplish the CSS Form	2.1, Transmit approved LDDAP-ACIC Government Servicing Bank (LBP) for creditingto payees/claimant's bank account or release check to concerned client and administer the CSS	ADA IV,ADAS II	1 hr
Total Processing Time			3 wd 7 hrs
END OF TRANSACTION			

Notes

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

1. Complexity of transactions/claims
2. Availability of cash allocation
3. Availability of authorized signatories
4. Completeness and correctness of submitted documents

Provincial Office is not yet using FRS



Description of Service:	To facilitate the issuance of Sub-Allotment Release Order (SRO) and Notice of Transfer Allocation (NTA) to Regional Offices.		
Office	Financial and Management Service (FMS)		
Classification	Complex Transaction	Total Processing Time	5 Working Days, 4 Hours, 20 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	DILG Regional Office/Operating Unit		

Documentary requirements	Where to secure
Letter request for fund transfer (Sub-Allotment Release Order and Notice of Transfer Allocation) with <u>any of the following</u> applicable attachment: • 1 Photocopy of Operations Plan and Budget (OPB) • 1 Photocopy Activity Design • 1 copy of funding requirement breakdown per Program, Activity and Project (PAP) and per corresponding Expense account name/code. • 1 Photo copy of Notice of Fund Transfer (if not included in OPB) • Schedule of NTA	Operating/Requesting Unit/Regional Office
For Barangay Official Death Claims (DBC) and Administrative Personnel Benefits (APB): • 1 Photocopy of SARO with NCA and list of beneficiaries	DBM

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1.Submit letter request of fund transfer (SRO and NTA) with corresponding supporting documents. In the case of DBC and APB, submit the copy of SARO with NCA and list of beneficiaries from DBM.	1.1, Check, receive and record in Process Summary log sheet the Letter request for fund transfer from Operating units or SARO w/ NCA from DBM (for DBC,APB others) based on set documentary requirements then forward to Chief of Budget Division. 1.1.a, Letter-Request of Fund Transfer: Receive letter request for fund transfer via Data Management System (DMS) or physical copy with applicable supporting documents then attach Transfer of Fund tracker. 1.1.b, Special Allotment Release Order (SARO) with Notice of Cash Allocation (NCA): Receive and record the copy of SARO with NCA if applicable from DBM thru OASFC with complete supporting documents then attach Transfer of Fund tracker.	Receiving clerk (COS) /Administrative Assistant/ Administrative Officer II- Budget Division	1 Hour



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2, Review and determine if transfer of funds can be allowed and provide instruction/s in the Transfer of Funds tracker	Chief, Budget Division	1 Hour
	1.3, Validate details of the request as to funds and amount against the supporting documents (e.g. Activity Design, OPB, SARO)	Administrative Officer IV, Budget Division	1 Working Day, 5 Hours, 45 Minutes
	1.3.1, Record transfer of funds data/details in the appropriate Registry of Allotments, Obligation and Disbursement (RAOD) per PAP		10 Minutes
	1.3.2, Prepare and attach Memo-transmittal.		5 Minutes
	1.4, Review transfer of fund request with memo transmittal. If found in order, affix signature. If not, return to Operating unit or processor and provide instructions in the Transfer of fund tracker.	Administrative Officer V, Budget Division	4 Hours
	1.5, Conduct final review on the request. If found in order, prepare the SRO and forward to Division Chief <i>Note: The absence of Section Chief and Supervising Admin Officer, the Chief of Budget Division can conduct the final review of the SRO</i>	Supervising Administrative Officer, Budget Division	2 Hours
	1.6, Certify availability of Fund in the SRO and affix initials on the Memo-transmittal and provide instruction to release the SRO	Chief, Budget Division	30 Minutes
	1.7, Update the PSL then forward SRO to the office of the Director to secure signature on the Certification on the Availability of Funds portion of the SRO	COS(ADAS VI) ADAS/AO II, Budget Division	20 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.8, Approve SRO <i>Note: Approval of SRO will depend on the availability of the authorized signatories</i>	FMS Director/ OASFC/Authorized Signatories	1 Hour
	1.9, Receive and Encode approved SRO to Process Summary Log sheet (cloud encoding) 1.9.1, Scan the approved SRO and supporting documents then upload to Financial Reporting System (FRS) then notify the concerned staff from the Accounting Division thru fund transfer, for the preparation of NTA.	Administrative Assistant/ AO II, BD / Designated OBudget Staff	1 Working Day
	1.10, Receive SRO through email/hard copy or through FRS and prepare NTA <i>Note:</i> • Preparation of NTA will depend on the indicated month to be downloaded to regions based on the attached schedule of NTA in the request. • If SRO received toward the end of the quarter, NTA will be prepared 1st working day of the following month	Administrative Assistant, Accounting Division	1 Hour
	1.11, Accounting division shall secure a copy of the SROs in FRS	Administrative Staff, AD (Administrative Assistant I)	30 Minutes
	1.12, Review and affix initial on the NTA 1.12.1, Forward the NTA to Office of the Director then to OASFC for signature/approval	Chief, Accounting Division	1 Hour
	1.13, Approve the NTA and forward NTA to Accounting Division for info and recording.	Administrative Staff, OASFC Administrative Assistant I	1 Hour
	2. Region/s received NTA and accomplish the CSS online.	Administrative Staff /Assigned Accounting Personnel, Accounting Division	1 Working Day
	2.1.a Encode the SRO number to corresponding beneficiaries per region in the Barangay Information System (BIS), upload the required attachments and administer Client Satisfaction Survey.	Administrative Officer IV, Budget Division	30 Minutes



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.2 Scan approved NTA and upload to FRS for information and updating of records of the regional office/s	Administrative Staff, AD	30 minutes
Total Processing Time			5 Working Days, 4 Hours, 20 Minutes
END OF TRANSACTION			

Notes:

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

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



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

11. Request for Function Room and DILG Dormitory				
Description of Service:	To ensure all request for Function Room and DILG Dormitory is in proper coordination			
Office	Auxiliary Section, General Services Division, Administrative Service			
Classification	Simple Transaction	Total Processing Time	3 Working Days	
Type of Transaction	G2C - Government to Citizen	Fees to be paid	None	
Who may avail	DILG Central Office, DILG Regional Office & NAPOLCOM Office			
Documentary requirements		Where to secure		
Request for Function Room or Request for Dorm Accommodation		Auxiliary Section		
Client Action (Detailed steps)	Agency action (Detailed Steps)		Person in Charge Position Unit / Division	Processing Time
1. Fill-up prescribe request form. The form can be download at DILG website or you can request a copy for Auxiliary Section, GSD	1.1, Receive the requested letter with recommendation of Administrative Service Director.		Administrative Aide III	1 Working Day
	1.2, Check availability of function room, DILG Dormitory.		Administrative Aide III	
	1.3, Check the availability of the said request and ready the request to be filled by the end user.		Administrative Aide III	
2. Letter request address to Director of Administrative Service	2.1, Prepare send letter to the requester.		Administrative Aide III	1 Working Day
	2.2, Release the approved request form.		Administrative Aide III	
3. Letter request address to GSD Chief	3.1, Prepare and submit letter requesting party.		Administrative Aide III	1 Working Day
Total Processing Time				3 Working Days
END OF TRANSACTION				



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

12. Request for Information Systems Development

Description of Service:	The Service adopted the following steps to ensure the application systems developed are of quality and produced in a timely manner		
Office	Information System and Technology Management Service (ISTMS) – Information Systems, Planning, Development and Project Management Division (IS-PDPMD)		
Classification	Highly Technical Transaction	Total Processing Time	122 Working Days, 4 hours and 5 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Bureaus and Services of the Department		
Documentary requirements		Where to secure	
Request-Letter		Office concerned	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit request letter	1.1. Receive letter request	Administrative Assistant III/AA VI, TOSD	5 Minutes
	1.2. Assess the type of request and assign a technical staff	Director/ IS-PDPMD Chief	3 Working Days
	1.3. Conduct initial meeting with client	IS-PDPMD Chief	1 Working Day
2. Submit reference materials	2.1. Gather System Requirements	Assigned IS-PDPMD Technical Staff	1 Working Day
	2.2. Provide User Requirements List for Client's review	Assigned IS-PDPMD Technical Staff	1 Working Day
3. Finalize the requested features of the system. Acknowledge the provided User Requirements List	3.1, Receive the signed Requirements List	Assigned IS-PDPMD Technical Staff	2 Working Days
	3.2. Conduct System Study and Formulate System Design	Assigned IS-PDPMD Technical Staff	22 Working Days
	3.3. Perform Systems Development	Assigned IS-PDPMD Technical Staff	88 Working Days
	3.4. Present the System	IS-PDPMD Chief, Assigned IS-PDPMD Technical Staff	4 Hours



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	3.5. Provide User Acceptance Certificate to client	Assigned IS-PDPMD Technical Staff	2 Working Days
4. Accomplish the provided User Acceptance Certificate	4.1. Receive the accomplished User Acceptance Certificate	Assigned IS-PDPMD Technical Staff	2 Working Days
Total Processing Time			122 Working Days, 4 hours and 5 Minutes
END OF TRANSACTION			

Note:

Some requests may not be acted upon immediately or the total time may vary depending on the prioritized systems to be developed based on the MITHI funded projects, volume of request received and availability of web developers.



