Ilocos Sur Polytechnic State College (ISPSC)

a) Provides access to information materials;
b) Provides consultancy and technical assistance along academic and administrative expertise;
c) Shares available facilities in accordance to institutional policies and guidelines; and
d) Performs other functions as may be necessary.

Sangbay DS Concepts, Inc.

a) Provides access to information materials;
b) Provides consultancy and technical assistance on leadership and governance;
c) Shares available facilities; and
d) Performs other functions as may be necessary.

IP Community League of the Philippines (IPCLP)

a) Provides access to information materials;
b) Provides consultancy and technical assistance related to IP community and culture;
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League of Municipalities of the Philippines (LMP)

a) Enjoins LGUs to provide information materials related to governance;
b) Contributes in the dissemination and development of LGU-based concepts of governance;
c) Facilitates documentation and promotes replication of LGU best practices;
d) Facilitates linkage/networking/partnership with stakeholders in the conduct of capacity development initiatives;
e) Provides technical assistance and consultancy services in the field of expertise; and
f) Performs other functions as may be necessary.

Civika Asian Development Academy (CADA)

a) Advances the theory, practice and teaching of urban and rural transformation and resiliency;
b) Provides consultancy and technical assistance through the development of platforms for leadership, learning, co-creating and prototyping between the university-based City and Municipal Futures Lab and the LGUs;
c) Shares ongoing initiatives including Universal Health Care Lab, Inclusive Growth Lab, Scaleup Lab, Blockchain Lab, Bridging Leadership Institute, Barangay Leadership Academy, and Resiliency School;
d) Assists in accelerating governance innovations; and
e) Performs other functions as may be necessary.

North Luzon Philippine State College (NLPSC)

a) Provides access to information materials;
b) Provides consultancy and technical assistance along academic and administrative expertise;
c) Shares available facilities in accordance to institutional policies and guidelines; and
d) Performs other functions as may be necessary.
Saint Louis College (SLC)

a) Provides access to information materials;
b) Provides consultancy services and technical assistance along research and extension, and through sharing of professors’ expertise during lectures, seminar workshops and conferences;
c) Shares available facilities like the Social Center, and San Luis Del Mar in Baccuit Norte, Bauang, La Union for seminars and trainings with minimal fee to defray maintenance and power cost; and
d) Performs other functions as may be necessary.

Mariano Marcos State University (MMSU)

a) Provides access to information materials;
b) Shares available training facilities subject to approved institutional provisions;
c) Conducts or assists in capability development activities;
d) Provides consultancy and technical assistance (along local governance and local economic promotion);
e) Sharing information and knowledge generated from research and extension; and
f) Performs other functions as may be necessary.

Pangasinan State University (PSU)

a) Provides access to information and materials;
b) Provides consultancy and technical assistance along academic and administrative expertise;
c) Share available facilities in accordance to institutional policies and guidelines; and
d) Performs other functions as may be necessary.

Gifted Learning Center (GLC)

a) Provides access to information and materials;
b) Provides consultancy and technical assistance through professors’ expertise;

RD’S MESSAGE

We are honoured to present yet another product of DILG Region 1’s initiative and ingenuity – the Local Governance Regional Resource Center 1 (LGRRC 1) Compendium of Service Offerings. This document provides a list and standard guide in availing the programs, projects and services of the Multi-Stakeholders Advisory Committee (MSAC). It can now be accessed and utilized to address competency requirements of our clients, as it features process updates to incorporate the “new normal”, and in observance of the health and safety protocols amidst the pandemic we are dealing into.

We firmly believe that the achievement of progress lies in the conscientious management and utilization of resources anchored on consultation and people participation. And it is truly rewarding to deliver quality service to our countrymen with the help and support of other National Government Agencies (NGAs), Local Resource Institutes (LRIs), and Civil Society Organizations (CSO). True to our brand of service – Matino, Mahusay at Maaasahan – the DILG R1, and our partners assure the continuous provision of technical assistance geared towards the making of good governance and local development champions.

To each and every one whose dedication and skill made this Compendium possible, Maraming salamat po sa inyo at mabuhay po tayong lahat!

JAMES F. FADRILAN, CESO III
Regional Director
LGRRC PROGRAM MANAGER’S/ARD’S MESSAGE

The DILG Region 1 (DILG R1), through its Local Governance Regional Resource Center 1 (LGRRC 1), continues to showcase its culture of collaboration and inclusiveness as it journeys towards excellence. The LGRRC 1 Compendium of Service Offerings highlights our frontline services, as well as the Multi-Stakeholders Advisory Committee’s (MSAC) Administrative Governance / Economic Development / Environmental Management / Social Programs. This Compendium is a realization of the efforts of the LGRRC 1 Team composed of the (1) Multimedia Knowledge Program, (2) Capacity Development Program, (3) Linkage Program, and (4) Public Education on Good Governance, Development & Citizenship Program. It also materialized with the support and cooperation of the MSAC members comprised of the DILG, NEDA, PSA, PLTA, CHED, DTI, DENR, TESDA, DA, DSWD, DMMMSU, UNP, SLC, MMSU, PSU, GLC, LMP – Ilocos Norte/ Ilocos Sur/La Union/Pangasinan Chapter, Civika Asian Development Academy, Sangbay DS Concepts, Inc., and Indigenous Peoples Community League of the Philippines.

The LGRRC 1’s pursuit of the development roadmap has brought about various distinction and merit to the region, and we encourage all to join us in this bandwagon. Again, our sincerest gratitude to everyone’s contribution and hard work.

AGNES A. DE LEON, CESO V
Assistant Regional Director

c) Provides support services related to Skills Development Planning and Delivery; and
d) Performs other functions as may be necessary.

Department of Agriculture (DA)
a) Provides access to information materials;
b) Provides technical assistance on production (crop and livestock), marketing and credit financing;
c) Shares available function room with minimum administrative cost;
d) Provides assistance in strengthening Rural-Based Organizations; and
e) Performs other functions as may be necessary.

Department of Social Welfare and Development (DSWD)
a) Provides access to information materials;
b) Provides technical assistance and consultancy services on the field of expertise; and
c) Performs other functions as may be necessary.

Don Mariano Marcos Memorial State University (DMMMSU)
a) Shares generated knowledge through Research and Extension;
b) Provides expertise and consultancy through the participation of professors and non-academic or administrative personnel in lectures, for a seminar/workshop, conferences, and other similar events;
c) Shares available facilities like halls, hostels, training centers, or covered court/gym with a minimum fee for administrative cost;
d) Provides access to library use upon approval of request; and
e) Performs other functions as may be necessary.

University of Northern Philippines (UNP)
a) Provides access to information materials;
b) Provides consultancy and technical assistance on computer literacy, internet education and skills training for short term vocational courses; and
c) Performs other functions as may be necessary.
e) Provides referral services;
f) Provides consultancy services/technical assistance on the development/enhancement of training courses/modules on various areas of Public Administrations; and
g) Performs other functions as may be necessary.

**Department of Trade and Industry (DTI)**

a) Provides information materials related to trade and industry development and consumer welfare;
b) Provides consultancy, trainers/speakers/resource persons in trainings/seminar and technical assistance related to trade, industry, investments and consumer welfare; and
c) Performs other functions as may be necessary.

**Department of Environment and Natural Resources (DENR)**

a) Provides information materials on environment concerns;
b) Provides technical assistance and consultancy services in the field of expertise such as but not limited to the formulation of Solid Waste Management Plan, Environment Code, Forest Land Use Plan, Mangrove Conservation Plan;
c) Promotes environmental education, information and public awareness and supports environmental actions/eco-activism among stakeholders;
d) Promotes and enhances community/CSO/Private Sector participation in environment resources management/development;
e) Integrates gender sensitivity/responsiveness in environment and natural resources program/project implementation; and
f) Performs other functions as may be necessary.

**Technical Education and Skills Development Authority (TESDA)**

a) Provides access to information materials related to skills development;
b) Provides technical assistance and consultancy services in the field of expertise;

**HISTORY**

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

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

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

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

In 1950, the Department was abolished and its functions were transferred to the Office of Local Government (later renamed Local Government and Civil Affairs Office) under the Office of the President. On January 6, 1956, President Ramon Magsaysay created the Presidential Assistant on Community Development (PACD) to implement the Philippine Community Development Program that will coordinate and integrate on a national scale the efforts of various governmental and civic agencies to improve the living conditions in the barrio residents nationwide and make them self-reliant.
In 1972, Presidential Decree No. 1 created the Department of Local Government and Community Development (DLGCD) through Letter of Implementation No. 7 on November 1, 1972. Ten years later or in 1982, the DLGCD was reorganized and renamed Ministry of Local Government (MLG) by virtue of Executive Order No. 777; and in 1987, it was further reorganized and this time, renamed Department of Local Government (DLG) by virtue of Executive Order No. 262.

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

The passage of RA 6975 paved the way for the union of the local governments and the police force after more than 40 years of separation. Today, the Department faces new era of meeting the challenges of local autonomy, peace and order, and public safety.

**National Economic Development and Authority (NEDA)**

- Facilitates documentation of replicable practices of LGUs and provide copy to the LGRRC;
- Provides technical assistance and consultancy services on the field of expertise;
- Coordinates and facilitates the link between the LGRRC and local development planning; and
- Performs other functions as may be necessary.

**Philippine Statistics Authority (PSA)**

- Provides demographic data and other statistics;
- Facilitates linkage/network from central down to provincial offices of PSA;
- Performs other functions as may be necessary.

**Philippine Information Agency (PIA)**

- Provides technical assistance as to content and messaging in various information, education and campaign materials as per request;
- Provides venue for information dissemination on the programs, projects and activities of the LGRRC and client-LGUs using various PIA platforms to include print, broadcast, interpersonal and social media;
- Produces press/feature/photo releases on the programs, projects and activities of the LGRRC;
- Provides technical assistance as speaker/lecturer along topics of expertise such as Journalism, Freedom of Information, and ASEAN Advocacy; and
- Performs other functions as may be necessary.

**Commission on Higher Education (CHED)**

- Provide access to list of consultants/experts/coaches/trainers;
- Indorses programs/activities/courses which need to be disseminated to college students/administrators;
- Provides access to services on scholarships and other information;
- Facilitates linkages with HEIs, Professional Organizations and Zonal Researches;
ROLES & RESPONSIBILITIES OF
MULTI STAKEHOLDER ADVISORY COMMITTEE
(MSAC) MEMBERS

Department of the Interior and Local Government (DILG) shall:

a) Manage and maintain overall operation of the LGRRC;

b) Provide venue to adequately accommodate the equipment, furniture and fixtures, materials and other knowledge products for the LGRRC;

c) Expand the LGRRC Team to manage the operations of the following facilities:
   1. Multimedia Knowledge Facility
      • Provide access to knowledge products, exemplary and replicable practices
   2. Capacity Development Facility
      • Provide venue to deliver quality, strategic and responsive capacity development initiatives
   3. Linkage Facility
      • Facilitates linkage/networking with LGUs and other stakeholders as well as various local governance initiatives
   4. Public Education on Good Governance, Development & Citizenship Facility
      • Promotes good local governance practices and innovations

d) Allocate annual resource counterpart support for the efficient and sustainable operation of the LGRRC;

e) In coordination with the MSAC, oversee the implementation of the LGRRC Roadmap and Business Plan;

f) Convene concerned agencies for provision of joint technical assistance and capability building activities to LGUs;

g) Submit regular reports to the National LGRRC;

h) Serve as Secretariat during MSAC meetings; and

i) Perform other functions as may be necessary.

DILG SHARED VISION

A strongly determined and highly trusted Department committed to capacitate and nurture local government units, public order and safety institutions to sustain peaceful, progressive, and resilient communities where people live happily.

DILG MISSION

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

DILG 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.
GOALS

- Develop peaceful, safe, self-reliant and development-directed communities;
- Improve performance of local governments in governance, administration, social economic development and environmental management;
- Sustain peace and order condition and ensure public safety.

OBJECTIVES

- Reduce crime incidents and improve crime solution efficiency;
- Improve jail management and penology services;
- Improve fire protection services;
- Continue professionalization of PNP, BFP and BJMP personnel and services;
- Enhance LGU capacities to improve their performance and enable them to effectively and efficiently deliver services to their constituents;
- Continue to initiate policy reforms in support of local autonomy.
4. Names and address of authorized collectors / trappers

1. Duly accomplished application form with recent 2”x2” photo of applicant
2. In case of animal shows using wildlife, clearance from or registration with the Animal Welfare Division of the Bureau of Animal Industry pursuant to Republic Act 8485 (Animal Welfare Act)

7. Permit for the uses of Wildlife

1. Duly accomplished application form with recent 2”x2” photo of applicant
2. In case of animal shows using wildlife, clearance from or registration with the Animal Welfare Division of the Bureau of Animal Industry pursuant to Republic Act 8485 (Animal Welfare Act)

8. Non-cities for Flora and Fauna Import Permit

Beneficiaries: Individuals, Corporations, Associations, Local or Foreign Applicants

©Focal Person
Marilyn M. Racoma
② (072) 242-6202

1. Duly Accomplished Application form
2. Export Permit / certification of origin from exporting country
3. For live specimens, Veterinary / Phytosanitary Certificate issued by the Authorized government agency of the country.