DILG OFFICES HOUR
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13. Request for Repair and Maintenance			
Description of Service:	Handling of request for the minor repair and maintenance of the DILG Central Office premises		
Office	Auxiliary Section, General Services Division, Administrative Service		
Classification	Simple Transaction	Total Processing Time	1 Working Day
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	DILG Central Office		
Documentary requirements		Where to secure	
Request for Repair and Maintenance		Auxiliary Section	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Letter request address to GAS Chief	1.1. Receive the requested letter with recommendation of Administrative Service Director	Administrative Aide III/Staff, Auxiliary Section	1 Working Day
	1.2. Check the availability of the maintenance personnel	Auxiliary Section Staff	
	1.3. Check the availability of the said request and ready the request to be filled by the end user	Auxiliary Section Staff	
	1.4. Prepare send letter to the requester. Note: For major repairs, seek approval to GSD, NAPOLCOM	Auxiliary Section Staff	
	1.5. Release the approved request form	Auxiliary Section Staff	
2. Receive hard copy of the letter request and accomplish CSS	2.1. Submit letter to the requesting party with attached Client Satisfaction Survey thru Central Records Section	Auxiliary Section Staff	
Total Processing Time			1 Working Day
END OF TRANSACTION			



DILG OFFICES HOUR
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14. Issuance of Brand Identity Manual (BIM) Certification of Compliance

Description of Service:	This service is to provide the client with the certification of compliance to the DILG's Brand Identity Manual to all drafted designed coming from other offices before being printed and used to all DILG-related activities, seminars and workshops.		
Office	Public Affairs and Communication Service, Creative Services Division (CSD, PACS)		
Classification	Simple Transaction	Total Processing Time	2 Hours, 23 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	All DILG-CO offices		
Documentary requirements		Where to secure	
1. DMS routing slip, request letter (memorandum format) – including the sample image of the design		Public Affairs and Communications Service	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Prepares a request letter in the form of memorandum with attached sample image of item/s via DMS and hand-carry	1.1. Receive the memorandum, update DMS and forward to OD	Office of the Director Staff/ Director	2 Minutes
	1.2. Forward the hard-copy request with attached sample image of items to CSD	Office of the Director Staff	2 Minutes
	1.3. Receive, update DMS and route to Division Chief (DC)	Admin Aide VI	2 Minutes
	1.4. Evaluate the attached sample item	Admin Officer II	2 Hours
	1.5. Draft a memorandum certification/response	Admin Aide VI	5 Minutes
	1.6. Print and submit to the Division Chief then to Office of the Director for signature	Division Chief/ Director	5 Minutes
	1.7. Scan and route through DMS the memorandum certification/response	Admin Aide VI	5 Minutes
2. Contacted by PACS-CSD and receives the BIM certification of compliance from PACS-CSD staff in charge of issuance.	2.1. Contact the person referenced in the request memorandum to receive the hardcopy certification/response	Admin Aide VI	2 Minutes
Total Processing Time			2 Hours, 23 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

15. Issuance of No Pending Administrative Case

Description of Service:	Preparation and issuance of Certificate of No Pending Administrative Case as requested by DILG Personnel/ LGU Elected Officials. The certification is issued if upon verification in the TID's official record/data base, there is no pending administrative case/s filed before the Department against such personnel or LGU official.		
Office	Legal and Legislative Liaison Service, Trial and Investigation Division (LLLS, TID)		
Classification	Simple Transaction	Total Processing Time	46 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Department Personnel and LGU Officials		
Documentary requirements		Where to secure	
Accomplished Request Form		LLLS Receiving Officer	
Clearance Log Sheet		LLLS Receiving Officer	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Accomplish and submit duly accomplished request form Note: In Person or Online request/ submission	1.1. Receive Accomplished Request Form and update the Clearance Log Sheet	LLLS Receiving Officer/ TID Receiving Officer	11 Minutes
	1.2. Validation and verification of Request and/or other pertinent data	TID Action Officer	10 Minutes
	1.3. Preparation of the Certification and Internal Memorandum for LLLS Director	TID Action Officer	10 Minutes
	1.4. Review of Certification and Signature of Internal Memorandum for LLLS Director	Chief, Trial and Investigation Division, LLLS	5 Minutes
	1.5. Approval/Signature of Certification	Director, LLLS	5 Minutes
	1.6. Release of Certification	TID Receiving Staff	5 Minutes
Total Processing Time			46 Minutes
END OF TRANSACTION			



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

16. Issuance of Authority to Practice Profession

Description of Service:	This service refers to the facilitation of issuance of Department Order allowing the practice of profession of DILG officials and 8personnel.		
Office	Personnel Division, Administrative Service		
Classification	Complex Transaction	Total Processing Time	3 Working Days, 35 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	All DILG Officials and Employees		
Documentary requirements		Where to secure	
Letter request from the concerned official or personnel Indorsement/Permission from head of office/operating unit		Concerned official or personnel	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit recommendation/justification <i>Note: For LGA and Regional Offices, only officials and personnel with SG-24 and above shall be processed in the Central Office per Delegation of Authority</i>	1.1. Receive indorsement and/or request <i>Mode of Receipt of Documents: Physical Document/Scanned Documents may be received through DILG Document Management System, email and/or regular mail</i>	PD Receiving Clerk/ Action Officer	2 Minutes
	1.2. Review completeness and appropriateness of administrative requirements	PD Action Officer	3 Minutes
	1.3. Prepare the Department Order and transmittal to SILG	PD Action Officer	10 Minutes
	1.4. Review Department Order and transmittal a. Division Level b. Service Level c. Assistant Secretary Level	PD Division Chief AS Director ASEC for HRD	15 Minutes
	1.5. Approval of Department Order	Approving Authority per Delegation of Authority	3 Working Days



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.6. Retain approved copy of Department Order in the 201 file.	PD Action Officer	5 Minutes
Total Processing Time			3 Working Days, 35 Minutes
END OF TRANSACTION			



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

17. Preparation of Coterminous and Contractual Appointments

Description of Service:	This service refers to the preparation of Coterminous and Contractual appointments of personnel recommended by concerned operating units/office.		
Office	Personnel Division, Administrative Service		
Classification	Complex Transaction	Total Processing Time	3 Working Days, 1 Hour, 5 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Executive Offices, Offices of Bureau/Service Directors – Coterminous Appointments; Project Management Offices – Contractual Appointments		
Documentary requirements		Where to secure	
Recommendation for Hiring of Coterminous or Contractual Personnel Attachments: CSC Form No. 212 with Work Experience Sheet		Operating Office/Unit Concerned CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit recommendation/proposal NOTE: <i>*Appointees which are primarily confidential in nature, such as Executive Assistant, Private Secretary 1 and 2 positions, are exempted from the CSC qualification requirement.</i>	1.1. Receive recommendation/proposal of concerned operating office/unit <i>Mode of Receipt of Documents: Physical Document/Scanned Documents may be received through DILG Document Management System, email and/or regular mail</i>	PD Receiving Clerk/ Action Officer	5 Minutes
	1.2. Review completeness and appropriateness of documents	PD Action Officer	20 Minutes
	1.3. Prepare appointment of recommended personnel and transmittal to concerned operating office/unit	PD Action Officer	10 Minutes
	1.4. Review appointment and transmittal, and recommend for approval, if found in order. a. Division Level b. Service Level c. Assistant Secretary Level	PD Division Chief AS Director ASEC for HRD	15 Minutes



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Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.5. Transmit appointment to the concerned operating office/unit	PD Action Officer	5 Minutes
	1.6. Approval of appointment by concerned official	Appointing Authority per Delegation of Authority	3 Working Days
2. Receive copy of approved appointment	2.1. Upon approval, provide the concerned operating office/unit of approved appointment. 2.1.1. Transmit approved appointment to Civil Service Commission for validation, and provide a copy to the concerned operating office/unit, and retain a copy in 201 file.	PD Action Officer	10 Minutes
Total Processing Time			3 Working Days, 1 Hour, 5 Minutes
END OF TRANSACTION			



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

18. Preparation of Contract of Services			
Description of Service:	This service refers to the preparation of Contract of Services based from the recommendation/justification of concerned operating office/unit.		
Office	Personnel Division, Administrative Service		
Classification	Complex Transaction	Total Processing Time	6 Working Days, 45 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	Executive Offices, Bureaus, Services, Project Management Office		
Documentary requirements		Where to secure	
1. Recommendation/justification of concerned operating office/unit		Operating Office/Unit Concerned	
2. CSC Form No. 212 Personal Data Sheet with Work Experience Sheet of each recommendee to be hired under COS		CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html	
3. NBI Clearance		NBI	
4. Drug Test Result		Drug Testing Laboratory	
5. Terms of Reference		Operating Office/Unit Concerned	
6. Previous Contract (if any)			

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit recommendation/justification for the hiring of COS personnel	1.1. Receive recommendation/justification for hiring of personnel under COS.	PD Receiving Clerk/ Action Officer	5 Minutes
	1.2. Review completeness and appropriateness of administrative requirements.	PD Action Officer	5 Minutes



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.3. Prepare resolution on hiring of COS personnel for the approval and signature of the Review and Evaluation Committee on the Hiring or Renewal of Contract of Services.	PD Action Officer	3 Working Days
	1.4. Prepare contract for the approval of the SILG	PD Action Officer	10 Minutes
	1.5. Review the resolution and contract, and recommend for approval, if found in order. a. Division Level b. Service Level c. Assistant Secretary Level	PD Division Chief AS Director ASEC for HRD	15 Minutes
	1.6. Approval of contract by concerned official	Approving Authority per Delegation of Authority	3 Working Days
	1.7. Copy furnish signed contract to Commission on Audit (COA) and Financial and Management Service (FMS)	PD Action Officer	5 Minutes
	1.8. Retain approved copy of contract in 201 file.	PD Action Officer	5 Minutes
Total Processing Time			6 Working Days, 45 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

19. Provision of Internal Audit Services

Description of Service:	This service delivers the main function of IAS which is the conduct of Compliance, Management and Operations Audits, to determine compliance with applicable laws, rules and regulations including Department issuances; evaluate the adequacy of internal controls; and the 4Es (Effectiveness, Efficiency, Economical and Ethical) of operations. The service includes the four phases of the audit process: Audit Engagement Planning, Audit Execution, Audit Reporting and Audit Follow-up.		
Office	Internal Audit Service		
Classification	Highly Technical Transaction	Total Processing Time	363 working days, 7 hours
Type of Transaction	Government-to-Government (G2G)	Fees to be paid	None
Who may avail	Auditees: LG Sector: Central Office (Offices, Bureaus & Services); Regional & Field Offices, Local Government Academy (LGA) Interior Sector: Bureau of Fire Protection (BFP) and Bureau of Jail Management and Penology (BJMP)-National Headquarter (NHQ), Regional & Field Offices and Philippine Public Safety College (PPSC) Other attached agencies: National Youth Commission (NYC), National Council on Muslim Filipinos (NCMF) and Philippine Commission on Women (PCW)		
Documentary requirements		Where to secure	
Documents, Records, and Reports relevant to the Audit area/coverage		Concerned Office	
Client Action (Detailed steps)	Agency Action (Detailed steps)	Person in Charge Position Unit/Division	Processing Time
AUDIT ENGAGEMENT PLANNING			
1. SILG - Direct the conduct of audit through the issuance of the Department Order	1.1 Prepare, review and release Department Order directing the conduct of internal audit for approval of the SILG		
	1.1.1 Prepare and review the Department Order with memo transmittal on the conduct of internal audit	Audit Team Member/s, Team Leader	2 Working Days
	1.1.2 Final review and approval of the Memo Transmittal and forward to IAS Action Officer for release	IAS Head	1 Working Day
	1.1.3 Release the Department Order to OSEC for SILG's approval/ signature	IAS Admin. Staff	1 hour