Coastal and Marine

1. Participatory Coastal Resource Assessment (PCRA) Training
2. Integrated Coastal Management (ICM) Planning
3. Marine Protected Area (MPA) Establishment

Beneficiaries: Coastal LGUs / Communities

©Focal Person
Marизel L. Calpito
Darwin A. Ablang
Flora A. Anacta
② 700-4421

THE LOCAL GOVERNANCE REGIONAL RESOURCE CENTER 1 (LGRRC 1)

The Local Governance Regional Resource Center 1 (LGRRC 1) as a dynamic & interactive center, promotes a culture of learning & knowledge sharing in the area of governance. The center aims to strengthen the role of the DILG as a catalyst for excellence in local governance. It best exemplifies the application of knowledge management with the end of attaining a knowledge-centric organization.

LGRRC 1 is founded on 3 key principles: Knowledge Management, Multi-Stakeholdership & Convergence in local governance. Knowledge Management is the over-arching framework of the Center. It is a process that involves the acquisition, storage, retrieval, creation, sharing, use, application & evaluation of an organization’s explicit & tacit knowledge in a systematic manner to achieve organizational goals. Multi-stakeholdership pursue the principle that there is no monopoly of knowledge and that knowledge should be shared and pursued. Convergence means harmonizing various initiatives in local governance within DILG & beyond.

To promote a culture of learning & knowledge sharing in pursuit of sustainable development through excellence in local governance, the Multi-Stakeholders Advisory Committee (MSAC) was created. Within the LGRRC 1 are four (4) inter-related programs: Capacity Development Program, Linkage Program, Public Education on Good Governance & Citizenship Development Program and Multi-Media, Knowledge & Information Program.
Recent developments on the spread of the Coronavirus Disease 2019 (COVID-19) in the country prompted the President to declare a State of Public Health Emergency throughout the entire Philippines. With this, the COVID-19 pandemic has changed the way of life in the community ushering an era of the so called "New Normal". Likewise, it has challenged the creative & innovative minds of stakeholders in local governance.

In this era of the new normal, LGRRC 1 has risen above the many challenges taking its role as broker, enabler, initiator, collaborator & innovator in the implementation of capacity development activities. The Department through the LGRRC has aligned its thrusts, directions, strategies & maximized its resources in continuously capacitating the LGUs & the DILG personnel.

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<thead>
<tr>
<th>Focal Person</th>
<th>Marilyn M. Racoma</th>
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<td>☎️</td>
<td>(072) 242-6202</td>
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1. Endorsement from the Head of the Institution, or in the case of an individual researcher, from a recognized expert or a research institution or a conservation organization

2. In case collection of wildlife is necessary, prior clearance from the affected neighborhood / communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371 or Protected Area Management Board.

3. Non-Cities for Flora and Fauna Re-Export Permit

   1. Duly accomplished application form
   2. Non-CITIES Import Permit issued by the DENR or other documents supporting legal possession or acquisition of wildlife
   3. Local Transport Permit, where applicable
   4. Bank export declaration, if for commercial purposes
   5. Phytosanitary (Plants) / Veterinary Health (Animals) Certificate from the concerned DA Office.

4. Wildlife Collectors Permit

   1. Duly accomplished application form with recent 2”x2” Photo applicant
   2. List of species to be collected indicating the quantity for each and methods of collection to be used
   3. Prior clearance from affected communities, i.e., concerned LGUs, recognized Head of Indigenous Cultural Communities (ICC) in accordance with RA 8371, Protected Areas Management Board (PAMB)
Endorsement from the Head of the Institution, or in the case of an individual researcher, from a recognized expert of a research institution or a conversation organization.

In case collection of wildlife is necessary, prior clearance from the affected neighborhood / communities i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371 or Protected Area Management Board.

Habitat Rehabilitation, Protection and Management Plan for reintroduction and restocking of captive-bred / propagated individuals.

Beneficiaries:
Students affiliated with local academic institutions and other government initiated or implemented research for scientific project.

For Purposes of Student Thesis
1. Research / Project Proposal
2. Endorsement letter from the concerned Dean (for student applicants only).
3. Endorsement letter from a recognized expert or a scientific institution or conservation organization (for individual researcher)
4. Prior clearance from the affected neighborhood / communities, i.e. concerned LGUs, recognized head of the indigenous people in accordance with RA 8371 or Protected Area Management Board.

Beneficiaries:
Foreign entity / Institutions / Individual or a Filipino Citizen affiliated with a foreign institution.

For the conduct of scientific researches
1. Research / Project Proposal
2. Institutions Profile, if applicable

FUNCTIONS:
- Continuously update the LGRRC Roadmap & Business Plan.
- Regularly revisit the LGRRC Vision, Mission & Value Proposition.
- Develop, acquire, generate, collect & provide the Center knowledge products on various areas of local governance.
- Conduct, participate or assist in capacity development activities.
- Regularly meet to assess the operation & ensure the dynamism of the four (4) LGRRC Programs.
√ MULTIMEDIA, KNOWLEDGE & INFORMATION MANAGEMENT PROGRAM
- Manages the repository & sharing of information & knowledge products through the LGRRC Library & other channels of communication, which serves as repository of local governance knowledge products & information with multimedia services & ICT support.

√ CAPACITY DEVELOPMENT PROGRAM
- Provides the venue to deliver & facilitate efficient delivery of quality, strategic & responsive capacity development.

√ LINKAGE PROGRAM
- Facilitates partnerships & networking among LGUs & other local governance stakeholders & access to networks of communities of practices.

√ PUBLIC EDUCATION & CITIZENSHIP DEVELOPMENT PROGRAM
- Promotes good local governance practices & innovations among the general public.

5. Technical Assistance on:
   - Development of Sanitary Landfills and other cleaner and safer forms of disposal system
   - Solid Waste Management Plan
   - Establishment / Operationalization of Materials Recovery Facility (MRF)
   - Implementation of segregation at source and segregated collection

<table>
<thead>
<tr>
<th>PAWCZMS</th>
<th>Letters / Request to the Director</th>
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</thead>
<tbody>
<tr>
<td>Beneficiaries: Individuals, Corporations, Associations</td>
<td>Local Government Units</td>
</tr>
<tr>
<td>Focal Person: Jose N. Nollar</td>
<td>Government Agencies</td>
</tr>
<tr>
<td>Letters Request</td>
<td></td>
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<tr>
<td>Plan</td>
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<td>Fees</td>
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3. Local Transport Permit
- Beneficiaries: Individuals, Corporations, Associations, Local or Foreign Applicants
- For conservation breeding of propagation activities
- Research / Project Proposal Institution Profile, if applicable
- Duly accomplished application form
- Inspection / Verification of wildlife by the CENRO nearest the place of collection using Inspection Report Form
- Documents supporting the legal possession or acquisition of wildlife.
- Phytosanitary Certificate (for Plants) / Veterinary Quarantine Certificate (for animals) from the concerned DA Office.
**b. Category B. Projects that are not categorized as ECPs, but which may cause negative environmental impacts because they are located in Environmentally Critical Areas (ECAS)**

<table>
<thead>
<tr>
<th>Focal Person</th>
<th>Category</th>
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<tbody>
<tr>
<td>Screening Officer</td>
<td>Projects unlikely to cause adverse environmental impacts</td>
</tr>
<tr>
<td>EMB Case Handler / Processing Officer</td>
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<tr>
<td>EIAMD Chief</td>
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<tr>
<td>Regional Director</td>
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**f. Certificate of Non-coverage (CNC) in compliance to PD 1586**

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<th>Focal Person</th>
<th>Category</th>
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<tbody>
<tr>
<td>c/o Environmental Impact Assessment and Monitoring Division</td>
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| Duly accomplished Application Form |
| Form of Ownership |
| Location Map |

**Beneficiaries:**
Projects unlikely to cause adverse environmental impacts

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**2. Pollution Control Officer (PCO) Accreditation**

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<th>Focal Person</th>
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<tr>
<td>c/o Pollution Control Division</td>
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</table>

| Designation letter of Pollution Control Officer |
| Transcript of Records/Diploma |
| Certificate of Attendance—Environmental Training |

**Beneficiaries:**
Aspiring Pollution Control Officers

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**3. Laboratory Analysis of Air Samples**

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<th>Focal Person</th>
<th>Category</th>
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<tbody>
<tr>
<td>c/o Pollution Control Division Eng. Remedios A. Jimenez</td>
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</tbody>
</table>

| Letter / Request to the Director |

**Beneficiaries:**
Requesting firms / Industries

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**4. Seminars / Workshops / Symposiums on:**
- Climate Change
- Solid Waste Management
- ENR Laws
- Other Environmental concerns and IEC campaign

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<th>Focal Person</th>
<th>Category</th>
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<tr>
<td>Eng. Remedios A. Jimenez</td>
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</table>

| Letter / Request to the Director |

**Beneficiaries:**
LGUs, Institutions, Agencies / Offices, etc.

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**DILG RO1 QUALITY POLICY**

DILG Region 1 shall provide effective technical and administrative services, exercise oversight function, and reward excellent and exemplary performance in local governance.

We shall guarantee equal opportunities for career growth, equitable delineation of responsibilities and give due recognition as we foster integrity, commitment, teamwork and responsiveness.

We shall continue to improve our Quality Management System and comply to applicable requirements to ensure prompt, efficient and quality service delivery to our clients.
### DILG RO1 QMS STRUCTURE

| TOP MANAGEMENT  
<table>
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<tr>
<th>(Regional Director)</th>
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</table>
| RMR COMMITTEE AND RISK REVIEW TEAM  
| (RD, ARD, 4 PDs, 3 DCs) |
| QUALITY MANAGEMENT REPRESENTATIVE  
| (ARD) |
| REGIONAL IQA TEAM |
| DEPUTY QMR  
| (3 Division Chiefs) |
| DEPUTY QMR  
| (4 Provincial Directors) |
| DOCUMENT CONTROL TEAM  
| (Document Controller & Deputy Document Controller) |
| PROCESS OWNERS  
| - Divisions  
| - Provincial Offices |

### Roles and Responsibilities

- **RMR COMMITTEE AND RISK REVIEW TEAM**
  - RD, ARD, 4 PDs, 3 DCs

- **QUALITY MANAGEMENT REPRESENTATIVE**
  - ARD

- **REGIONAL IQA TEAM**

- **DEPUTY QMR**
  - 3 Division Chiefs

- **DEPUTY QMR**
  - 4 Provincial Directors

- **DOCUMENT CONTROL TEAM**
  - (Document Controller & Deputy Document Controller)

- **PROCESS OWNERS**
  - Divisions
  - Provincial Offices

### Processes

- **c. Registration of Toxic & Hazardous Substance**
  - (in compliance to RA 6969 – Toxic Substances & Hazardous Waste Control Act)
    - Duly accomplished Form A: Registration Form HW Generator with prescribed attachments—process flow diagram and detailed description of each treatment / recycling process, storage management plan and photographs of the facilities.