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Monday to Friday 8am to 5pm

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Auditee – Provide relevant documents, records and reports of the audit areas	2.1 Prepare, review and release Audit Notification Memorandum (ANM) requesting relevant document, records, and reports with attached approved Department Order		
	2.1.1 Prepare and review ANM on the conduct of the internal audit and matrix or list of required documents.	Audit Team Member/s, Team Leader	2 Working Days
	2.1.2 Final review and sign the ANM and forward to IAS Action Officer for release.	IAS Head	1 Working Day
	2.1.3 Release the ANM with attached approved Department Order and Matrix or List of Required Documents through DMS or CO Records Section for distribution.	IAS Admin. Staff	1 hour
AUDIT ENGAGEMENT PLANNING			
2. Auditee – Provide relevant documents, records and reports of the audit areas	2.2 Understand the programs, projects, activities, systems and processes (PPASP)		
	2.2.1 Gathering of initial documents through research and receipt of relevant documents, records and reports	Audit Team/s	5 working days
	2.2.2 Process gathered documents through table review/validation and interview	Audit Team/s	
	2.2.3 Request for an orientation meeting with the concerned office/personnel, if necessary	Audit Team/s	
	2.2.4 Process updated documents gathered from the auditees. Review relevance and completeness of information in the Audit Area Profile	Audit Team/s, Team Leader	
	2.3 Develop the Audit Engagement Plan		
	2.3.1 Prepare and review the Audit Engagement Plan	Audit Team Member/s	3 working days
	2.3.2 Final review and approval of the Audit Engagement Plan	IAS Head	



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Monday to Friday 8am to 5pm

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
AUDIT ENGAGEMENT PLANNING			
2. Auditee – Provide relevant documents, records and reports of the audit areas	2.4 Prepare, review and approve the Audit Work Program which indicates the activities and timelines per phases of audit (planning, execution, reporting, follow-up)		
	2.4.1 Preparation and review the Audit Work Program. Indicate detailed audit work instructions to accomplish the steps and methodologies. Prepare Summary of Audit Team Roles and Responsibilities as an attachment.	Audit Team Member, Team Leader	3 Working Days
	2.4.2 Approve the Audit Work Program	IAS Head	
	2.5 Prepare, review and approve audit planning tools/workpaper templates		
	2.5.1 Identify and list the specific laws/policy/guidelines/standards, indicate the requirements and sample MOVs for review of Team Leader and approval of IAS Head	Audit Team Member, Team Leader, IAS Head	2 Working Days
	2.5.2 Prepare the System/Process Flowcharts from the analyzed process/system documentations to identify controls and other process details	Audit Team Member, Team Leader	2 Working Days
	2.5.3 Refer to the audit checklists to identify controls from CC and ICC. Input in the Walkthrough Test for review of the Team Leader	Audit Team Member, Team Leader	2 Working Days
END OF AUDIT ENGAGEMENT PLANNING			



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Monday to Friday 8am to 5pm

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
AUDIT EXECUTION			
3. Auditees - Participate in the Entry Conference: Provide reply or comments/concur in the Minutes of the Entry Conference Top officials- receive Memo invitations for the conduct of entry conference: deliver message	3.1 Prepare for the conduct of Entry Conference		
	3.1.1 Prepare and review of Notice of Entry Conference Memorandum (NECM) to all concerned Office/s. Final review and sign the NECM. Forward and release the NECM to concerned offices	Audit Team Member, Team Leader	6 Hours
	3.1.2 Prepare memo invitations for top officials for review of the Team Leader and signature of the IAS Head. Forward/release the memo invitations for top officials and concerned offices.	Audit Team Member, Team Leader, IAS Head, IAS Admin. Staff	6 Hours
	3.1.3 Prepare entry conference powerpoint presentations. Review and approve the powerpoint presentations.	Audit Team Member, Team Leader, IAS Head	6 Hours
	3.2 Conduct of Entry Conference		
	3.2.1 Conduct of Entry Conference with the auditees	Team Leader/Audit Teams	2 Hours
	3.2.2 Take down notes including the auditee's view for the overall framework for the conduct of the audit and record proceedings of the meeting	Audit Team Member	2 Hours
Auditees- Participate in the Entry Conference: Provide reply or comments/concur in the Minutes of the Entry Conference	3.2.3 Prepare the Entry Conference Notes for review of the Team Leader (Sub-level Entry Conference or IAS Head (General Entry Conference) and release with Memo Transmittal for concurrence of the auditee	Audit Team Member, Team Leader, IAS Head, IAS Admin. Staff	5 Hours



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Monday to Friday 8am to 5pm

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
AUDIT EXECUTION			
4. Auditee - Participate in the actual conduct of audit Provide requested documents during the audit Submit self for checklist administration, interview and walkthrough Provide logistical support, if necessary Reply/comment on the Interim Audit Memorandum	4.1 Conduct of Actual Audit		
	4.1.1 Process information documents in the checklists and determine "Yes" answers with complete information/document, "Yes" answers with lacking information/document and "No" answers. If not, subject to interim analysis. Record the result in the corresponding checklist.	Audit Team Member, Team Leader	5 Working Days (4.1 to 4.6)
	4.1.2 Perform walkthrough of document and process flow on the subject matter of audit. If present, do a test of controls. If absent, subject to interim analysis. Record the result in the Walkthrough Test	Audit Team Member, Team Leader	
	4.1.3 Perform test of control of document and process flow based on sampling on the subject matter of audit. If control is ineffective, subject to interim analysis. Conduct substantive tests through samples and record the result in the Test of Control. Include all non-existing controls in the Summary of Gaps.	Audit Team Member, Team Leader	
	4.1.4 Determine if interview is needed. If controls are present, perform substantive test through sampling. If absent, subject to interim analysis. Conduct the interview and document the result in the Interview Notes.	Audit Team Member/s, Team Leader	5 Working Days (4.1 to 4.6)
	4.2 For additional documents needed, prepare Audit Inquiry Memorandum (AIM), as necessary		
	4.2.1 If there are additional documents needed and/or clarification, prepare Audit Inquiry Memorandum. Review and sign Audit Inquiry Memorandum. Release Audit Inquiry Memorandum to concerned auditees.	Audit Team Member/s, Team Leader	
	4.3 Develop audit findings		
	4.3.1 Draft audit findings in terms of the 4Cs. Prepare the Individual Audit Findings	Audit Team Member/s, Team Leader	
	4.3.1.1 Draft audit condition on the results of review and appraisal of control in case of Compliance and Management audit based on sampling and evaluation of 4Es in case of Operations Audit	Audit Team Member/s, Team Leader	



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
AUDIT EXECUTION			
4. Auditee - Participate in the actual conduct of audit	4.3.1.2 Process probable/root cause analyses on the established audit condition and draft the audit cause. Probable Cause for Compliance Audit and Root Cause for Management/Operations Audit.	Audit Team Member/s, Team Leader	5 Working Days (4.1 to 4.6)
	4.3.1.3 Process conditions with criteria to draw audit conclusions	Audit Team Member/s, Team Leader	
	4.4 Prepare Interim Audit Memorandum, if any		
	4.4.1 Draft report on significant deficiencies requiring immediate action and its probable cause for review of team Leader and IAS Head	Audit Team Member/s, Team Leader, IAS Head	
	4.5 Finalize and organize working papers		
	4.5.1 Index, file, collect and prepare workpapers for analysis and process all workpapers for the preparation of audit findings	Audit Team	
	4.6 Prepare Initial Audit Report and the Highlight of Audit Findings		
	4.6.1 Process the Individual Audit Findings and consolidate results in the Initial Audit Report. Draft the Highlights of Audit Findings in terms of 2Cs (criteria and condition). Prepare a memo transmittal. For review of the Team Leader (Sub-level Exit Conference) and IAS Head (General Exit Conference)	Audit Team Member/s, Team Leader/IAS Head	



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
AUDIT EXECUTION			
4. Auditee - Participate in the actual conduct of audit Auditee- Receive the Notice of Exit Conference Memorandum and communicate Top officials- receive and confirm attendance/ participation in the exit conference	4.7 Prepare, review and approve the Progress Assessment Report (PARE) before the conduct of Exit Conference		
	4.7.1 Prepare, review and approve the Progress Assessment Report (PARE.). Accomplish the A, C and D sections of PARE before the sub-level Exit Conference. Consolidate the results of A, C and D sections of PAREs of sub-level Exit Conference and accomplish B and E sections before the General Exit Conference.	Audit Team Member, Team Leader/IAS Head	1 Working Day
	4.8 Prepare for the conduct of exit conference		
	4.8.1 Discuss necessary documents and activities in the conduct of exit conference for the identification of attendees, location and schedule and the preparation and review of the Notice of Exit Conference Memorandum.	Audit Team Member/s, Team Leader	1 Working Day
	4.8.2 Prepare and review the memo invitations for top officials. Final review and sign the memo invitations for top officials. Forward/release the memo invitations for top officials and to concerned offices.	Audit Team Member/s, Team Leader, IAS Head, IAS Admin. Staff	
	4.8.3 Prepare the powerpoint presentation. Review and approve the powerpoint presentations using the Exit Conference Powerpoint template. Review and approve the powerpoint presentations.	Audit Team Member/s, Team Leader, IAS Head	