- **d. Permit to Transport Toxic and Hazardous Waste**
  - (in compliance to RA 6969)  
    - Focal Person: Zenaida T. Cortez
    - Duly accomplished Form A: Registration Form HW Generator with prescribed attachments—process flow diagram and detailed description of each treatment / recycling process, storage management plan and photographs of the facilities.
    - Beneficiaries: Hazardous Waste Transporter & Generators

- **e. Environmental Compliance Certificate (ECC) / Certificate of Non-coverage (CNC)**
  - (in compliance to PD 1586)
    - Environmental Impact Statement (EIS) / Initial Environmental Examination (IEE) Report or Checklist
    - Location / Vicinity Map
    - Site Development Plan Proof of Compatibility with the existing LUP (locational clearance / viability, zoning clearance)
    - Electronic Copy of EIS/IEE Report or Checklist (CD)
    - Proof of Ownership
    - Beneficiaries: Projects/undertakings under the EIS system:
      - Category A. Environmentally Critical Projects (ECPS) with significant potential to cause negative environmental impacts
        - Accomplished and notarized PEMAPS Questionnaire
        - Processing Fee
<table>
<thead>
<tr>
<th>Program</th>
<th>How to Avail</th>
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<tbody>
<tr>
<td>Environmental Management Bureau</td>
<td></td>
</tr>
<tr>
<td>1. Issuance of Permits</td>
<td></td>
</tr>
<tr>
<td>a. Permit to Operate (Air Pollution Source &amp;</td>
<td>- Duly accomplished Application form</td>
</tr>
<tr>
<td>Equipment) in compliance to Ra 8749 (Clean</td>
<td>- Engineering Report prepared, signed and sealed by Sanitary Engineer for</td>
</tr>
<tr>
<td>Air Act)</td>
<td>poultry farms/ Mechanical Engineer for gasoline stations and rice mills and</td>
</tr>
<tr>
<td></td>
<td>duly notarized</td>
</tr>
<tr>
<td></td>
<td>- Plans and specifications of installations and its control facilities</td>
</tr>
<tr>
<td></td>
<td>- Air quality impact analysis</td>
</tr>
<tr>
<td></td>
<td>- Timetable of construction</td>
</tr>
<tr>
<td></td>
<td>- Vicinity Map</td>
</tr>
<tr>
<td></td>
<td>- Copy of Environmental Compliance Certificate (ECC)</td>
</tr>
<tr>
<td></td>
<td>- Designation of Pollution Control Officer</td>
</tr>
<tr>
<td>b. Discharge Permit (Wastewater Treatment</td>
<td>- Duly Accomplished Report prepared by a registered chemical or sanitary</td>
</tr>
<tr>
<td>Facilities) in compliance to RA 9275 (Clean</td>
<td>engineering with all the attachments</td>
</tr>
<tr>
<td>Water Act)</td>
<td>- DTI Registration</td>
</tr>
<tr>
<td></td>
<td>- TIN No.</td>
</tr>
<tr>
<td></td>
<td>- Picture of Wastewater Treatment Facility</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Beneficiaries:</strong></td>
</tr>
<tr>
<td></td>
<td>Firstm / Industries / Establishments within Region I</td>
</tr>
</tbody>
</table>

©Focal Person  
Rizalyn Domondon  
Records Officer

☎ (072) 700-2448

DILG CITIZEN’S CHARTER
## Documentary Requirements

<table>
<thead>
<tr>
<th>Client Action (detailed steps)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accomplished Request Form</td>
</tr>
<tr>
<td>2. Accomplished DILG-NBOO-DBC Form 001</td>
</tr>
<tr>
<td>3. Oath of Office</td>
</tr>
<tr>
<td>4. Certificate of Incumbency</td>
</tr>
<tr>
<td>5. Certified true Copy of Death Certificates</td>
</tr>
</tbody>
</table>

Other Required Documents to support:

1. Claimant either wife or husband of the deceased barangay official (DBO), submit Certified True Copy of Marriage Certificate. If the claimant is a daughter or son of the DBO to submit Birth Certificate;
2. 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 her/his parent/sister/brother);
3. Waiver of rights if there is more than one beneficiary in cases of siblings;
4. Affidavit of guardianship if the deceased is the widow/widower/single if the claimant is the guardian of the children who are minors;
5. Absence of primary/secondary beneficiaries, the claimant present her/his valid ID, either Voter's ID, Driver's License, Postal ID, Passport, or a Certification from the Barangay that s/he is a resident of the said barangay;
6. Special Power of attorney, in case claimant/s cannot personally do the transaction.

(Note for Office Concerned: specify how many original and photocopy of the required documents)

## Services are Free of Charge

**Who may Avail:** Surviving Legitimate Claimant/Beneficiaries of Deceased Barangay Officials

**Services**

<table>
<thead>
<tr>
<th>Pangasinan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dir. Peter O. Mangabat</td>
</tr>
<tr>
<td>Provincial Director</td>
</tr>
<tr>
<td>Mr. Juanito Reyes Jr.</td>
</tr>
<tr>
<td>Senior Trade &amp; Industry Devt. Specialist</td>
</tr>
<tr>
<td><strong>Regional Office:</strong></td>
</tr>
<tr>
<td>Miss Rosemary A. Quitos</td>
</tr>
<tr>
<td>Chief Trade &amp; Industry Devt. Specialist</td>
</tr>
<tr>
<td>Miss Cynthia G. Rivera</td>
</tr>
<tr>
<td>Senior Trade &amp; Industry Devt. Specialist</td>
</tr>
<tr>
<td>Miss Alicia S. Garcia</td>
</tr>
<tr>
<td>Trade &amp; Industry Devt. Specialist</td>
</tr>
<tr>
<td>075-515-3183</td>
</tr>
<tr>
<td>072-242-4864</td>
</tr>
</tbody>
</table>

**Regional Office:**

<table>
<thead>
<tr>
<th>Pangasinan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miss Rosemary A. Quitos</td>
</tr>
<tr>
<td>Chief Trade &amp; Industry Devt. Specialist</td>
</tr>
<tr>
<td>Miss Cynthia G. Rivera</td>
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<tr>
<td>Senior Trade &amp; Industry Devt. Specialist</td>
</tr>
<tr>
<td>Miss Alicia S. Garcia</td>
</tr>
<tr>
<td>Trade &amp; Industry Devt. Specialist</td>
</tr>
<tr>
<td>072-242-4864</td>
</tr>
</tbody>
</table>
5. **Product-Market Matching**

- Samples of Products to be matched. Client willing to cost-share in the expenses.

6. **Participation to Trade Fairs & Missions**

- Copy of Business Name Registration Permits & Licenses and BIR Registration. Client willing to pay the Participation Fees.

7. **Consultancy Services**

<table>
<thead>
<tr>
<th>Focal Person</th>
<th>Provincial Offices:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ilocos Norte</strong></td>
<td></td>
</tr>
<tr>
<td>Dir. Benjamin M. Garcia, Jr.</td>
<td>Provincial Director</td>
</tr>
<tr>
<td>Miss Elizabeth Castro</td>
<td>Chief Trade &amp; Industry Devt. Specialist</td>
</tr>
<tr>
<td>☑ 077-771-4268</td>
<td>☑ 077-770-3243</td>
</tr>
<tr>
<td><strong>Ilocos Sur</strong></td>
<td></td>
</tr>
<tr>
<td>Dir. Grace R. Lapastora</td>
<td>Provincial Director</td>
</tr>
<tr>
<td>Miss Rosario Quodala</td>
<td>Chief Trade &amp; Industry Devt. Specialist</td>
</tr>
<tr>
<td>☑ 077-722-2688</td>
<td>☑ 077-722-8731</td>
</tr>
<tr>
<td><strong>La Union</strong></td>
<td></td>
</tr>
<tr>
<td>Dir. Daria R. Mangaracal</td>
<td>Provincial Director</td>
</tr>
<tr>
<td>Miss Lilian M. Difuntorum</td>
<td>Chief Trade &amp; Industry Devt. Specialist</td>
</tr>
<tr>
<td>☑ 072-888-2455</td>
<td>☑ 072-700-4142</td>
</tr>
</tbody>
</table>

---

### Agency Action (detailed steps)

<table>
<thead>
<tr>
<th>Action</th>
<th>Person in Charge</th>
<th>Maximum Processing Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Provide templates of Request Form &amp; DBC Form 001</td>
<td>City/Municipal Local Government Operations Officer</td>
<td>30 minutes (mins.)</td>
</tr>
<tr>
<td>2.1 Review and Receive duly accomplished BODBA Form 001 and check/update the Database of Barangay Officials in the Barangay Information System</td>
<td>City/Municipal Local Government Operations Officer</td>
<td>4 hours (hrs.)</td>
</tr>
<tr>
<td>2.2 Submit processed BODBA Claim to DILG Provincial Office/HUC</td>
<td>City/Provincial/Regional Focal Person</td>
<td>2 working days (wd)</td>
</tr>
<tr>
<td>2.3 Verify and Validate (VV1) completeness and correctness of DBC documents received and submit to Regional Office then to Central Office</td>
<td>City/Provincial/Regional Focal Person</td>
<td>2 working days (wd)</td>
</tr>
<tr>
<td>2.4 Prepare and submit BOD-BA Funding Allocation to FMS</td>
<td>NBOO</td>
<td></td>
</tr>
</tbody>
</table>
**Documentary Requirements** | **Client Action (detailed steps)**
---|---
1. Consolidated List of DBC Requests  
2. Indorsement Letter  
3. Cover Memo addressed to DBM Secretary | 1. Consolidated List of DBC Requests  
2. Indorsement Letter  
3. Cover Memo addressed to DBM Secretary

| 3. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form | 3. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form |

**Service Name:** Request for Barangay Officials Death Benefit Assistance (BODBA)  
**Who may Avail:** Surviving Legitimate Claimant/Beneficiaries of Deceased Barangay Officials

| **Product Standards Licensing (Use of the Philippine Standard Quality Mark and Import Commodity Clearance)** | Focal Person  
Designated Staff in all Provincial Offices |
---|---
1. Fill up the necessary application form  
2. Submit the accomplished form together with the requirements and pay the corresponding fees |

**Beneficiaries:**  
- Business dealing w/ products under mandatory standards certification  
- Business dealing with imports

| **Issuance of Sales Promotion Permit** | Focal Person  
Julieta R. Malong  
Jademar Timichan  
700-0875 |
---|---
1. Submit duly accomplished Sales Promotion Application Form together with complete supporting documents as enumerated in the form  
2. Pay the Sales Promotion Application Fee  
3. Wait for the release of the Sales Promotion Permit |

**Beneficiaries:**  
- Business establishments that are going to embark on sales promotion

| **Resolution of Consumer Complaints** | Focal Person  
Julieta R. Malong  
Amelia E. Galvez  
700-0875 |
---|---
1. Verbal, phone-in or written complaint Filed with the DTI  
2. Submit supporting documents like Official Receipt, Sales Invoice, Warranty Card and other available documents |

**Beneficiaries:**  
- Consumer with complaints

| **Loan Facilitation** | Business Plan / Project Proposal |
---|---
1. Loan Facilitation  
2. Technology & Business Management Trainings |

**Beneficiaries:**  
- Profile of the participants. Participants are requested to cost-share in the expenses, usually 30% of the total cost

| **Label designs & Packaging Assistance** | Samples of Products. Client willing to shoulder the cost of Consultancy Services |
---|---
1. Label designs & Packaging Assistance  
2. Product Design & Development |

**Beneficiaries:**  
- Samples of Products. Client willing to shoulder the cost of Consultancy Services

**SERVICES ARE FREE OF CHARGE**
# Department of Trade & Industry

## Program: How to Avail

### Business Name Registration

**Beneficiaries:** Natural Persons doing business or proposing to do business in the Philippines using a business name.

<table>
<thead>
<tr>
<th>Focal Person</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nieva Loy C. Rafada</td>
<td>0700-1025</td>
</tr>
</tbody>
</table>

1. Fill up application form and submit it to BN Professor together with a Xerox copy of any government issued ID
2. Pay the amount of ₱315 and wait while the BN Registration Certification is being processed online.

**Note:** BN registration can now also be done by the registrants themselves through the internet.

1. Log on to [www.bnrs.dti.gov.ph](http://www.bnrs.dti.gov.ph)
2. Follow the instructions as they appear up to the payment and printing of BN Certificate. Online payment through GCash and ATM/Debit Card (BancNet)

### Technical Assistance on the Formulation of Local Investment Incentives Code

**Beneficiaries:** LGUs

<table>
<thead>
<tr>
<th>Focal Person</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gil C. Fernandez</td>
<td>0700-1025</td>
</tr>
</tbody>
</table>

- Write a request letter addressed to the Regional Director

### Capability Building Training on Investment Production

**Beneficiaries:** LGUs

<table>
<thead>
<tr>
<th>Focal Person</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gil C. Fernandez</td>
<td>0700-1025</td>
</tr>
</tbody>
</table>

1. Fill up necessary applicant form
2. Submit the accomplished application form together with the requirements and pay the required fees depending on the nature of the activity and the category of the shop to be registered

### Accreditation of Service and Repair Shops

**Beneficiaries:** Business dealing w/d motor vehicle, heavy equipment; engine & engineering; electronics, electrical; air-conditioning and refrigeration; office machine, data processing equipment; and medical/dental

### Agency Action (detailed steps)

<table>
<thead>
<tr>
<th>Agency Action (detailed steps)</th>
<th>Person in Charge Position Unit/Division</th>
<th>Maximum Processing Time (40 days) Highly Technical (multi-stage)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.5 Transmit the Death Benefit Funding Allocation to the DBM</td>
<td>Central Office Focal Person (National Barangay Operations Office)</td>
<td>1 wd (Step will kick off when there are 5 DBC request received)</td>
</tr>
<tr>
<td>2.6 Receives the Special Advise Release Order and Notice of Cash Allocation and prepares and releases the Sub-Allotment Release Order (SR) to the Respective Ros</td>
<td>Financial Management Service, Central Office</td>
<td></td>
</tr>
<tr>
<td>2.7 Receives Sub-Allotment Release Order and transmits to the Respective PO/HUC</td>
<td>Regional Accountant/Budget Officer/Cashier</td>
<td></td>
</tr>
<tr>
<td>2.8 Receives the SR, prepares and release the check</td>
<td>City/Provincial Director/MLGOO</td>
<td>3 wd</td>
</tr>
<tr>
<td>3.1 Provide Customer Satisfaction Feedback Form</td>
<td>City/Provincial Director/MLGOO</td>
<td>30 mins.</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
### Documentary Requirements