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
AUDIT EXECUTION			
5. Auditees – • Participate in the Exit Conference to provide initial comments on the Highlights of Audit Findings • Receive/Accept the Highlights of Audit Findings and submit Management Reply/Comments	5.1 Conduct of Exit Conference		1 Working Day
	5.1.1 Conduct of Exit Conference with the Head of Internal Audit and/or Audit Team Leader and the Auditee	Audit Team Member/s, Team Leader	
	5.1.2 Take down notes including additional information to be considered in the audit report and record proceedings of the meeting	Audit Team Member/s, Team Leader	
	5.1.3 Prepare the Exit Conference Notes, attach the Highlights of Audit Findings requiring submission of Management Comments within 10wd and Memo transmittal for review of Team Leader (Sub-level- Exit Conference) or IAS Head (General Exit Conference)	Audit Team Member/s, Team Leader, IAS Head	
	5.2 Administer the Audit Feedback Survey, record, analyze using the Internal Audit Feedback Survey Analysis Report and include the results in the Internal Audit Report		
	5.2.1 Administer the Audit Feedback Survey Form to the attendees of the exit conference and to other key auditees. Record and analyze the result in the CSS Summary Logsheet and in the Internal Audit Feedback Survey Analysis Report. Process and include the results in the Monitoring and Feedback section of the Internal Audit Report	Audit Team/s	
END OF AUDIT EXECUTION			



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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
AUDIT REPORTING			
6. OSEC- Receive Internal Audit Report with the Recommendations for approval of the SILG SILG- approves the Internal Audit Report	6. Prepare the Internal Audit Report (IAR)		
	6.1.1 Refer to the Test of Control workpapers, analyze results and summarize the deviations noted from the conduct of the test of controls in the Summary of Gaps.	Audit Team Member/s	30 Working Days
	6.1.2 Refer to the sub-level InARs and prepare IAR	Audit Team Member/s, Team Leader/s	
	6.1.3 Prepare Memo Transmittal to SILG with Memo Auditees/s directing the implementation of the recommendations and requiring the submission of the auditee's action plan	Audit Team Member/s, Team Leader/s, IAS Head	
6. OSEC- Receive Internal Audit Report with the Recommendations for approval of the SILG	6.1.4 Release the approved IAR with Memo to Auditees directing the implementation of the recommendations and requiring the submission of the auditee's action plan	IAS Admin. Staff	30 Minutes
END OF AUDIT REPORTING			



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
AUDIT FOLLOW-UP			
7. Auditee - Implement the Audit Recommendations and report Status of Implementation through the submission of AAPIS to the Internal Audit Service and participate in the conduct of Audit Follow-up validation activity, as necessary	7.1 Prepare for the conduct of audit follow-up to monitor the implementation of approved audit findings and recommendations		
	7.1.1 Process the Internal Audit Report and prepare the Audit Follow-up Program listing the audit activities to be performed for the evaluation of compliance with audit recommendations for review and approval of IAS Head	Audit Team Member/s	5 Working Days
Auditee- Receive Audit Inquiry Memorandum, communicate to concerned office/personnel and submit additional documents requested	7.1.2 Prepare, review and approve the Audit Follow-up Notification Memorandum (AFNM) with attached AAPIS. Release the AFNM to concerned office/s.	Audit Team Member/s, Team Leader, IAS Head	
	7.2 Validate status of implementation and evaluate compliance with audit recommendations using the Internal Assessment of Compliance to Audit Recommendations (IASCAREs)		
	7.2.1 Process the submitted AAPIS to validate and evaluate the documents and supporting evidences submitted, and status of action or actions taken by the auditee on each recommendation using the IASCAREs	Audit Team Member/s	4 Quarters (264 Working Days)
Auditee - Receive Audit Inquiry Memorandum, communicate to concerned office/ personnel and submit additional documents requested	7.2.2 Prepare Audit Inquiry Memorandum requesting additional documents needed and/or clarification in the implementation of audit recommendations. Record receipt of additional documents of implementation, perform cursory evaluation on the checklist of submitted documents and process the additional documents received.	Audit Team Member/s/ Team Leader	
Auditee- Receive the IASCAREs	7.2.3 Prepare and review the IASCAREs and Memo transmittal to communicate to the auditee the result of the monitoring and assessment of their compliance to audit recommendations and release to the concerned office.	Audit Team Member/s/ Team Leader, IAS Head, IAS Admin. Staff	



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
AUDIT FOLLOW-UP			
8. OSEC- Receive the Internal Audit Follow-up Report (IAFR) for the approval of the SILG SILG- Approve the Internal Audit Follow-up Report	8.1 Prepare, review and submit the IAFR to the Office of the Secretary		30 Working Days
	8.1.1 After the 4th IAsCAREs or validated full compliance whichever comes early, prepare and review the IAFR.	Audit Team/s, Team Leader, IAS Head	
	8.1.2 Submit the IAFR with Memo Transmittal to OSEC for the SILG's approval	IAS Admin. Staff	
	8.2 Accomplish the Completion Assessment Report (ComARe)		
	8.2.1 Prepare, review and approve the Completion Assessment Report	Audit Team/s, Team Leader, IAS Head	1 working day
	8.3 Retain Records		
	9.3.1 Retain documented information in accordance with the Control of Retained Documented Information Procedure and Master List of Retained Documented Information	IAS Admin. Staff	30 minutes
END OF AUDIT FOLLOW-UP			
END OF TRANSACTION			
*Note: Remote approach is used during pandemic and implementation of alternative work arrangement			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

20. Preparation of Department Order on Attendance to Official/Foreign/Local Trainings/Seminars/Conventions/Conferences/Fora and Study Leave			
Description of Service:	Issuance of the Department Order and Travel Authority		
Office	Human Resource Management Division, Administrative Service		
Classification	Complex Transaction	Total Processing Time	5 Working Days, 6 Hours, 25 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	DILG Officials & Employees (LG Sector: Central Office – Bureaus & Services, Regional/ Field Offices/ LGA Interior Sector: BFP, BJMP, PNP-NHQ/ Regional/Field Offices/ PPSC		
Documentary requirements		Where to secure	
Local			
Endorsement from the Head of Office		Applicant's Respective Regional/Bureau/Service Directors	
Invitation Letter		From the Donor Institutions or Agency	
Foreign			
Endorsement from the head of office		Applicant's Respective Regional/Bureau/Service Directors	
Invitation Letter		From the Donor Institutions/Agency	
Clearances (Central/ Regional/ Provincial Office)		Respective Applicants Office	
Certification (No Pending Administrative Case)		Respective Applicants Office	
Personal Data Sheet (recent)		Applicant	
Approved Application for Leave		Respective Applicants HR Division	
Scanned copy of Vaccination ID/Certification		Applicant	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit to Human Resource Management Division (HRMD) thru e-mail: hrmdteam.as@gmail.com the request with complete requirements.	1.1. Receive e-copy of the request, review completeness and appropriateness of the supporting documents and record in the DMS; then forward to concerned HRMD Action Officer;	HRMD Receiving Officer	15 Minutes



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2. Prepare the Department Order (and travel authority for travel abroad) with cover memo then submit for review of HRMD Chief/Assistant Chief.	HRMD Action Officer	2 Hours
	1.3. Review the content of the D.O., then recommend for approval, thru DMS, if found in order, a. Division Chief b. Administrative Service Director c. Assistant Secretary for Human Resource Development	HRMD Division Chief AS Director ASEC for HRD	1 Working Day, 3 Hours, 20 minutes
	1.4. Review and approve in DMS (soft copies) and print out documents (hard copies), if found in order, else return to HRMD for necessary correction/revision: a. Office of the Undersecretary (if applicable) b. Head Executive Assistant (HEA) for her/his review	Designated Action Officer	1 Working Day
	1.5. Sign / approve the Department Order (and travel authority for travel abroad)	SILG	3 Working Days
	1.6. Scan the approved/signed DO then forward the hard copies to HRMD and the soft copies thru DMS for their appropriate action	OSEC Record Officer	20 Minutes
	1.7. Forward the hard copies and the soft copies (thru DMS) to Central Records Section for numbering/releasing to concerned offices in accordance with the Central Records Management procedures.	HRMD Receiving Officer	20 Minutes
2. Release the signed / approved D.O.	2.1. Accomplish and submit e-copy of the Client Satisfaction Feedback (CSS) Form to HRMD upon receipt of signed/ approved D.O.	Requesting Party	10 minutes
Total Processing Time			5 Working Days, 6 Hours, 25 Minutes
END OF TRANSACTION			



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21. Provision of Graphics and Layout Service

Description of Service:	This service is to provide the client with the certification of compliance to the DILG's Brand Identity Manual to all drafted designed coming from other offices before being printed and used to all DILG-related activities, seminars and workshops.		
Office	Public Affairs and Communication Service, Creative Services Division (CSD, PACS)		
Classification	Complex Transaction	Total Processing Time	5 Days, 47 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	All DILG-CO Offices		
Documentary requirements		Where to secure	
Request letter (in memorandum format) – including the specifications and details thru e-mail		Concerned Offices	
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit a request letter to CSD-PACS in the form of memorandum with attached sample image of item/s via DMS and hand-carry	1.1. Receive the memorandum, update DMS and forward to DC	Admin Aide VI	5 Minutes
	1.2. Evaluate the attached sample item	Div. Chief / CSD Admin. Officer II	5 Minutes
	1.3. Draft a memorandum certification/response	Admin Aide VI/ Division Chief	2 Minutes
	1.4. Fill up the digital job order form based on the given request memorandum and designate the job order to Graphics Artist (GA)	Admin Aide VI/ Division Chief	5 Minutes
	1.5. Draft design according to the prescribed period: graphic layouts (3 wds) insider layouts (5 days) magazine/coffee table books, compendiums (30 days)	CSD graphic artists	5 Days
	1.6. Review and approve the draft design	Division Chief	5 Minutes
2. Proceed to the Admin. Staff/ Front Desk Officer of PACS-CSD	2.1. Discuss the request including the submission date, duration and specifications of the request. Conceptualize and develop the job order's design and submission date	Division Chief	10 Minutes



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.2. Conceptualize and develop the job order's design and submission date	Division Chief/ CSD Graphic Artist	5 Minutes
	2.3. Fill up the job order form based on the given request memorandum and designate the job order to Graphics Artist (GA)	Admin Aide VI/ Division Chief	5 Minutes
	2.4. Submit draft design to Division Chief for review and approval	Division Chief/ CSD Graphic Artist	5 Minutes
Total Processing Time			5 Days, 47 Minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

22. Provision of Photo and/or Video Services

Description of Service:	This service is to provide the client with Photo and/or Video Services to document the activities and programs of the different Offices of the Department as well as its Attached Agencies.		
Office	Public Affairs and Communication Service, Creative Services Division (CSD, PACS)		
Classification	Simple Transaction	Total Processing Time	2 Hours, 37 Minutes
Type of Transaction	G2G - Government to Government	Fees to be paid	None
Who may avail	All DILG Offices Bureaus and Attached Agencies		
Documentary requirements		Where to secure	
1. Memorandum - Letter of Request			
Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit the request letter to CSD-PACS thru a memorandum	1.1. Receive the letter request	CSD-PACS receiving officer	1 Minute
	1.2. Review job specifications and assess availability of resources and staff	CSD Photo Section Action Officer	5 Minutes
	1.3. Arrange for the logistics with the requesting office	CSD Photo Section Action Officer	5 Minutes
	1.4. Assign a photographer to cover the event	CSD Photo Section Action Officer	2 Hours
	1.5. Put the event on schedule	CSD Photo Section Action Officer	2 Minutes
2. Personally request for the Photo and or Video Files to the Photo Section providing the details of the files being requested. And provide the sufficient storage device for the files.	2.1. Receive the Request	CSD Photo Section Action Officer	1 Minute
	2.2. Determine whose in charge of the coverage	Section Chief/Photo Section	3 Minutes
	2.3. Search for the files on the computer or storage device	Section Chief/Photo Section	5 Minutes
3. Submit the request letter to CSD-PACS thru e-mail	3.1. Download the files to the storage provided by the requesting office	Corresponding Photographer	15 Minutes
	3.2. Send the files requested via email	Corresponding Photographer	
Total Processing Time			2 Hours, 37 Minutes
END OF TRANSACTION			



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

23. Facilitation of Personnel Movement			
Description of Service:	This service refers to the facilitation of movement of personnel (i.e., designation, reassignment, detail) based on CSC rules and regulations and DILG policies, through the issuance of appropriate Department Order.		
Office	Personnel Division, Administrative Service		
Classification	Complex Transaction	Total Processing Time	3 Working Days, 45 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	All DILG Officials and Employees, PNP Officials and Employees		
Documentary requirements		Where to secure	
A. Personnel Movement – Central Office			
1. Indorsement from operating office/unit concerned 2. Supporting Documents -For Designation: Office Order -For Reassignment/Detail: Request/Approval from receiving office/unit		Operating office/unit concerned	
B. Confirmation of Regional Order			
1. Indorsement from Regional Office 2. Regional Order		Regional Office	
C. Detail Service of PNP personnel			
1. Indorsement from NAPOLCOM <i>Note: NAPOLCOM holds records of detail service of PNP personnel</i> 2. Supporting documents: -Indorsement from PNP Chief -Request from receiving agency/office		NAPOLCOM PNP DPRM Requesting Agency	



DILG OFFICE HOURS
Monday to Friday 8am to 5pm

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Send indorsement of request for movement of personnel (i.e., designation, reassignment, and detail)	1.1. Receive indorsement with complete documentary requirements <i>Mode of Receipt of Documents: Physical Document/Scanned Documents may be received through DILG Document Management System, email and/or regular mail</i>	PD Receiving Clerk/ Action Officer	5 Minutes
	1.2. Review completeness and appropriateness of administrative requirements	PD Action Officer	5 Minutes
	1.3. Prepare the appropriate Department Order to implement the request for movement of personnel and transmit to approving authority for approval	PD Action Officer	10 Minutes
	1.4. Review the Department Order a. Division Level b. Service Level c. Assistant Secretary Level	PD Asst. Division Chief & PD Division Chief AS Director ASEC for HRD	15 Minutes
	1.5. Approval of Department Order	Approving Authority per Delegation of Authority	3 Working Days
	1.6. Upon approval of Department Order, send the approved copy to DILG Central Records Section for numbering and releasing	PD Action Officer	5 Minutes
	1.7. Retain approved copy of Department Order in 201 file (<i>Applicable for Central and Regional Office personnel only; for PNP personnel, the NAPOLCOM keeps records of their detail service</i>)	PD Action Officer	5 Minutes
Total Processing Time			3 Working Days, 45 Minutes
END OF TRANSACTION			



VI. Feedback and Complaints

Kindly give us your comment/s on the way we deliver our service to you by doing any of the following:

- Accomplish the Feedback/ Complaint Form available in our DILG Public Assistance and Complaint Center located at the 10th Floor, DILG-NAPOLCOM Center Building, EDSA cor. Quezon Avenue, West Triangle, Quezon City. In the case of Regional, Provincial, City and Municipal Offices, approach the Desk/Officer of the Day;
- E-mail us your feedback/issues/complaints through pacs.dilg@yahoo.com
- You may also reach us at telephone no. 8925-7343 or Facebook Page - DILG Philippines and Twitter Account - @DILGPhilippines
- Talk to our Desk Officer of the Day at the 10th Floor, DILG-NAPOLCOM Center Building, EDSA corner Quezon Avenue, West Triangle, Quezon City

Feedback/issues/complaints which may be written or verbal shall be immediately attended to by the Desk Officer of the Day stationed at our Public Assistance and Complaint Center.

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

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

THANK YOU for helping us continuously improve our services.



VII. List of Offices

Office	Address	Contact Information
Office of the Secretary	19th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 8925-8888 Fax No. 8722-8116 Trunkline: 8876-3454 Local: 1001
Office of the Undersecretary for Local Government	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 8925-0347 Fax No. 8925-0361 Trunkline: 8876-3454 Local: 2101
Office of the Undersecretary for Operations	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 8925-1135 Trunkline: 8876-3454 Local: 3201
Office of the Undersecretary for Plans, Public Affairs and Communication	27th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 8925-0382 Trunkline: 8876-3454 Local: 2601
Office of the Undersecretary for Peace and Order	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Trunkline: 8723-0401 Local: 6228
Office of the Undersecretary for Public Safety	27th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Trunkline: 8876-3454 Local: 2701
Office of Undersecretary for Barangay Affairs	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Trunkline: 8876-3454 Local: 2402
Office of Undersecretary for External and Legislative Affairs	11th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Trunkline: 8876-3454 Local: 2501
Office of Assistant Secretary for Administration, Finance and Comptrollership	22nd Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Direct Line No.: 8925-0375; Telefax No.: 8925-0334 Trunkline: 8876-3454 Local: 3102



Office	Address	Contact Information
Office of Assistant Secretary for Plans and Programs	26th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Trunkline: 8876-3454 Local: 3301
Office of Assistant Secretary for Human Resources Development	23rd Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Trunkline: 8876-3454 Local: 3001
Office of Assistant Secretary for Community Participation and Barangay Affairs	10th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Trunkline: 8876-3454 Local: 3501
Office of Assistant Secretary for Mindanao Affairs and Special Concerns	10th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Trunkline: 8876-3454 Local: 3701
Office of Assistant Secretary for Peace and Order	10th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon Avenue	Trunkline: 8723-0401 Local: 6233
Office of Assistant Secretary for Public Safety and Security	27th Floor, DILG-NAPOLCOM Center, DSA, cor. Quezon Avenue	Trunkline: 8876-3454 Local: 3201



Bureau/ Service	Office	Contact Information		Address
Bureau of Local Government Development	Office of the Director	Direct Line No.: 8929 9235 Telefax No.: 927-7852	Trunkline: 8876-3454 Local: 4101	25th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Office of Assistant Director	Direct Line No.: 8929 9235	Trunkline: 8876-3454 Local: 4102	
	Local Administrative Development Division	Direct Line No.: 8925-0356	Trunkline: 8876-3454 Local: 4106	
	Local Development Planning Division	Direct Line No.: 8925-0356	Trunkline: 8876-3454 Local: 4108	
	Local Fiscal Resource Development Division	Direct Line No.: 8925-0356	Trunkline: 8876-3454 Local: 4104	
Bureau of Local Government Supervision	Office of the Director	Direct Line No.: 8928-9181	Trunkline: 8876-3454 Local: 4201	25th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Office of Assistant Director	Direct Line No.: 8925-0351	Trunkline: 8876-3454 Local: 4202	
	Policy Compliance Monitoring Division	Direct Line No.: 8925-0356	Trunkline: 8876-3454 Local: 4210	
	Local Government Relations Division	Direct Line No.: 8925-1151	Trunkline: 8876-3454 Local: 4206	
	Local Governance Performance Management Division	Direct Line No.: 8925-0356	Trunkline: 8876-3454 Local: 4208	
	Recognition and Awards Division	Direct Line No.:	Trunkline: 8876-3454 Local: 4202	



Bureau/ Service	Office	Contact Information		Address
Office of Project Development Services	Office of the Director	Direct Line No.: 8929-9601 Telefax No. : 8929-9406	Trunkline: 8876-3454 Local: 4301	24th Floor,DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Office of Assistant Director	Direct Line No.: 8929-9601 Telefax No.: 8929-9406	Trunkline: 8876-3454 Local: 4302	
	Project Monitoring and Evaluation Division	Direct Line No.: 8929-9601 Telefax No.: 8929-9406	Trunkline: 8876-3454 Local: 4306	
	Project Capacity Development Division	Direct Line No.: 8929-9601 Telefax No. 8929-9406	Trunkline: 8876-3454 Local: 4304	
National Barangay Operations Office	Office of the Director	Direct Line No.: 8929-0371 Telefax No. : 8929-1137	Trunkline: 8876-3454 Local: 4401	24th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Office of Assistant Director	Direct Line No.: Telefax No.:	Trunkline: 8876-3454 Local: 4409	
	Community Development Division Capacity	Direct Line No.: 8925-0328 Telefax No.:	Trunkline: 8876-3454 Local: 4403	
	Research and Profiling Division	Direct Line No.: 8925-1139 Telefax No.	Trunkline: 8876-3454 Local: 4405	
	Citizens Affairs and Political Development Division	Direct Line No.:8925-0371 Telefax No.	Trunkline: 8876-3454 Local: 4407	