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Duly accomplished Citizen’s Charter Request Form</td>
<td>1. Secure and accomplish Citizen’s Charter Request Form</td>
</tr>
<tr>
<td>2. Indorsement from DILG Provincial/HUC Director/C/MLGOO</td>
<td>2. Submit accomplished request form along with the complete required complete documents</td>
</tr>
<tr>
<td>3. Letter Request of Local Chief Executive</td>
<td></td>
</tr>
<tr>
<td>4. FDP CP (Current Period) Certification indicating the compliance for the last 2 preceding quarters with photos posted in 3 conspicuous places and attested by CSO representative</td>
<td></td>
</tr>
<tr>
<td>5. FDP CDP (Current Period) monthly report (1 page) with signature of LCE and Field Officer</td>
<td></td>
</tr>
</tbody>
</table>

### Client Action (detailed steps)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Secure and accomplish Citizen’s Charter Request Form</td>
<td>1. Secure and accomplish Citizen’s Charter Request Form</td>
</tr>
<tr>
<td>2. Submit accomplished request form along with the complete required complete documents</td>
<td></td>
</tr>
<tr>
<td>3. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form</td>
<td></td>
</tr>
</tbody>
</table>

---

**SERVICES ARE FREE OF CHARGE**
B. Project Development, Investment Programming and Budgeting

1. Project Development Assistance Center
   - Project ID and Development
     - Letter of request, all expenses c/o requesting entity
     - Beneficiaries:
       - LGUs, Gov. Agencies, NGOs, private institutions, interested individuals
       - RLAs

2. Productivity Enhancement Project (PEP)
   - Project ID, Development, Review, Endorsement for fund sourcing

3. Budget Review and Endorsement

4. PNVSCA
   - Review and endorsement on request for foreign volunteers

5. Technical assistance to NGOs
   - Planning workshop facilitation, RP services

6. IAD
   - TA, RP services

7. Investment Programming
   - TA on Investment Programming/
     AIP Formulation Trainings, RP services

©Focal Person
Dr. Fe Domingo
PDIPB Division
(072) 888-2679/80

The Agency Action (detailed steps) table is as follows:

<table>
<thead>
<tr>
<th>Agency Action (detailed steps)</th>
<th>Person in Charge</th>
<th>Maximum Processing Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide template on Citizen's Charter Request Form</td>
<td>City/Municipal Local Government Operations Officer/Provincial Focal Person</td>
<td>30 mins.</td>
</tr>
<tr>
<td>Review and receive submitted required documents</td>
<td>City/Municipal Local Government Operations Officer/Provincial Focal Person</td>
<td>18 wd</td>
</tr>
<tr>
<td>Conduct onsite validation with CSO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transmit results to DILG RD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review the submitted documents and forward to DILG CO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review, received and forward for SILG signature</td>
<td>BLGS/Office of the Secretary (OSEC)</td>
<td>2 wd</td>
</tr>
<tr>
<td>Release approved certification of compliance to FDP to DILG RD</td>
<td>Central Records Section</td>
<td>2 wd</td>
</tr>
<tr>
<td>CD releases the duly signed certification of compliance to FDP to RO</td>
<td>Records Section Central Office</td>
<td>2 wd</td>
</tr>
<tr>
<td>RO receives the certificate and transmits to the client</td>
<td>Records Officer/Regional Focal Person</td>
<td>1 wd</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
## Documentary Requirements

| 1. Accomplished Citizen’s Charter Request Form  |
| 2. Indorsement of complete documentary requirements from PD/C/MLGOO  |
| 3. Letter request of LCE stating the following details:  |
| A.) Purpose  |
| B.) No. of units to be purchased  |
| C.) Type of vehicles and specification:  |
| No. of cylinders, fuel and engine displacement  |
| 4. Certificate of Availability of Funds from Local Accountant, or in case of his/her absence the Budget Officer or Local Treasurer  |
| 5. Certified true copy of Local Appropriation Ordinance and Sanggunian Resolution approving the purchase  |
| 6. Original updated inventory of existing motor vehicles signed by the property custodian, supply officer of GSO  |

## Client Action (detailed steps)

| 1. Client accomplishes the Citizen’s Charter Request Form and submits complete documentary requirements to City/Municipal Local Government Operations Officer  |
| 2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form  |

---

### Services are Free of Charge

---

### How to Avail

<table>
<thead>
<tr>
<th>Program</th>
<th>NEDA</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Plan Formulation and Implementation Coordination</td>
<td></td>
</tr>
<tr>
<td>• Socio-economic Planning</td>
<td></td>
</tr>
<tr>
<td>• Integrated Area Development</td>
<td></td>
</tr>
<tr>
<td>▷ TA on planning and Policy Formulation</td>
<td></td>
</tr>
<tr>
<td>• Physical Planning</td>
<td></td>
</tr>
<tr>
<td>▷ TA on integrating DRR+CCA in local plans</td>
<td></td>
</tr>
<tr>
<td>▷ TAs rendered on mapping needs</td>
<td></td>
</tr>
<tr>
<td>• Productivity Planning</td>
<td></td>
</tr>
<tr>
<td>▷ Technical Assistance rendered on Consultancy, training and Technical Assistance Services (CTTAS)</td>
<td></td>
</tr>
<tr>
<td>▷ PISAL Audit conducted by agency (or LGUs)</td>
<td></td>
</tr>
<tr>
<td>▷ Conduct of 5S Audit, ETC</td>
<td></td>
</tr>
</tbody>
</table>

- Submit letter of request addressed to NEDA RO I  
- Submit letter of request addressed to RDC I  
- Submit letter of request addressed to RDC I / RLUC  
- Submit letter of request addressed to RDC I for consideration and scheduling  
- Submit letter of request addressed to RDC I for consideration and inclusion in the WP  
- Submit letter of request addressed to RDC I for consideration and inclusion in the WP  

**Beneficiaries:**  
- LGUs  
- RLAs  
- NGOs  
- Academe  

---

**Economic Development**  
**National Economic and Development Authority**  
**Mr. Ramon T. Peralta**  
Chief, PPFD, NEDA RO I  
(072) 888-5501  
(072) 888-2679  
Fax No.  
(072) 888-2708
- Technical evaluation of identified proponent will be conducted.
- After the evaluation, the DA-RFU I shall be responsible in the allocation of pump and engine sets with accessories to qualified proponents.

- All the proponent shall procure first the pump and engine set with accessories in the identified supplier duly authorized by the manufacturer and submit the Official Receipt of the proponent's counterpart (50% or in excess of DA-RFU I counterpart) to DA-RFU I to facilitate the full payment of the irrigation equipment.
- The identified supplier will issue Official Receipt based on the Proponent's counterpart upon pick-up of the pump and engine set with accessories.

<table>
<thead>
<tr>
<th>Agency Action (detailed steps)</th>
<th>Person in Charge Position Unit/Division</th>
<th>Maximum Processing Time 20 days (Highly Technical)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Receive and Initial Review</td>
<td>Records Officer/ Focal Person</td>
<td>1 hr</td>
</tr>
<tr>
<td>1.2 Approve and Transmit</td>
<td>City/Municipal Local Government Operations Office</td>
<td>2 wd</td>
</tr>
<tr>
<td>1.3 PO reviews the completeness and appropriateness of the documentary requirements, if found complete, prepares transmittal for RD’s signature and endorses documents to Regional Office (RO)</td>
<td>Provincial/HUC Focal Person</td>
<td>2 wd</td>
</tr>
<tr>
<td>1.4 RO conducts second review as to the completeness and appropriateness of the documentary requirements, if found complete endorses to CO</td>
<td>Regional Focal Person</td>
<td>1 wd</td>
</tr>
<tr>
<td>1.5 CO receives, records and scans the documents</td>
<td>Action Officer</td>
<td>30 mins.</td>
</tr>
<tr>
<td>1.6 CO evaluates documents and prepares the recommendation</td>
<td>Action Officer, BLGS</td>
<td>1 wd</td>
</tr>
<tr>
<td>1.7 CO prepares authority to purchase vehicle for USLG’s approval</td>
<td>Director, BLGS</td>
<td>1 wd</td>
</tr>
<tr>
<td>1.8 USLG signs the request</td>
<td>USLG</td>
<td>3 wd</td>
</tr>
<tr>
<td>1.9 CO releases the Authority to Purchase Vehicle to the LCE thru a courier copy furnished the RO</td>
<td>Admin Staff</td>
<td>30 mins.</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
**Documentary Requirements**

<table>
<thead>
<tr>
<th>Client Action (detailed steps)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Client submits complete documentary requirements to concerned office (City/Municipal Local Government Operations Officer, or Pmnvicial Office, or Regional Office, or Central Office)</td>
</tr>
<tr>
<td>2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form</td>
</tr>
</tbody>
</table>

**Requirements for those to be engaged in a volunteer capacity (Annex C of DILG MC 2018-89)**

1. Accomplished Citizen’s Charter Request Form
2. Application Form (Annex A of DILG MC 2018-89)
3. CERTIFICATION UNDER OATH stating the following:
   - 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
   - That all the documents submitted in support of the application are genuine and authenticated
   - That all information of the Application Form and in the Supporting documents are true and correct
   - 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
   - That the CSO fully understand and agrees to abide by all provision stated in the DILG Memorandum Circular 2018-89 (Guidelines on Engagement with Civil Society Organization)
4. Certified True Copy of the Certificate of Registration from SEC, CDA, DOLE, if available
5. Organizational Chart of the CSO and a Data Sheet of the CSO containing the names, addresses, updated contact details and photographs of its current directors, trustees, officers and key personnel
6. Copy of Resolution of the CSO’s governing board authorizing the CSO to apply for accreditation and the individual filing the application on its behalf
7. Original Sworn Certification issued by the chief executive officer or equivalent officer of the CSO (refer to Annex C of DILG MC 2018-89 for detailed contents of the Certification)
8. Original Certificate of Good Standing issued not more than three (3) months before the date of application by the responsible officer of any umbrella organization, federation, coalition to which the CSO may belong if applicable
9. Certificates of Recognitions and/or other commendations awarded to the CSO may be attached

**Beneficiaries**

- All qualified vegetable seeds
- All qualified carabao mango growers
- All qualified beneficiaries should have an available are for new plantings as certified by the HVCC Coordinators and should be a member of mango grower’s association.

**SERVICES ARE FREE OF CHARGE**

- The HVCC technicians will identify and verify qualified beneficiaries. Beneficiaries for hybrid seeds should have not less than 2,500 square meter production area and a maximum of 1.5 hectare per farmer.
- Seeds under the Hunger Mitigation Program shall be turned over the focal person who will be responsible in the distribution of municipalities. Master listing shall be the responsibility of LGUs or agency concerned.
- All beneficiaries shall pay 50% of the cost of seedlings. Qualified beneficiaries should have an available area for new plantings as certified by the HVCC Coordinators and should be a member of mango grower’s association.
- Interested proponents may submit the following:
  1. Letter of Intent
  2. Resolution endorsed by the LGU/Cooperative/Assoc.
  3. Memorandum of Agreement
  4. Willing to enter into counter parting agreement/scheme (50-50).
c. Photocopy of SEC/CDA registration
d. Profile of the assoc./cooperative
e. Mayors permit and / or Municipal Licenses
f. List of Project undertaken by the association / cooperative
g. Copy of By-Laws
h. Copy of Articles of Incorporation / Articles of Cooperation
i. Audited Financial Statement for three consecutive years
j. Affidavit of Disclosure on Non Consanguinity
k. Disclosure by the NGO/PO of the related business and extent of ownership
l. Work and Financial Plan, sources and details of the Project Partners equity participation in the project

5. Agricultural Competitiveness Enhancement Fund (ACEF)

Focal Person
Ms. Erlinda Manipon
Chief, PMPDD, and Chairperson, ACEF-RTS
Ms. Lorna T. Tabali
OIC, PDS and Vice Chair, ACEF-RTS

Private sector proponents must fall within the Small Medium Enterprise (SME) category.

All Project Proponents must submit an application and possess eligibility qualifications.

Beneficiaries:
Farmers and Fisherfolk Coop/Asscn
MSMEs
LGUs
SUCs

6. Provision of different HVCC interventions:

a. Potassium Nitrate (KN03)
Beneficiaries
All qualified Mango Growers

Agency Action (detailed steps) | Person in Charge | Maximum Processing Time
--- | --- | ---
1.1 Receive and Initial Review
Receives, records and scans documents/letter request and assigns to action officer | Admin Staff | 30 mins.
1.2 Assessment
Concerned secretariat assesses correctness and completeness of the documents and forwards to concerned PMO for evaluation | National/Regional/Provincial Accreditation Committee (N/R/PAC) Secretariat/Action Officer | 2 wd
1.3 Evaluation
PMO evaluates application based on technical expertise, and recommends approval/denial of application | Concerned PMO | 6 wd
1.4 Preparation of Certificate of Accreditation / Certification or Declination Notice
N/R/PAC Secretariat N/R/PAC | 2 wd
1.5 Signs the certificate of Accreditation / Certification or Declaration Notice | SILG/RD/PD | 4 wd
2.1 Record and Release
Records and releases the certificate to the Client along with the Customer Satisfaction Feedback Form thru the Records Section | Records Officer | 30 mins.
Documentary Requirements

Requirements for those to be engaged as provider of goods and services (Annex B of DILG MC 2018-89)

1. CERTIFICATION UNDER OATH stating the following:
   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;
   That all the documents submitted in support of the application are genuine and authenticated;
   That all information of the Application Form and in the Supporting documents are true and correct;
   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
   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)

2. Certified True Copy of the Certificate of Registration from SEC, CDA, DOLE, if available

3. 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

4. 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

5. Original Certification of No Derogatory Record issued not more than three (3) months before the date of application by SEC, CDA, or DOLE as the case may be

6. Certified true copies of Audited Financial Reports/Statements and Annual Income Tax Returns as filed with the BIR for the past 3 (three) years.

Client Action (detailed steps)

1. Client submits complete documentary requirements to concerned office (City/Municipal Local Government Operations Officer, or Provincial Office, or Regional Office, or Central Office)

2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form

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4. Establishment of Barangay Bagsakan ang Bagsakan Centers

Beneficiaries:
- LGUs which may be a province, municipality or barangay
- Farmers and fisher folk org., cooperatives, federations and/or consortia of these groups
- Agribusiness enterprises included in industry associations
- Non-profit organizations such as NGOs, POs and foundations

©Focal Person
Ms. Maribel Cabradilla / Ms. Christine de Leon
Agribusiness & Marketing Assistance Division (AMAD)
32421045-46 Loc 21
2. **Conduct of cluster techno demo on rice**

**Beneficiaries:**
Rice Farmers

- The Rice Banner Program of DARFU I in coordination with the LGU counterpart shall identify cluster techno demo sites and farmer participants. The techno demo site shall:
  - be established with an average of 4 per municipality or a total of 500 sites across the region.
  - cover at least five (5) hectares of contiguous land of planting with mono-crop of either hybrid or newly released certified inbred rice varieties.
  - be accessible preferably along roads to serve its purpose of showcasing intended technologies. In the selection of the farmer-participant, he/she must be a member of the selected rice cluster and comply with the provisions in the guidelines to includes compliance to technology anchored on Palay Check among others. The farmer-participant must provide all production inputs other than those provide through the project.

**Focal Person**
Mr. Edmundo Quint
Rice Banner Program Coordinator
\[24210-45/46 Loc.04\]

3. **School on the Air Program/Radio Program**

**Beneficiaries:**
All interested Farmers

- Interested farmers must enroll in the program by filling-up the enrollment forms available in the offices of the MAO/CAO, OPAg thru farm caster, DA-RAFID and radio stations. He/She may also register thru text. Once enrolled in the program, farmer enrollees are obliged to listen every program schedule where farm casters assigned in every province discussed the salient topics in tandem with the guest speakers who are knowledgeable and experts on the topics. Should the aspire the graduate and receive diploma from the program apart from being cites as outstanding or honor student come graduation, he/she should send his/her answer in the weekly exams administered by the DA-RAFID which will serve as the basis of the farmer-enrollee performance in the program.

**Focal Person**
Ms. Gloria Parong
Ms. Juana Peralta
Regional Information Division (RAFID)
Ms. Melba Cuepa
Ilocos Norte Farmcaster
Mr. Metudio Acance
Ilocos Sur Farmcaster
\[24210-45/46 Loc.32\]

---

**Agency Action (detailed steps)**

<table>
<thead>
<tr>
<th><strong>Person in Charge Position Unit/Division</strong></th>
<th><strong>Maximum Processing Time</strong></th>
</tr>
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<tbody>
<tr>
<td><strong>1. Receive and Initial Review</strong> Receives, records and scans documents/letter request and assigns to action officer</td>
<td><strong>Admin Staff</strong> 30 mins.</td>
</tr>
<tr>
<td><strong>1.2 Assessment</strong> Concerned secretariat assesses correctness and completeness of the documents and forwards to concerned PMO for evaluation</td>
<td><strong>National/Regional/ Provincial Accreditation Committee (N/R/PAC)</strong> Secretariat/Action Officer 2 wd</td>
</tr>
<tr>
<td><strong>1.3 Evaluation</strong> PMO evaluates application based on technical expertise, and recommends approval/denial of application</td>
<td><strong>Concerned PMO</strong> 6 wd</td>
</tr>
<tr>
<td><strong>1.4 Preparation of Certificate of Accreditation/Certification or Declination Notice</strong></td>
<td><strong>N/R/PAC Secretariat N/R/PAC</strong> 2 wd</td>
</tr>
<tr>
<td><strong>1.5 Signs the certificate of Accreditation /Certification or Declination Notice</strong></td>
<td><strong>SILG/RD/PD</strong> 4 wd</td>
</tr>
<tr>
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<td><strong>Records Officer</strong> 30 mins.</td>
</tr>
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**END OF TRANSACTION**
### Documentary Requirements

| 7. Original Sworn Certification issued by the chief executive officer or equivalent officer of the CSO stating that the CSO is not in default or delay in liquidating any funds received from any Government Agency, that neither the CSO nor any of its past or present directors, trustees, officers or key personnel has been blacklisted by any Government Agency, or is a defendant, respondent or accused in any civil, administrative or criminal case arising from or involving the use of public funds received by the CSO |
| 8. Original Sworn Certification, issued by the chief executive officer or equivalent officer of the CSO, stating that the CSO does not have any directors, trustees, officers or key personnel related within the fourth civil degree of consanguinity or affinity to any DILG officials involved in the processing of their application for accreditation, or any official of the government agency funding or implementing the program or project to be implemented |
| 9. Original Sworn Certification, issued not more than 3 (three) 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 has no derogatory record with the Government Agency |
| 10. Written Internal Policy of the CSO on monitoring and evaluation system to ensure that public funds received are used for its intended purpose |
| 11. Certified true copy of Certificate of Affiliation issued by the responsible officer of any umbrella organization, federation, coalition, to which the CSO may belong, if applicable |
| 12. Original Certificate of Good Standing, issued not more than three (3) months before the date of application, by the responsible officer of any umbrella organization, federation, coalition, to which the CSO may belong, if applicable |
| 13. Photocopy of profiles of at least three (3) individuals in the organization that have technical expertise in the program or project being applied for |
| 14. Certificates of Recognitions and/or other commendation awarded to the CSO may be attached |

### Client Action (detailed steps)

| 7. Original Sworn Certification issued by the chief executive officer or equivalent officer of the CSO stating that the CSO is not in default or delay in liquidating any funds received from any Government Agency, that neither the CSO nor any of its past or present directors, trustees, officers or key personnel has been blacklisted by any Government Agency, or is a defendant, respondent or accused in any civil, administrative or criminal case arising from or involving the use of public funds received by the CSO |
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**SERVICES ARE FREE OF CHARGE**

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**ECONOMIC DEVELOPMENT**

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<thead>
<tr>
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<tbody>
<tr>
<td>1. Conduct of Trainings on:</td>
<td></td>
</tr>
<tr>
<td>a. Farmers Field School (FFS) on rice and corn</td>
<td></td>
</tr>
<tr>
<td>©Focal Person Mr. Edmundo Quinit Rice Banner Program Coordinator RTD Crispulo Bautista Corn Banner Program Coordinator 09192877369</td>
<td></td>
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<tr>
<td>b. Farmers Livestock School (FLS)</td>
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</tr>
<tr>
<td>©Focal Person Mr. Jonathan Bungaoan Livestock Banner Program Coordinator 024210-45/46 Loc.04</td>
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<tr>
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<td>d. Good Agricultural Practices (GAP) for Fruits and Vegetables</td>
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</tr>
<tr>
<td>©Focal Person Dr. Marvin Quilatis BAPPS Focal Person 09192877369</td>
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**Department of Agriculture**

**Program**

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<td>Beneficiaries:</td>
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<td>All interested rice and corn growers.</td>
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<td>All interested livestock raisers.</td>
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**Who may Avail:** Non-Governmental Organization and Civil Society Organizations

**SERVICES ARE FREE OF CHARGE**

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**ECONOMIC DEVELOPMENT**

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12. Capability build-up to Tech-voc Stakeholders
- Coordinate with the nearest TESDA Office (Regional, Provincial, TESDA Technological Institutes)
- Benefits: Tech-voc stakeholders (LGUs, private industries, tech-voc providers, NGOs, communities, tech-voc trainees and graduates, etc.)
- Focal Person: Dir. Washington M. Agustin
- Contact: (072) 8883966

13. Technical Assistance to Tech-voc Partners
- Coordinate with the nearest TESDA Office (Regional, Provincial TESDA Technological Institutes)
- Benefits: Tech-voc stakeholders (LGUs, private Industries, Tech-voc providers, NGOs, communities)
- Focal Person: Dir. Washington M. Agustin
- Contact: (072) 8883966

14. TESDA Chronicle (Office Quarterly Publication of TESDA Region I)
- Coordinate with the nearest TESDA Office (Regional, Provincial)
- Benefits: All Tech-voc Stakeholders who would like to submit contribution or be featured in TESDA’s quarterly Publication
- Focal Person: Ms. Barbara Jane Pablico
- Contact: (072) 8883968

15. Management Information System (MIS)
- Build up of TVET Data (Enrolled, graduates, assessed, certified employed, etc.)
- Coordinate with the nearest TESDA Office (Regional, Provincial)
- Benefits: All clients needing TVET Data for program/project development, policy development, research, etc.
- Focal Person: Ms. Crecencia Boac
- Contact: (072) 8883966

16. Maintenance of TESDA Website
- Posting of Registry Workers
- Posting of List of Tech-Voc
- Posting of Roster of TVET Trainers
- Posting of Compendium of TVET Registered Programs TESDA Corporate Information
- Log on to TESDA’s website: www.tesda.gov.ph
- Benefits: All clients who would like to avail of TESDA’s Programs and Services

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Documentary Requirements | Client Action (detailed steps)
---|---
1. Accomplished Citizen's Charter Request Form | 1. Client accomplish Citizen's Charter Request Form and submits documentary requirements to the City/Municipal Local Government Operations Officer
2. Original/Certified true copy of Oath of Office | 2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form
3. Certification from the following Officials as to the inclusive dates of services rendered with Satisfactory Performance and shall include the date and place of Birth of the Barangay Official (applicant) using the revised CSC Form dated April 2012:
   a) Punong Barangay
   b) DILG-Municipal
   c) DILG-Provincial
   d) DILG-Regional
4. Appointment as Barangay Treasurer/Secretary Resolution duly concurred by Barangay Treasurer/Secretary | 4. Appointment as Barangay Treasurer/Secretary Resolution duly concurred by Barangay Treasurer/Secretary
5. Authenticated copy of Birth Certificate and Marriage Contract (if applicable) | 5. Authenticed copy of Birth Certificate and Marriage Contract (if applicable)

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7. Accreditation of Competency Assessment Centers
   - Focal Person
     - Mr. Mario Flores
     - (072) 7000983
   - Comply accreditation requirements as per Procedures Manual
   - Beneficiaries: Assessment Center

8. Accreditation of Competency Assessors
   - Focal Person
     - Mr. Modesto Velasquez
     - (072) 5426577
   - Must comply accreditation requirements as per Procedures Manual
   - Beneficiaries: Industry Practitioners and Tech-voc Practitioners

9. Blue Desk Jobs Bringing Services
   - Focal Person
     - Ms. Juvy Caasi-Cahiga
     - (072) 88883968
   - Attend Jobs Bringing Activities or visit the nearest Blue Desk Unit (Regional Office, Provincial Office, TESDA Technological Institutes, selected tech-voc institutions)
   - Beneficiaries: Tech-voc trainees, graduates, would be tech-voc clients, and displaced workers

10. Youth Profiling for Starring Careers (YP4SC)
    - Focal Person
      - Ms. Barbara Jane Pablico
      - (072) 88883968
    - Will undergo the YP4SC Profiling Process
    - Beneficiaries: Incoming Tech-voc Trainees (with no NCAE), would be tech-voc beneficiaries (with no NCAE)

11. Issuance of SO/CAV
    - Focal Person
      - Ms. Susan May G. Lorenzano
      - (072) 8883968
    - Bring Tech-voc Training Certificate of National Certificate of Competency
    - Beneficiaries: Tech-voc Graduates, Skilled Workers certified of his/her competency in a certain qualification
4. Scholarship Program

a. Private Education School Financial Assistance (PESFA) Program

- At least 18 years old, high school graduate, 80 GWA (General Weighted Average), must pass the qualifying exam.