Bureau/ Service	Office	Contact Information		Address
Administrative Service	Office of the Director	Direct Line No.: Telefax No. :	Trunkline: 8876-3454 Local: 5102	23rd Floor, DILG- NAPOLCOM Center, EDSA, cor. Quezon
	Personnel Division	Direct Line No.: 8920-7918 Telefax No.: 8920-7918	Trunkline: 8876-3454 Local: 5103	
	General Services Division	Direct Line No.: 8925-0365 Telefax No.	Trunkline: 8876-3454 Local: 5107	
	Human Resource Management Division	Direct Line No.: 8925-0371 Telefax No.	Trunkline: 8876-3454 Local: 5105	
	Procurement Management Division	Direct Line No.: Telefax No.	Trunkline: 8876-3454 Local: 5100	
Financial Management Service	Office of the Director	Direct Line No.: 8920-4987 Telefax No. :	Trunkline: 8876-3454 Local: 5201	22nd Floor, DILG- NAPOLCOM Center, EDSA, cor. Quezon
	Budget Division	Direct Line No.: 8928-2447 Telefax No.: 8928-2447	Trunkline: 8876-3454 Local: 5204	
	Accounting Division	Direct Line No.: 8929-9491 Telefax No.: 8929-9491	Trunkline: 8876-3454 Local: 5202	
	Management Division	Direct Line No.: 8925-0338 Telefax No.: 8925-0338	Trunkline: 8876-3454 Local: 5206	



Bureau/ Service	Office	Contact Information		Address
Planning Service	Office of the Director	Direct Line No.: 8927-4112 Telefax No.: 8925-0337	Trunkline: 8876-3454 Local: 5601	22nd Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Monitoring and Evaluation Division	Direct Line No.: 8927-4112 Telefax No.:	Trunkline: 8876-3454 Local: 5603	
	Planning and Programming Division	Direct Line No.: 8927-4112 Telefax No.:	Trunkline: 8876-3454 Local: 5605	
Internal Audit Service	Office of the Director	Direct Line No.: 8925-6552 Telefax No. :	Trunkline: 8876-3454 Local: 5301	21st Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Operations Audit Division	Direct Line No.: 8925-6552 Telefax No.: 8925-6552	Trunkline: 8876-3454 Local: 5303	
	Management Audit Division	Direct Line No.: 8925-6552 Telefax No.: 8925-6552	Trunkline: 8876-3454 Local: 5305	
Legal and Legislative Liaison Service	Office of the Director	Direct Line No.: 8929-7912 Telefax No. :	Trunkline: 8876-3454 Local: 5401	21st Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Appellate Division	Direct Line No.: 8920-5503 Telefax No.:	Trunkline: 8876-3454 Local: 5403	
	Trial and Investigation Division	Direct Line No.: 8925-3847 Telefax No.:	Trunkline: 8876-3454 Local: 5407	
	Legal Research, Assistance and Legislative Liaison Division	Direct Line No.: 8920-8016 Telefax No.:	Trunkline: 8876-3454 Local: 5405	



Bureau/ Service	Office	Contact Information		Address
Public Affairs and Communication Service	Office of the Director	Direct Line No.: 8925-0349 Telefax No. :	Trunkline: 8876-3454 Local: 5701	21st Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Information Communication Research Division and	Direct Line No.: 8925-0349 Telefax No. :	Trunkline: 8876-3454 Local: 5703	
	Public Relations Division	Direct Line No.: 8925-7343 Telefax No. :	Trunkline: 8876-3454 Local: 5705	
	Creative Services Division	Direct Line No.: Telefax No. :	Trunkline: 8876-3454 Local: 5707	
Information Systems and Technology Management Service	Office of the Director	Direct Line No.: 8928-8065 Telefax No. :	Trunkline: 8876-3454 Local: 5501	20th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon
	Network and Technology Management Division	Direct Line No.: Telefax No.:	Trunkline: 8876-3454 Local: 5505	
	Information Systems, Planning, Development & Project Management Division	Direct Line No.: Telefax No.:	Trunkline: 8876-3454 Local: 5507	
	Technical and Operations Support Division	Direct Line No.: Telefax No.:	Trunkline: 8876-3454 Local: 5503	
Emergency 911 National Office	Office of the Director	Direct Line No.: 8925-9111 Telefax No. : 8928-7281	Trunkline: 8876-3454 Local: 556101	20th Floor, DILG-NAPOLCOM Center, EDSA, cor. Quezon



Region	Office	Contact Information	Address
Region I - Ilocos Region	Office of the Regional Director	Direct Line No.: (072) 888-2108 Fax No.: 700-2703 Trunkline: (02) 8876-3454 Local: 7101	Aguila Rd., Sevilla, San Fernando City, La Union
	Office of the Regional Assistant Director	Direct Line No.: (072) 888-2108 Fax No.: 700-2703 Trunkline: (02) 8876-3454 Local: 7102	
	Finance and Administration Division	Trunkline: (02) 8876-3454 Local: 7103	
	Local Government Capability Development Division	Trunkline: (02) 8876-3454 Local: 7104	
	Local Government Monitoring and Evaluation Division	Trunkline: (02) 8876-3454 Local: 7105	
	La Union	Direct Line No.: (072) 888-2165/ 607-7169 Local: 7131	Aguila Rd., Sevilla, San Fernando City, La Union
	Ilocos Norte	Direct Line No.: (077) 772-3003 / 772-0134 Local: 7111	Asuncion Compund Brgy 7B, D.Samonte St.,Laoag City, Ilocos Norte
	Ilocos Sur	Direct Line No.: (077) 632-0862 Local: 7121	Liga ng mga Barangay Bldg.,Bantay, Ilocos Sur
	Pangasinan	Direct Line No.: (075) 542-6077/ 542-5003 Local: 7141	Alvear St., Lingayen, Pangasinan



Region	Office	Contact Information	Address
Region II - Cagayan Valley Region	Office of the Regional Director	Direct Line No.: (078) 304 5378 Fax No.: (078) 304 9345 Local: 7201	Regional Government Center Carig Sur, Tuguegarao City, Cagayan
	Office of the Regional Assistant Director	Direct Line No.: (078) 304 5378 Fax No.: (078) 304 9345 Local: 7202	
	Finance and Administration Division	Direct Line No.: (078) 304 5378 Fax No.: (078) 304 9345 Local: 7203	
	Local Government Capability Development Division	Direct Line No.: (078) 304 5378 Fax No.: (078) 304 9345 Local: 7204	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (078) 304 5378 Fax No.: (078) 304 9345 Local: 7205	
	Batanes	Local: 7211	Capitol Compound, Brgy. Kayhuvokan, Basco, Batanes
	Cagayan	Local: 7221	Regional Government Center Carig Sur, Tuguegarao City, Cagayan
	Isabela	Local: 7231	Provincial Capitol, Brgy. Alibagu, City of Ilagan, Isabela
	Nueva Vizcaya	Local: 7241	Rtc Building, Capitol Street, Bayombong, Nueva Vizcaya
	Quirino	Local: 7251	Capitol Hills, San Marcos, Cabarroguis, Quirino



Region	Office	Contact Information	Address
Region III - Central Luzon	Office of the Regional Director	Direct Line No.: (045) 455 2405 Local: 7301	Diosdado Macapagal Government Center Maimpis, City of San Fernando, Pampanga
	Office of the Regional Assistant Director	Direct Line No.: (045) 455 2473 Local: 7302	
	Finance and Administration Division	Direct Line No.: (045) 455 2410 Local: 7303	
	Local Government Capability Development Division	Direct Line No.: (045) 455 2433 Local: 7304	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (045) 455 2406 Local: 7305	
	Aurora	Mobile Number: 09285525723 Local: 7311	DILG Provincial Office, Burgos Ext., Brgy. 05, Baler, Aurora
	Bataan	Direct Line No.: (047) 237 3571 Local: 7321	Capitol Compound, Tenejero, City of Balanga, Bataan
	Bulacan	Direct Line No.: (044) 796 1286 Local: 7331	Capitol Compound, Guinhawa, City of Malolos, Bulacan
	Nueva Ecija	Direct Line No.: (044) 940 0616 Local: 7341	Ramoso St., Old Capitol Compound, Cabanatuan City, Nueva Ecija
	Pampanga	Direct Line No.: (045) 961 3185 Local: 7351	DILG Pampanga Provincial Office, Brgy. Sto Nino, City of San Fernando, Pampanga
	Tarlac	Direct Line No.: (045) 982 0309 Local: 7361	Macabulos Drive, Tarlac City, Tarlac
	Zambales	Direct Line No.: (047) 811 1218 Local: 7371	DILG Provincial Office, Rizal St., Zone V, Iba, Zambales



Region	Office	Contact Information	Address
Region IV-A CALABARZON	Office of the Regional Director	Direct Line No.: (049) 827 4587 Trunkline: (02) 876 3454 Local: 7401	3/F Andenson Bldg. 1, National Highway, Brgy. Parian, City of Calamba, Laguna 4027, Manila S Rd, Calamba, 4027 Laguna
	Office of the Regional Assistant Director	Direct Line No.: (049) 827 3143 (049) 827 4587 Local: 7303	
	Local Government Capability Development Division	Direct Line No.: (049) 827 4560 Local: 7304	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (049) 827 4560 Local: 7305	
	Cavite	Direct Line No: (046) 419 2535 Local: 7421	Municipal Compound, Congressional Rd, Poblacion 1, General Mariano Alvarez, 4117 Cavite
	Laguna	Direct Line No.: (049) 501 7847 Local: 7431	3/F Andenson Bldg. 1, National Highway, Brgy. Parian, City of Calamba, Laguna 4027, Manila S Rd, Calamba, 4027 Laguna
	Batangas	Direct Line No.: (043) 723 7030 Local: 7411	Capitol Site, Kumintang Ibaba, Batangas City, Batangas
	Rizal	Direct Line No.: (02) 620 2400 Local: 7451	Manuel L Quezon Ave, Angono, 1920 Rizal
	Quezon Province	Direct Line No.: (042) 797 2455 Local: 7441	Lucena, 4301 Quezon
	Lucena City	Direct Line No.: (042) 710 4755 661 7976	Old City Hall, Old Manila South Road, Lucena, 4301