Beneficiaries: Open to high school graduates and must not be a recipient of any government scholarship grant of similar nature.

b. Training for Work Scholarship Program (TWSP)

- At least 18 years old at the start of the training; with NCAE or undergo Career Profiling to determine skills inclinations; Pass the training program.

Beneficiaries: Open to unemployed, underemployed, high school graduates, out of school youth, employed (for skills upgrading), etc.

5. Language Skills Institute

- Tech-voc Graduate of College Graduate

Beneficiaries: Unemployed, underemployed, employed (for skills upgrading), OFW, displaced workers, etc.

6. Assessment & Certification Program

- Must possess skills in a certain qualification and comply with documentary requirements as per Procedures Manual on Assessment and Certification

Beneficiaries: Tech-voc Graduate, skilled workers and industry practitioners

Agency Action (detailed steps) | Person in Charge Position Unit/Division | Maximum Processing Time
--- | --- | ---
1.1 Receiving (stamp RECEIVED), and put into records (if in the regional and provincial level, records officer forwards the same to the Focal Person) | Regional Focal Person/Provincial Focal Person / City/Municipal Local Government Operations Officer | 10 mins.

1.2 Evaluation and Preparation

Focal Person evaluates the documents and checks the name of official reflected on the duly accomplished request form against the BIS or the master list of Local/Barangay Officials. If found to be in order, prepares the CSC-ERPO-BOE Form 1 (a) or (b); or CSC SME Form 1, March 2013; and / portion of the Master list of Barangay and Local Official with cover letter for CSC

Regional Focal Person/Provincial Focal Person / City/Municipal Local Government Operations Officer | 1 wd

1.3 Review and Approval

The Division Chief / Section Chief reviews and affixes his/her initials on the prepared documents and receives the Regional Director / Provincial or HUC Director / C/MLGOO signs the certification

Regional Focal Person/Provincial Focal Person / HUC Director / C/MLGOO | 1 wd

2.1 Record and Release

Records personnel records and releases the duly signed certification, including the attached documents to client

Records Officer / C/MLGOO | 1 wd

END OF TRANSACTION
### Documentary Requirements

| 1. Accomplished Citizen’s Charter Request Form |
| 2. Letter Request |
| 3. Certificate from the C/MLGOO/PFP on services rendered |

### Client Action (detailed steps)

| 1. Client accomplish Citizen’s Charter Request Form and submits letter requests for the issuance of Certificate of Incumbency to the City/Municipal Local Government Operations Officer |
| 2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form |

---

### Technical Education & Skills Development Authority

#### Service Name: Request for the Issuance of Certificate of Incumbency of Local Officials

**Who may Avail:** All Local Officials

| **SERVICES ARE FREE OF CHARGE** |

<table>
<thead>
<tr>
<th><strong>Program</strong></th>
<th><strong>How to Avail</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Unified Technical Vocational Education and Training Program and Accreditation System (UTPRAS)</td>
<td>Must comply with TVET Program Registration requirements as per Procedures Manual on Program Registration (Land and Sea based)</td>
</tr>
<tr>
<td>Focal Person: Mr. Larry Dizon (072) 8883968</td>
<td>Beneficiaries: All entities offering or interested to offer fee-charging Technical Vocational Courses / Qualifications TESDA Technological Institutions</td>
</tr>
<tr>
<td>2. Technical Vocational Education and Training (TVET) Trainers Development</td>
<td>Must have a NC (National Certificate of Competency) II or higher in any qualification</td>
</tr>
<tr>
<td>Focal Person: Ms. Juvy Caasi-Cahiga (072) 8883968</td>
<td>Beneficiaries: Priorities are the trainers handling tech-voc programs especially those affected by fast turnover among trainers. Also open to industry practitioners and practical art teachers of secondary schools</td>
</tr>
<tr>
<td>3. Massive Training &amp; Re-training Program in the following delivery modes: a. School-based / Center-based b. Community-based Training for Enterprise Development c. Enterprise-based (Apprentice/Leadership) d. Entrepreneurship Development Program</td>
<td>Entry requirements for trainees: At least 18 years old at the time of the training. Can communicate both oral and written, with good moral character, other specific requirements set by the Training Providers and/ or the Training Program.</td>
</tr>
</tbody>
</table>
5. Animal Health Care Program
   a. Operation Rabies Training
   b. Animal Raising Training
   c. Pet Show Training
   - Regularly offered by the NLUC-Extension Unit of the University as per requested by the clientele/organizations based on needs and problems.
   - Beneficiaries: Farmers, housekeepers, out of school youth, professional and enthusiasts
   - Focal Person: Veterinary Medicine
     - 09203988454

6. Farm Motors Program
   a. Non-conventional Energy Training
   b. Bio-gas Digester Training
   c. Maintenance of Farm Motors and Supplies Training
   d. Soil & Water Training Program
   - Regularly offered by the NLUC-Extension Unit of the University as per requested by the clientele/organizations based on needs and problems.
   - Beneficiaries: Farmers, housekeepers, out of school youth, professional and enthusiasts
   - Focal Person: Agricultural Engineering
     - 09203988454

### Agency Action (detailed steps)
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Person in Charge</th>
<th>Position Unit/Division</th>
<th>Maximum Processing Time</th>
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</thead>
</table>
| 1.1  | Receiving (stamp RECEIVED), and put into records  
      (if in the Regional and Provincial/HUC level, records officer forwards the same to the Provincial/HUC FP) | Regional Focal Person/Provincial Focal Person / City/Municipal Local Government Operations Officer | 3 days (Simple Transaction) | 30 mins. |
| 1.2  | Evaluation and Preparation  
      C/MLGOO/Focal Person to verify from the master list and prepares certificate of incumbency after verification | C/MLGOO  
      HUC/Provincial Focal Person/ City Director (in the case of HUCs & ICC) | 1 wd |
| 1.3  | Review and Approval  
      Approval of the Certificate of Incumbency | C/MLGOO  
      HUC/Provincial Focal Person/ City Director (in the case of HUCs & ICC)  
      Provincial Director (in case of Prov't Gov't) | 1 wd |
| 2.1  | Record and Release  
      Records personnel records and releases the duly signed certification | C/MLGOO  
      HUC/Provincial Focal Person RFP/PPP  
      Records PD (in the case of Prov't Gov't) | 2 mins. |

END OF TRANSACTION
**Documentary Requirements**

| 1. Client accomplishes and submits Citizen’s Charter Request Form and documentary requirements to City/Municipal Local Government Operations Officer or Provincial Focal Person |
| 2. Client uploads the documents to the portal – FTA online system at fta.dilg.gov.ph |
| 3. Client receives the authority and accomplishes the Customer Satisfaction Feedback Form |

---

**Client Action (detailed steps)**

**Accomplished Citizen’s Charter Request Form**

1. Client accomplishes and submits Citizen’s Charter Request Form and documentary requirements to City/Municipal Local Government Operations Officer or Provincial Focal Person
2. Client uploads the documents to the portal – FTA online system at fta.dilg.gov.ph
3. Client receives the authority and accomplishes the Customer Satisfaction Feedback Form

---

**Services are Free of Charge**

| Basic Information Technology Course | Beneficiaries: Farmers, housekeepers, out of school youth, professional and enthusiasts |
| Multimedia Presentation | © Focal Person Agriculture Department 09203988454 |
| Java | |
| Web Development | |
| Visual Basic | |
| C Language | |
| C++ | |

---

| 3. Fishery Production |
| a. Tilapia Culture Training |
| b. Seaweed Production Training |
| c. Sea Urchin Production Training |
| d. Bangus Production Training |
| e. Processing & Preservation of Seaweed & Sea Urchin |

| 4. Environmental Education Program |
| a. Global Warming/Climate Change Training |
| b. Sustainable Agriculture Training |
| c. Farming System |
| d. Integrated Pest Management Training |
| e. Soil & Water Training |

| ▶ Regularly offered by the NLUC-Extension Unit of the University as per requested by the clientele/organizations based on needs and problems. |
| Beneficiaries: Farmers, housekeepers, out of school youth, professional and enthusiasts |
| © Focal Person FRTI 09203988454 |

---

**Who may Avail:** Local Government Employees, Local Government Elective Officials
North La Union
Crop Production
a. Vegetable
b. Root Crops Production Training
c. Rice Production Training
d. Corn Production Training
e. Pomology Training
f. Integrated Pest Management
g. Organic Fertilizer Training
h. Crop Protection Training
i. Integrated Farming System
j. Olericulture Training

Regularly offered by the NLUC-Extension Unit of the University as per requested by the clientele/organizations based on needs and problems.

Beneficiaries: Farmers, housekeepers, out of school youth, professional and enthusiasts

© Focal Person
Agriculture Department
09203988454

Animal Production
a. Livestock Production
a.1. Swine Production Training
a.2. Goat Production Training
a.3. Sheep Production Training
a.4. Cattle Production Training
a.5 Carabao Production Training

Regularly offered by the NLUC-Extension Unit of the University as per requested by the clientele/organizations based on needs and problems.

Beneficiaries: Farmers, housekeepers, out of school youth, professional and enthusiasts

© Focal Person
Agriculture Department
09203988454

b. Poultry Production Training
b.1. Broiler Production Training
b.2. Layer Production Training
b.3. Quail Production Training
b.4. Duck Production Training
  • Floriculture and Landscaping
c. Information Technology Training/Courses

Regularly offered by the NLUC-Extension Unit of the University as per requested by the clientele/organizations based on needs and problems.

Agency Action
(detailed steps) | Person in Charge | Maximum Processing Time
--- | --- | ---
1.1 C/MLGOO or PFP reviews the completeness of the documents | C/MLGOO/Provincial Focal Person | 1 hr
2.1 CO reviews and evaluates application documents, if found complete, prepares the certificate | Central Office Action Officer | 1 wd
2.2 Recommends application for SILG signature for approval | Director | 1 wd
2.3 Signs the certificate | SILG | 4 wd
2.4 Uploads/emails the approved certificate to the concerned requesting party along with the Customer Satisfaction Feedback Form copy furnished the Regional Office | Action Officer | 30 mins.

END OF TRANSACTION
**Documentary Requirements**  

| Accomplished Citizen’s Charter Request Form  
For Personal Trip of:  
Governors, Mayors of Highly Urbanized Cities and Independent Component Cities  
| **Client Action**  
(detailed steps)  
|  
1. Duly accomplished Application Form for Leave of Absence  
2. Affidavit of no pending administrative case or criminal case that has been filed or pending against the applicant  
3. Clearance from Money and Property Accountabilities  
4. Medical Certificate for medical reasons  
|  
Other Elected Officials and LGU Department Heads when trip exceeds three (3) calendar months  
1. Approved Leave of Absence  
2. Affidavit of no pending administrative case or criminal case that has been filed or pending against the applicant  
3. Clearance from Money and Property Accountabilities  
4. Medical Certificate for medical reasons  

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**SERVICES ARE FREE OF CHARGE**

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**Lecture on Diabetes, Allergies First Aid and Basic Life Support System**  
**Beneficiaries:** Barangay Folks  
**Focal Person** Prof. Ofelia O. Valdehueza  
☎ 09173717396

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**Institute of Fisheries**  
**Seaweeds Processing**  
**Preparation of Calcium enriched cookies, polvoron**  
**Beneficiaries:** Fisher, Folks, Women in Fisheries  
**Focal Person** Dr. Aurora Afalia  
**Institute of Fisheries DMMGSU-SLUC**

---

**Institute of Agriculture Aerobic Rice Production**  
**Beneficiaries:** Rice Farmer  
**Focal Person** Dr. Marina Sabado  
☎ 29162332332

---

**Continuing Education Program**  
**a. Iloko Creative Writing**  
**b. Language Proficiency Trainings/Courses**  
- Basic English Comm  
- English Proficiency Skills for Prof. and Job Seekers  
- Basic Japanese Language and Culture  
**c. Secretarial Finance and Entrepreneurship Trainings/Courses**  
- Business Correspondence  
- Office Practiced and Relations  
- Accounting for Non-Accountants  
- Entrepreneurship Dev’t Training  
- Project Dev’t and Mng’t  
**d. Agri-based Training Courses**  
- Orchid Culture:  
- Propagation, Production, and Mng’t  
- Mushroom Production  
- Pomology (Fruit Production)  
- Olericulture (Vegetable Production)  
**Beneficiaries:** Students employed workers and the unemployed who need to learn the basics of vernacular writing, Professionals and Non-Professional Job Seekers, Secretaries, Non-Accountants and Entrepreneurs, Prospective Farmers and orchid growers, Professional and Non-Professional, employed unemployed and those who are still seeking for a job.  
**Focal Person** Buenaventura T. Caluscosin II  
☎ (072) 6078323

---

**Contact Dr. Aurora Afalia**  
**Contact Dr. Marina Sabado**  
**Enroll at the Open University System**
Farmers Information and Technology Services (FITS)

Beneficiaries:
Farmers, Entrepreneurs, Students, Housewives

Contact Prof. Zenaida B. Advincula / Prof. Emerita Galiste
Focal Person
Emerita Galiste / Z. Advincula
9202824432 / 09192048071

College of Sciences
Adopt an Institution
a. Adjunctive Therapy
b. Counselling
c. Entrepreneurial Skills Development

Adopt a Barangay

Beneficiaries:
Children and aging member of SBFCAI
Clients of DSWD

Contact Prof. Lourdes E. Mangaoang
Focal Person
Prof. Lourdes Mangaoang
072-5210020

College of Computer Sciences
Computer Literacy of Public School Teacher and other Professional

Beneficiaries:
Elem. / Secondary School Teacher (DepEd)

Contact Dr. Adith T. Vasay
Focal Person
Dr. Adith T. Vasay
09196446585

Institute of Community Health and Allied Medical Science Mothers Class

Beneficiaries:
Women reproductive age

Contact Prof. Ofelia O. Valdehueza
Focal Person
Prof. Ofelia O. Valdehueza
09173717396

Operational Timbony and Feeding Program

Beneficiaries:
Children under-five

Contact Prof. Ofelia O. Valdehueza

<table>
<thead>
<tr>
<th>Agency Action (detailed steps)</th>
<th>Person in Charge</th>
<th>Maximum Processing Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 C/MLGOO or PFP reviews the completeness of the documents</td>
<td>C/MLGOO/Provincial Focal Person</td>
<td>1 hr</td>
</tr>
<tr>
<td>2.1 CO reviews and evaluates application documents, if found complete, prepares the certificate</td>
<td>Central Office Action Officer</td>
<td>1 wd</td>
</tr>
<tr>
<td>2.2 Recommends application for SILG signature for approval</td>
<td>Director</td>
<td>1 wd</td>
</tr>
<tr>
<td>2.3 Signs the certificate</td>
<td>SILG</td>
<td>4 wd</td>
</tr>
<tr>
<td>2.4 Uploads/emails the approved certificate to the concerned requesting party along with the Customer Satisfaction Feedback Form copy furnished the Regional Office</td>
<td>Action Officer</td>
<td>30 mins.</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
# Multi Stakeholder Advisory Committee (MSAC)

## Service Offerings

<table>
<thead>
<tr>
<th>Service Offerings</th>
<th>Beneficiaries</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMAW NC I &amp; NC II Training (Skills Training)</td>
<td>OSY-OFW Workers</td>
<td>Focal Person Dr. Victorio Palabay 09192727472</td>
</tr>
<tr>
<td>Moriculture</td>
<td>Farmers, Entrepreneurs, out of School Youth</td>
<td>Focal Person Dr. Lilia Ancheta 09214434278</td>
</tr>
<tr>
<td>Silkwork Reeling (cocoon production)</td>
<td>Farmers, Entrepreneurs, out of School Youth</td>
<td>Focal Person Mr. Francisco Gapuz Jr. 09217639479</td>
</tr>
<tr>
<td>Cocoon Processing</td>
<td>Farmers, Entrepreneurs, out of School Youth</td>
<td>Focal Person Mr. Flory Libunao 09217639479</td>
</tr>
<tr>
<td>Novelty Items Processing</td>
<td>Farmers, Entrepreneurs, out of School Youth</td>
<td>Focal Person Mr. Bernard Ipac 09204113399</td>
</tr>
<tr>
<td>College of Education Adopt-a-day Care Center</td>
<td>Day Care Center Teachers</td>
<td>Focal Person Prof. Adelina D. Ancheta 09083781085</td>
</tr>
<tr>
<td>Music Program at St. Benedict Foundation for Children and Aging Inc. (SBFCAI)</td>
<td>Children and aging member of SBFCAI</td>
<td>Focal Person Prof. Lorna Areola 09175220362</td>
</tr>
<tr>
<td>5. Accreditation of Academic Programs</td>
<td>Apply at AACCUP</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>----------------</td>
<td></td>
</tr>
<tr>
<td>Focal Person</td>
<td>VP for Academic</td>
<td></td>
</tr>
</tbody>
</table>
| Dr. Honoro C. Buccat                | Dr. Honorico Buccat  
| 242-1117 loc.217                    | 242-1117 loc.217  
| Benefits:                          | Benefits:       |
| All Academic Programs of 3 campuses | All Academic Programs of 3 campuses  

<table>
<thead>
<tr>
<th>CULTURAL AFFAIRS</th>
<th>Available on request with minimal fee charged from participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Assistance in Cultural Arts Music Dances</td>
<td>Benefits: Community Organizations</td>
</tr>
</tbody>
</table>
| Focal Person                     | Dr. Susan P. Buccat or Prof. Resurrection de Citro, SLUC  
| or Prof. Irene Gomez, MLUC       | Prof. Macrina Batoon, NLUC  
| 09272407076                      | 09272407076  

<table>
<thead>
<tr>
<th>SPORTS AFFAIRS</th>
<th>Upon request with minimal fee charged from the participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Assistance in Sports Development</td>
<td>Benefits: NGOs, GOs and Students</td>
</tr>
</tbody>
</table>
| Focal Person                     | Prof. Juanito C. Corpuz  
| Director, Sports Affairs         | Director, Sports Affairs  
| 09175641616                      | 09175641616  

<table>
<thead>
<tr>
<th>STUDENTS AFFAIRS AND SERVICES</th>
<th>Bonafide students / High School Graduates</th>
</tr>
</thead>
</table>
| Scholarship                      | Scholarship  
| Mutual Aid                       | Mutual Aid  
| Admission Exam                   | Admission Exam  
| Student Leadership Training      | Student Leadership Training  
| Guidance and Counselling         | Guidance and Counselling  
| Medical/Dental Services          | Medical/Dental Services  
| Spiritual and Values Orientation | Spiritual and Values Orientation  
| Focal Person                     | Dr. Mario B. Mendoza  
| Director, SAS                    | Director, SAS  
| 09184217876                      | 09184217876  

<table>
<thead>
<tr>
<th>UNP</th>
<th>Program</th>
<th>How to Avail</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How to Avail</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Conduct of local governance related seminar/workshops</td>
<td>There must be a resolution prepared by the LGU with a letter request to the UNP President stating therein the services requested.</td>
</tr>
</tbody>
</table>
|     | Strategic Planning | Benefits: LGUs, People's Orgs, NGOs  
|     | Community Organizing and Organizational Development | Benefits: LGUs, People's Orgs, NGOs  
|     | Calamity and Disaster Preparedness and Management | Benefits: LGUs, People's Orgs, NGOs  
|     | Basic First Aid and Basic Life Support | Benefits: LGUs, People's Orgs, NGOs  
|     | Human Rights, Leadership and Team building | Benefits: LGUs, People's Orgs, NGOs  
|     | b. Ilocos Sur Institute of Cooperatives | Letter request to the University President  
|     | Conduct Training of Cooperatives | Benefits: LGUs, People's Orgs, NGOs who need training  
|     | Consultancy Work | Benefits: LGUs, People's Orgs, NGOs who need training  
|     | Focal Person | Dr. Marciana de Vera, Extension Services Director  
|     |                | 09189339575  
|     | Focal Person | Dr. Antonion Agustin  
|     |                | 09173865536  

| ADMINISTRATIVE GOVERNANCE | University of Northern Philippines |
## National Statistics Office

<table>
<thead>
<tr>
<th>Program</th>
<th>How to Avail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Databank and Information Services</td>
<td></td>
</tr>
<tr>
<td>a. Library services for walk-in</td>
<td>► Visit our library at the regional office</td>
</tr>
<tr>
<td>clients</td>
<td></td>
</tr>
<tr>
<td>Beneficiaries:</td>
<td></td>
</tr>
<tr>
<td>Researchers, students, the academe</td>
<td></td>
</tr>
<tr>
<td>b. Telephone research / data</td>
<td>► Call up our statistical unit</td>
</tr>
<tr>
<td>requests</td>
<td></td>
</tr>
<tr>
<td>Beneficiaries:</td>
<td></td>
</tr>
<tr>
<td>Researchers from LGUs, GOCCs, Schools</td>
<td></td>
</tr>
<tr>
<td>c. Inter-library loan</td>
<td>► Prepare letter request to borrow brochures / research materials</td>
</tr>
<tr>
<td>Beneficiaries:</td>
<td></td>
</tr>
<tr>
<td>Schools</td>
<td></td>
</tr>
<tr>
<td>D. OUS-UNDERGRADUATE PROGRAMS</td>
<td></td>
</tr>
<tr>
<td>BS Agriculture</td>
<td></td>
</tr>
<tr>
<td>BS Management</td>
<td></td>
</tr>
<tr>
<td>BS Business Administration</td>
<td></td>
</tr>
<tr>
<td>Certificates</td>
<td></td>
</tr>
<tr>
<td>Certificate in Local Administration</td>
<td></td>
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<tr>
<td>Certificate in Police Administration</td>
<td></td>
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<tr>
<td>Certificate in Early Childhood</td>
<td></td>
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<tr>
<td>Education</td>
<td></td>
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<tr>
<td>Certificate in Teaching</td>
<td></td>
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<tr>
<td>Certificate in Entrepreneurship</td>
<td></td>
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<tr>
<td>Beneficiaries:</td>
<td></td>
</tr>
<tr>
<td>High School Graduates within and</td>
<td></td>
</tr>
<tr>
<td>outside La Union</td>
<td></td>
</tr>
<tr>
<td>FACULTY BENEFITS:</td>
<td></td>
</tr>
<tr>
<td>1. Faculty &amp; Staff Development Program</td>
<td>► Application (Follow guidelines in Faculty Manual)</td>
</tr>
<tr>
<td>Beneficiaries:</td>
<td></td>
</tr>
<tr>
<td>Faculty &amp; Staff of DMMMSU</td>
<td></td>
</tr>
<tr>
<td>2. Faculty Evaluation / Promotion</td>
<td>► Submit documents (every 3 years) refer to Faculty Manual</td>
</tr>
<tr>
<td>(NBC 461)</td>
<td></td>
</tr>
<tr>
<td>Beneficiaries:</td>
<td></td>
</tr>
<tr>
<td>Faculty of DMM MSU</td>
<td></td>
</tr>
<tr>
<td>3. Curriculum Enrichments /</td>
<td>► Legal Bases</td>
</tr>
<tr>
<td>Enhancements</td>
<td></td>
</tr>
<tr>
<td>Beneficiaries:</td>
<td></td>
</tr>
<tr>
<td>Curriculum Designers / Stakeholders</td>
<td></td>
</tr>
<tr>
<td>/ Implementors / Students</td>
<td></td>
</tr>
<tr>
<td>4. Workload Review / Granting of</td>
<td>► Submit application for service credits or Overload pay (per campus)</td>
</tr>
<tr>
<td>Overload Pay or Service Credits</td>
<td></td>
</tr>
<tr>
<td>Beneficiaries:</td>
<td></td>
</tr>
<tr>
<td>Faculty of DMMMSU</td>
<td></td>
</tr>
</tbody>
</table>

© Focal Person
Ms. Dolores Tipon
0 888-2582
<table>
<thead>
<tr>
<th>College of Arts and Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Arts</td>
</tr>
<tr>
<td>BS Business Administration</td>
</tr>
<tr>
<td>BS Office Management</td>
</tr>
<tr>
<td>BS Hotel &amp; Restaurant Management</td>
</tr>
<tr>
<td>Diploma in Medical Office Management</td>
</tr>
<tr>
<td>Associate in Office Management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>College of Education (Agoo)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Elementary Education</td>
</tr>
<tr>
<td>Bachelor of Secondary Education</td>
</tr>
<tr>
<td>BS Education</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>College of Science (Agoo)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BS Biology</td>
</tr>
<tr>
<td>BS Mathematics</td>
</tr>
<tr>
<td>BS Psychology</td>
</tr>
<tr>
<td>BS Chemistry</td>
</tr>
<tr>
<td>BS Physics</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Institute of Community Health and Allied Medical Science</th>
</tr>
</thead>
<tbody>
<tr>
<td>BS Nursing</td>
</tr>
<tr>
<td>Diploma in Midwifery</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Institute of Agriculture (Rosario)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BS Agriculture</td>
</tr>
<tr>
<td>Bachelor of Agricultural Technology</td>
</tr>
<tr>
<td>Diploma in Agricultural Technology</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Institute of Fisheries (Sto. Tomas)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BS Fisheries</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Institute of Computer Science (Agoo)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BS Computer Science</td>
</tr>
<tr>
<td>BS Computer Science (Ladderized Program)</td>
</tr>
</tbody>
</table>

### SLUC-UNDERGRADUATE

**College of Education (Agoo)**
- Bachelor of Elementary Education
- Bachelor of Secondary Education
- BS Education

**College of Science (Agoo)**
- BS Biology
- BS Mathematics
- BS Psychology
- BS Chemistry
- BS Physics

**Institute of Community Health and Allied Medical Science**
- BS Nursing
- Diploma in Midwifery

**Institute of Agriculture (Rosario)**
- BS Agriculture
- Bachelor of Agricultural Technology
- Diploma in Agricultural Technology

**Institute of Fisheries (Sto. Tomas)**
- BS Fisheries

**Institute of Computer Science (Agoo)**
- BS Computer Science
- BS Computer Science (Ladderized Program)

### Civil Registration Services

#### a. Copy issuance of civil registry documents for walk in clients – Serbilis Outlets
- High School Records
- College Admission Test

#### b. Online applications for copy issuance of civil registry documents through the internet / web
- Visit our servicing outlets and accomplish application form
- Call telephone no. (02)737-111 visit this website bithcertificate.com.ph, pay at Metro Bank or Banknet ATM and wait for delivery for 2 to 4 days.