Region	Office	Contact Information	Address
Region V - Bicol Region	Office of the Regional Director	Direct Line No.: (052) 480 1484 Local: 7501	Rizal Avenue, Old Albay District, Legazpi City, 4500 Albay
	Office of the Regional Assistant Director	Direct Line No.: (052) 480 1489 Local: 7502	
	Finance and Administration Division	Direct Line No.: (052) 480 1486 Local: 7503	
	Local Government Capability Development Division	Direct Line No.: (049) 827 4560 Local: 7504	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (052) 742 5022 Local: 7505	
	Albay	Direct Line No.: (052) 742 2483 Local: 7511	Capitol Annex, Old Albay District ,Albay, Legazpi City
	Camarines Norte	Direct Line No.: (054) 885 1023 Local: 7521	2nd Floor Siennas Bldg., Binanuaan, Talisay, Camarines Norte
	Camarines Sur	Mobile No.: 0917 708 2475 Local: 7531	2nd Floor, J&A Abucar Bldg., Maharlika Highway, Mabolo,Naga City
	Catanduanes	Direct Line No.: (052) 811 4218 Local: 7541	Capitol Compound, Bgy. Francia, Virac, Catanduanes
	Masbate	Local: 7551	Capitol Road F, Masbate City
	Sorsogon	Direct Line No.: 0977 376 1123 0919 836 2000 Local: 7561	City Hall Compound, Bgy. Cabin-An, Sorsogon City



Region	Office	Contact Information	Address
Region VI - Western Visayas	Office of the Regional Director	Direct Line No.: (033) 503 7084 Local: 7601	Pepita Aquino Street Fort San Pedro, Iloilo City 5000
	Office of the Regional Assistant Director	Direct Line No.: (033) 503 7084 Local: 7602	
	Finance and Administration Division	Direct Line No.: (033) 337 4708 (033) 300 0018 Local: 7603	
	Local Government Capability Development Division	Direct Line No.: (033) 337 5449 Local: 7604	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (033) 337 9214 Local: 7605	
	Aklan	Direct Line No: (036) 500 8808 Local: 7611	Capitol Site, Estancia, Kalibo, Aklan
	Antique	Direct Line No.: (036) 540 8520 Local: 7621	Gen. Fullon St., Brgy. 8, San Jose de Buenavista, Antique
	Capiz	Direct Line No.: (036) 621 6025 Local: 7631	Provincial Park, Roxas City
	Guimaras	Direct Line No.: (033) 581 2035 Local: 7641	San Miguel, Jordan, Guimaras
	Iloilo	Direct Line No.: (033) 337 4270 Local: 7651	Gaisano ICC Mall Benigno Aquino Ave., Diversion Road, Iloilo City
	Negros Occidental	Direct Line No.: (034) 707 0979 Local: 7661	La Luz Building, Mandalagan Highway, Bacolod City
	Iloilo City	Direct Line No.: (034) 704 2363	5th/F New Iloilo City Hall Plaza Libertad, Iloilo City
	Bacolod City	Direct Line No.: (036) 500 8808	3rd Floor Old City Hall cor. Araneta and Luzuriaga St., Bacolod
	Aklan	Direct Line No: (036) 500 8808 Local: 7611	Capitol Site, Estancia, Kalibo, Aklan



Region	Office	Contact Information	Address
Region VII - Central Visayas	Office of the Regional Director	Direct Line No.: (033) 503 7084 Local: 7601	Sudlon, Lahug, Cebu City 6000
	Office of the Regional Assistant Director	Direct Line No.: (033) 503 7084 Local: 7602	
	Finance and Administration Division	Direct Line No.: (033) 337 4708 (033) 300 0018 Local: 7603	
	Local Government Capability Development Division	Direct Line No.: (033) 337 5449 Local: 7604	
	Local Government Monitoring and Evaluation Division	Direct Line No.: (033) 337 9214 Local: 7605	
	Bohol	Direct Line No.: (038) 4112096 Local: 7711	Airport Road, Tagbilaran City, Bohol
	Cebu Province	Direct Line No.: (032) 254 2370 Local: 7721	Capitol Compound, Cebu City
	Negros Oriental	Direct Line No.: (035) 225 4411 Local: 7731	Capitol Area, Dumaguete City
	Siquijor	Direct Line No.: (035) 344 2009 Local: 7741	Siquijor Provincial Capitol, Siquijor
	Cebu City	Direct Line No.: (032) 254 7837	2nd Floor, Ramos Public Market Gen. Echavez Ext. Cor. D. Jakoslem St., Cogon Ramos, Cebu City
	Mandaue City	Direct Line No.: (032) 346 0746	Centro Mandaue Mandaue City, Cebu
	Lapu-lapu City	Direct Line No.: (032) 467 9764 (032) 340 0033	Lapu-lapu City, Cebu



Region	Office	Contact Information	Address
Region VIII - Eastern Visayas	Office of the Regional Director	Local: 7801	Kanhuraw Hill, Tacloban City, Leyte
	Office of the Regional Assistant Director	Local: 7802	
	Finance and Administration Division	Local: 7803	
	Local Government Capability Development Division	Local: 7804	
	Local Government Monitoring and Evaluation Division	Local: 7805	
	Biliran	Local: 7811	Capitol Compound, Barangay Calumpang, Naval, Biliran
	Eastern Samar	Local: 7821	Capitol Site, Borongan City, Eastern Samar
	Leyte	Local: 7831	Kanhuraw Hill, Barangay 25, Tacloban City, Leyte
	Northern Samar	Local: 7841	Brgy. Dalakit, Catarman, Northern Samar
	Samar (Southern Samar)	Local: 7851	Capitol Compound, Catbalogan City, Samar
	Southern Leyte	Local: 7861	Capitol Site, Asuncion, Maasin City, Leyte



Region	Office	Contact Information	Address
Region IX - Zamboanga Peninsula	Office of the Regional Director	Direct Line No: (062) 925 0258 Local: 7901	Pres. Corazon C. Aquino Government Regional Center, Balintawak, Pagadian City
	Office of the Regional Assistant Director	Direct Line No: (062) 925 0282 Local: 7902	
	Finance and Administration Division	Direct Line No: (062) 925 0282 Local: 7903	
	Local Government Capability Development Division	Direct Line No: (062) 925-0283 Local: 7904	
	Local Government Monitoring and Evaluation Division	Direct Line No: (062) 925-0283 Local: 7905	
	Zamboanga Del Norte	Direct Line No.: (065) 212 3594 Local: 7911	2nd Floor Old Zamboanga del Norte Provincial Hospital Compound, Lakaya St. Biasong, Dipolog City
	Zamboanga Del Sur	Direct Line No.: (062) 215 1537 Local: 7921	Provincial Capitol Compound, Pagadian City
	Zamboanga Sibugay	Direct Line No.: (062) 333 5401 Local: 7931	Gen. Villamor St., Tirso Babiera, Ipil, Zamboanga Sibugay
	Zamboanga City	Direct Line No.: (062) 991 5956 Local: 7911	Petit Barracks, Zamboanga City
	Isabela City	Direct Line No.: (062) 200 7558 Local: 7911	Isabela City Hall Building, Sunrise, Isabela City
	Dapitan City	Direct Line No.: (065) 213 6292 Local: 7911	Meriterio St., Dawo, Dapitan City
	Pagadian City	Direct Line No.: (062) 215 1455 Local: 7911	Pagadian City Hall Building, Gatas, Pagadian City
	Dipolog City	Direct Line No.: (065) 212 2491 Local: 7911	Bonifacio Street, Dipolog City



Region	Office	Contact Information	Address
Region X - Northern Mindanao	Office of the Regional Director	Direct Line No: (088) 859 0502 Local: 8101	Masterson Ave, Cagayan de Oro, 9000 Misamis Oriental
	Office of the Regional Assistant Director	Direct Line No: (088) 859 0504 Local: 8102	
	Finance and Administration Division	Direct Line No: (088) 827 3143 Local: 8103	
	Local Government Capability Development Division	Direct Line No: (088) 859 0506 Local: 8104	
	Local Government Monitoring and Evaluation Division	Direct Line No: (088) 859 0506 Local: 8105	
	Bukidnon	Direct Line No.: (088) 813 5085 Local: 8011	9 San Victores St, Malaybalay, Bukidnon
	Camiguin	Direct Line No.: (088) 387 0060 Local: 8021	Old Parola, JP, Jose Rizal St, Poblacion, Mambajao, Camiguin
	Lanao del Norte	Direct Line No.: (063) 341 5214 Local: 8031	HAMza St, Marawi City, Lanao del Norte
	Misamis Occidental	Direct Line No.: (088) 531 1007 Local: 8041	Provincial Engineering Office, Capitol Compound, Capitol Dr, Oroquieta City, 7207 Misamis Occidental
	Misamis Oriental	Direct Line No.: (088) 859 0502 Local: 8051	Masterson Ave, Cagayan de Oro, 9000 Misamis Oriental
	Cagayan de Oro City	Direct Line No.: (088) 857 3901	Dilg Building, Upper Carmen Street, Cagayan De Oro City, Misamis Oriental
	Iligan City	Direct Line No.: (063) 221 4310	Iligan City Hall, Buhanginan Hills, Palao Iligan City



Region	Office	Contact Information	Address
Region XI - Davao Region	Office of the Regional Director	Direct Line No: (082) 297 2724 Local: 8001	58 McArthur Highway, Matina, Davao City, 8000, Davao
	Office of the Regional Assistant Director	Direct Line No: (082) 297 2604 Local: 8002	
	Finance and Administration Division	Direct Line No: (082) 297 2600 Local: 8003	
	Local Government Capability Development Division	Direct Line No: (082) 297 2701 Local: 8004	
	Local Government Monitoring and Evaluation Division	Direct Line No: (082) 297 2701 Local: 8005	
	Project Development and Management Unit	Direct Line No: (082) 297 2701	
	Compostela Valley	Direct Line No.: (088) 813 5085 Local: 8111	
	Davao Del Norte	Direct Line No.: (084) 655 6438 (084) 655 9391 Local: 8121	Government Center, Mankilam, Tagum City
	Davao Del Sur	Direct Line No.: (082) 553 2039 Local: 8131	
	Davao Occidental	Mobile No.: 0917 655 6134	
	Davao Oriental	Direct Line No.: (087) 388 3794 Local: 8141	
	Davao City	Direct Line No.: (082) 225 3864	58 McArthur Highway, Matina, Davao City, 8000, Davao del Sur



Region	Office	Contact Information	Address
Region XII - SOCCSKSARGEN	Office of the Regional Director	Direct Line No: (083) 228 1421 Local: 8201	DILG XII Building, Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506
	Office of the Regional Assistant Director	Direct Line No: (083) 228 7960 Local: 8203	
	Local Government Capability Development Division	Direct Line No: (083) 877 2971 Local: 8204	
	Local Government Monitoring and Evaluation Division	Direct Line No: (083) 877 2969 Local: 8205	
	South Cotabato	Direct Line No.: (083) 228 2363 Local: 8231	Capitol Compound. Alunan Avenue, 9506 Koronadal City
	North Cotabato	Direct Line No.: (064) 577 6865 Local: 8211	Capitol Compound, Amas, Kidapawan City 9400
	Sultan Kudarat	Direct Line No.: (064) 201 3496 Local: 8241	Municipal Hall Compound, Kalawag III, Isulan, Sultan Kudarat
	Sarangani	Direct Line No.: (083) 508 2106 Local: 8221	Jabilles St., Alabel, Sarangani Province
	General Santos City	Direct Line No.: (083) 302 4185 Local: 8141	2/F City Hall Bldg, City Hall Drive, General Santos City
	Cotabato City	Direct Line No.: (064) 552-0621 Local: 8121	Ground Floor, People's Palace Building, Malagapas, Cotabato City



Region	Office	Contact Information	Address
Region XIII - CARAGA	Office of the Regional Director	Direct Line No: (085) 342 2045 Fax No.: (085) 815 1299 Local: 8301	Barangay Libertad, Butuan City, 8600
	Office of the Regional Assistant Director	Direct Line No: (085) 342 2045 Fax No.: (085) 815 1299 Local: 8302	
	Finance and Administration Division	Direct Line No: (085) 342 2045 Local: 8303	
	Local Government Capability Development Division	Direct Line No: (085) 342 2045 Local: 8304	
	Local Government Monitoring and Evaluation Division	Direct Line No: (085) 342 2045 Local: 8305	
	Agusan Del Norte	Direct Line No.: (085) 817 1720 Local: 8311	Matimco Building, J.C. Aquino Avenue, Libertad, Butuan City, Agusan del Norte
	Agusan Del Sur	Direct Line No.: (085) 343 7179 Local: 8321	Municipality of Prosperidad Hall, National Highway, Prosperidad City, 8500 Agusan del Sur
	Dinagat Island	Direct Line No.: Local: 8331	Barangay Cuarinta. Province, Dinagat Islands, San Jose, Dinagat Islands.
	Surigao Del Norte	Direct Line No.: (086) 826 0167 Local: 8341	Matimco Building, J.C. Aquino Avenue, Libertad, Butuan City, Agusan del Norte
	Surigao Del Sur	Direct Line No.: (086) 211 3470 Local: 8351	Lianga, Surigao del Sur



Region	Office	Contact Information	Address
Cordillera Administrative Region	Office of the Regional Director	Direct Line No: (074) 422 3644 Local: 8401	Barangay Center, Upper Session Road corner North Drive, Baguio City
	Office of the Regional Assistant Director	Direct Line No: (074) 442 0085 Local: 8402	
	Finance and Administration Division	Direct Line No: (074) 442 0085 Local: 8403	
	Local Government Capability Development Division	Direct Line No: (074) 443 9840 Local: 8404	
	Local Government Monitoring and Evaluation Division	Direct Line No: (074) 442 9030 Local: 8405	
	Abra	Direct Line No.: (074)752 8095 Local: 8311	Esmer Building, Partelo St., Zone 4, Bangued, Abra
	Apayao	Mobile No.: 0998 530 8851 Local: 8321	Poblacion, Luna, Apayao
	Benguet	Direct Line No.: (074) 422 4635 Local: 8331	Capitol Compound, La Trinidad, Benguet
	Ifugao	Direct Line No.: (074)382 2028 Local: 8341	Capitol Compound, Lagawe, Ifugao
	Kalinga	Mobile No.: 0919 994 0546 Local: 8351	Bulanao, Tabuk, Kalinga
	Mountain Province	Direct Line No.: (074) 606 8163 Local: 8351	Upper Caluttit, Bontoc, Mt. Province
	Baguio City	Direct Line No.: (074) 442 8130	2nd Floor, Baguio City Hall, Baguio City



Region	Office	Contact Information	Address
MIMAROPA	Office of the Regional Director	Direct Line No: (02) 995 7725 Telefax No.: 995 7831 Trunkline : (02) 876 3454 Local: 8501	822 Quezon Ave, Diliman, Quezon City, 1103 Metro Manila
	Office of the Regional Assistant Director	Direct Line No: (02) 995 7725 Telefax No.: 995 7831 Trunkline : (02) 876 3454 Local: 8502	
	Finance and Administration Division	Local: 8503	
	Local Government Capability Development Division	Local: 8504	
	Local Government Monitoring and Evaluation Division	Local: 8505	
	Occidental Mindoro	Direct Line No.: (043) 711 1000 Telefax No.: 995 7725 Trunkline : (02) 876 3454 Local: 8521	Provincial Capitol Complex. Brgy. Payompon, Mamburao, Occidental Mindoro
	Oriental Mindoro	Direct Line No: (043) 286 7089 Telefax No.: 995 7725 Trunkline : (02) 876 3454 Local: 8531	Provincial Capitol Complex, Brgy. Camilmil, Calapan City
	Marinduque	Direct Line No: (042) 332 1363 Telefax No.: 995 7831 Trunkline : (02) 876 3454 Local: 8511	Brgy, Santol, Boac, Marinduque
	Romblon	Direct Line No: (042) 5675235 Telefax No.: 995 7831 Trunkline : (02) 876 3454 Local: 8551	S. Faigao St, San Agustin, Romblon
	Palawan	Direct Line No: (048) 433 2681 Telefax No.: 995 7831 Trunkline : (02) 876 3454 Local: 8541	SPS Government Center, Puerto Princesa, Palawan



Region	Office	Contact Information	Address
National Capital Region	Office of the Regional Director	Trunkline : (02) 876 3454 Local: 8601	4th Floor, Annex Building SRA, Sugar Center, North Avenue, Diliman, Quezon City, Philippines
	Office of the Regional Assistant Director	Direct Line No: 782 0196 Trunkline : (02) 876 3454 Local: 8602	
	Finance and Administration Division	Direct Line No: 781 9953 Trunkline : (02) 876 3454 Local: 8603	
	Local Government Capability Development Division	Direct Line No: 782 0334 Trunkline : (02) 876 3454 Local: 8603	
	Local Government Monitoring and Evaluation Division	Trunkline : (02) 876 3454 Local: 8603	
	Caloocan	Direct Line No.: 336 5597	3/F Malapitan Hall, Caloocan City Hall 8th Ave., Caloocan City
	Las Piñas	Direct Line No.: 551 5985	2/F Administrative Building, City Hall Compound, Las Piñas City
	Makati	Direct Line No.: 899 8931	5/F Main Building, Makati City Hall J.P Rizal St., Brgy. Poblacion, Makati City
	Malabon	Direct Line No.: 921 7624 281 4999 Local: 5007	5/F Malabon City Hall, Brgy. San Agustin, Malabon City
	Mandaluyong	Direct Line No.: 535 7305	1/F Old Building, Mandaluyong City Hall Compound, Maysilo Circle, Plainview, Mandaluyong City
	Manila	Direct Line No.: 484 4438	G/F Manila Barangay Bureau Bldg. Antonio Villegas St., Ermita, Manila



Region	Office	Contact Information	Address
National Capital Region	Marikina	Direct Line No.: 532 6003	3/F New Marikina Public Market, W. Paz Street, Sta. Elena, Marikina City
	Muntinlupa	Direct Line No.: 862 4935	3/F Annex Building, Muntinlupa City Hall, Putatan, Muntinlupa City
	Navotas	Direct Line No.: 374 5513	Navotas City Hall, Brgy. Sipac Almacén, Navotas City
	Parañaque	Direct Line No.: 820 3222	3/F Parañaque City Hall, San Antonio Avenue, SAV1, Brgy. San Antonio, Parañaque City
	Pasay	Direct Line No.: 833 1894	Room 414 Pasay City Hall, Harrison St., Pasay City
	Pasig	Direct Line No.: 643 1116	8/F Pasig City Hall, Caruncho Avenue, Pasig City
	Pateros	Direct Line No.: 643 6379	5/F Pateros Municipal Hall, G. de Borja St., Municipality of Pateros
	Quezon City	Direct Line No.: 435 1656	4/F National Government Offices Building, Gate 5, Quezon City Hall, Kalayaan Ave, Quezon City
	San Juan	Direct Line No.: 728 9856	2/F Room 205, San Juan Government Center, Pinaglabanan Road, San Juan City
	Taguig	Direct Line No.: 642 4906	2/F Left Wing Annex Building, Taguig City Hall, Brgy. Tuktukan, Taguig City
	Valenzuela	Direct Line No.: 352 1000 Local: 2976	3/F Valenzuela City Trade Center, Mc Arthur Highway, Valenzuela City