#### c. Copy issuance through Batch Requests Entry Systems (BREQS)
- Client may file application for civil registry documents with the local Civil Registrar. The MCR’s Office will file the applications received and forward in diskette form to NSO with the payment.

#### d. Copy issuance through accredited travel agencies.
- File application form with the accredited travel agency along with authorization letter.

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**Official data request for statistics not available for download / request for special tabulation.**

**Beneficiaries:**
- Researchers & Businessmen

---

**Focal Person**
- Household Statistics Department
- Industry and Trade Statistics Department
- Jessie E. Campos
- (02) 716-0298
- (02) 715-6505

---

**Civil Registration Services**

**Beneficiaries:**
- General Public and Public intending to travel abroad.
e. Issuance of Certificate of Registration to Solemnize Marriage (CRASM)

**Beneficiaries:**
Solemnizing Officers, Office of the Mayor, RTC and MTC and Sharia Courts.

- File application to solemnize marriage to the nearest NSO Provincial Office where the territorial jurisdiction of solemnizing officer is located.

**Focal Person**
Maura A. Florague
Tel: 888-2582

f. Legal Services (Review of RA 9048 petitions)

- File petitions with MCR and forward MCR’s endorsement for correction.

**Focal Person**
Urbana A. Roman
Tel: 888-4904

g. Legal assistance / counseling on civil registration matters.

- Consult Office of the Regional Director

h. Public service program on civil registration matters (Radio Program)

- Listen to local radio stations in the area

---

A. NLUC-UNDERGRADUATE

- College of Agriculture
  - BS Agriculture
  - BS Agriculture Engineering
  - BS Agribusiness Management
  - Bachelor of Elementary Education
  - Bachelor of Secondary Education

- Institute of Agroforestry & Watershed Management
  - BS Agroforestry
  - BS Forestry

- Institute of Veterinary Medicine
  - Doctor of Veterinary Medicine

- Institute of Environmental Studies
  - Bachelor of Secondary Education

- Institute of Computer Studies
  - BS Information Management
  - BS Information Systems (Ladderized Curriculum)

B. MLUC-UNDERGRADUATE

- College of Engineering
  - BS Electrical Engineering
  - BS Mechanical Engineering

- College of Technology
  - BS Industrial Technology
  - BS Electromechanical Technology
  - BS Food Technology
  - BS Textile & Garments Technology
  - Diploma of Technology
  - Evening Opportunity Class

- College of Technical Education
  - Bachelor of Elementary Education
  - BS Industrial Education

- High School Records
- College Admission Test
### C. SOUTH LA UNION CAMPUS

**Graduate College**
- Ph. D. Science Education
- Ph. D. Educational Administration
- Ph. D. Mathematics Education
- Master in Development Administration
- MA Educational Management
- MA Mathematics Education
- MA Science Education
- MA Guidance and Counseling
- MA Language Teaching
- MAT Home Economics
- MA Teaching Music
- MA Human Resource Development & Planning
- MA Special Education
- Certification in Development Administration

**Beneficiaries:**
- Employed / unemployed Professionals within and outside the University

#### Social Services

<table>
<thead>
<tr>
<th>Program</th>
<th>PIA</th>
</tr>
</thead>
</table>
| Undergraduate Transcript of Records | RD Abraham N. Libadia  
072-7004178  
072-6078414 |

<table>
<thead>
<tr>
<th>Program</th>
<th>How to Avail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment</td>
<td>Personal visit to the office or phone-in call is entertained.</td>
</tr>
</tbody>
</table>

### D. OPEN UNIVERSITY SYSTEM

**Master in Development Administration**
- Master of Arts in Science Education
- Diploma in Local Government Administration
- Diploma in Law Enforcement Administration
- Diploma in Teaching

**Beneficiaries:**
- Employed / unemployed Professionals within and outside the University

#### Social Services

<table>
<thead>
<tr>
<th>Program</th>
<th>PIA</th>
</tr>
</thead>
</table>
| Undergraduate Transcript of Records | DRD Jennelyn C. Role  
072-7004178  
072-6078414 |

<table>
<thead>
<tr>
<th>Program</th>
<th>How to Avail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment High School Records</td>
<td>Requesting party/ media to visit our office or request for email.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program</th>
<th>How to Avail</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Walk-in or Phone-in queries</td>
<td>A written request address to the RD should be forwarded to the office. Sometimes, request via call is entertained.</td>
</tr>
</tbody>
</table>

### How to Avail

1. **Request for Media Coverage or Press Conference**
   - Beneficiaries: RLA / Private Organizations
   - RD Abraham N. Libadia  
072-7004178  
072-6078414

2. **Request for journalism lecturer, evaluator, judge and other related communication technical support**
   - Beneficiaries: RLA / Private Organizations / Academes / Schools

### How to Avail

3. **Walk-in or Phone-in queries**
   - Beneficiaries: General Public
   - Secretary / Receiving Clerk / Information Clerk  
072-7004178  
072-6078414

4. **Provision of News/ Photo releases**
   - Beneficiaries: Media and other stakeholders
   - DRD Jennelyn C. Role  
072-7004178  
072-6078414
### CHED

#### Program

**Students Services**

<table>
<thead>
<tr>
<th>How to Avail</th>
<th>requirements</th>
</tr>
</thead>
</table>
| 1. Issuance of Certification, Authentication and Verification (CAV) of Academic Records for Higher Education Institutions (HEIs) | 1. Authenticated Official Transcript of Records and Diploma by the School Registrar.  
2. Certification of Units Earned (For Unit Earners)  
3. Certification from the Registrar specifying number of semesters enrolled in the program.  
4. Photocopy of Official Transcript of Records and Diploma (2 copies each) duly certified by the registrar. |

**Beneficiaries:**

College Graduates, Unit Earners, Transferees

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Administrative Unit  
② 242-0238

**How to Avail:**

1. Registrar / students submits application form accompanied with supporting documents specified thereon.  
2. If documents are in order, applicant proceeds to the cashier for payment of CAV Fee in the amount of Php 40.00 for the first two sets (OTR, Diploma) and another Php 40.00 for additional set thereof  
3. Submits accomplished form and OR to the officer of the day.  
4. Receives claim stub;

2. Issuance of Special Order for Graduation  

**requirements:**

1. Application for special order duly signed by the Registrar and/or College/University Presidents.

### DMMSU

#### Program

**Don Mariano Marcos Memorial State University**

**A. Northern La Union Campus**

<table>
<thead>
<tr>
<th>How to Avail</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneﬁciaries: Employed / unemployed Professionals within and outside the University</td>
<td></td>
</tr>
</tbody>
</table>
Ph. D. Agricultural Education  
Ph. D. Extension Education  
Ph. D. Agricultural Science  
MS Agricultural Education  
MSE Technology & Livelihood Education  
MS Agronomy  
MS Animal Science  
MS Environmental Studies  
MS Rural Community Development  
MS Sericulture  
MS Agroforestry  
Master in Forestry (Non-Thesis)  
Master in Rural Community Dev't. (Non-Thesis)  
Diploma in Agroforestry (1 year) |

© Focal Person  
Dr. Orlando P. Almoite  
Dean, NLUC-GC  
② (235) 1117

**B. MID LA UNION CAMPUS**

<table>
<thead>
<tr>
<th>How to Avail</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneﬁciaries: Employed / unemployed Professionals within and outside the University</td>
<td></td>
</tr>
</tbody>
</table>
Graduate School  
Ph. D. Technical Educational Management  
Ph. D. Development Administration  
MA Science Education  
MA Technological Education  
Master in Development Administration  
Master in Management Engineering  
Master in Information Technology |

© Focal Person  
Undergraduate Transcript of Records  
Enrolment
<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>Beneficiaries</th>
<th>Focal Person</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food/Cash for Work</td>
<td>Families affected by disasters working for community services / rehabilitation</td>
<td></td>
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</tr>
<tr>
<td>Core Shelter Assistance Project</td>
<td>Families whose houses are totally damaged due to man-made and natural disasters and are willing to transferred to resettlement sites/areas identified by LGUs</td>
<td>Anniely J. Ferrer</td>
<td>SWO V / Chief, Operations Division</td>
<td></td>
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<tr>
<td>Capacity Building &amp; Institutional Strengthening of SWD Basic Sector</td>
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<tr>
<td>Assistance Program to Persons with Disabilities</td>
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<tr>
<td></td>
<td>Organization of PWDs for Self-Help Group, referrals / Endorsements to Focal Person/s</td>
<td></td>
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<tr>
<td>Implementation of Special Projects</td>
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<tr>
<td>Pantawid Pamilyang Pilipino Program (4Ps)</td>
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<td></td>
<td>Identified as poor households in the target areas of 4Ps</td>
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<tr>
<td>Supplemental Feeding Program</td>
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<td></td>
<td>Endorsement of day care children from LGUs</td>
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<tr>
<td>CHED Students Financial Assistance Programs (STUFAPS)</td>
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<tr>
<td></td>
<td>Scholarships</td>
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<tr>
<td></td>
<td>Grants in Aid</td>
<td></td>
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<tr>
<td></td>
<td>Loans</td>
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<td></td>
<td>Filipino Citizen</td>
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<td></td>
<td>High School Graduates</td>
<td></td>
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<tr>
<td></td>
<td>Gross Annual Income of Parents must not exceed Php 150,000.00</td>
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</tbody>
</table>

**Benefits: College / University, Registrar**

1. Form IX (Summary of Courses and Grades)
2. Summary of related Learning experiences for Nursing Program
3. Copy of the Thesis/dissertations and abstract for the Graduate Programs

**HOW TO AVAIL**

1. Registrar submits to the Officer of the day application for the issuance of Special Order (SO).
2. Records Officer verifies the names of graduates against the EL/Form-19.
3. Supervisor-Charged evaluates application against the approved curriculum.
4. Records Officer assigns, logs in the SO logbook and types Special Order no.
5. Records officer forwards the Application for the Special Order to the Office of the chief for the final approval (Baccalaureate Degrees) to the Office of the Regional Director (Graduate Degrees).
6. Records Officer releases the approved Special Order to the concerned HEIs, second copy of which is filed for reference / verification purposes.

**REQUIREMENTS:**

1. Duly accomplished application form
2. Passport size latest ID picture
3. NCAE Rating
4. HS Report Card (Photocopy of FORM 138)
5. Latest BIR Income Tax Return of parents or Certificate of Tax Exemption issued by BIR
6. Certification of Good Moral Character from the high school principal or guidance counselor.
8. Certificate of tribe membership from NCIP (for IEP Applicants)
9. Certificate of being a solo parent, together with ID, issued by DSWD (for solo parent and their dependents’ applicants)
10. Medical certificate of disability and latest full size picture (for PWD applicants)

FILLING OF APPLICATION FOR:
1. ENTERING COLLEGE STUDENTS
   December – March
2. SECOND YEAR COLLEGE STUDENTS
   December – March
3. (Study Now Pay Later Program)
   December – March

Phase I of the CHED STUDAPs service primarily involves dissemination and application stage. The various scholarship programs are disseminated to the public, to include qualifications and deadline of filing applications.

Phase II of the service covers the submission of certificates of enrollment, billing and grades by the scholars and grantees for the processing of the financial benefits. As such, this stage involves the preparation of vouchers of scholars/grantees with complete supporting documents.

Focal Person
Scholarship Unit
① 242-5017, ② 700-5017

Rehabilitation Services to Youth Offenders (CICL)
© Focal Person
Clarivel Banzuela
Social Welfare Officer II / Unit Head, Retained and Community-based P/S

Beneficiaries:
CICL released by authorities for community custody

Issuance of Certificates for Minors Travelling Abroad
© Focal Person
Nora Dela Paz
Chief, SWO V/Operations Division

Beneficiaries:
Children traveling abroad not accompanied by any of the parents.

Assistance to Women in Specially Difficult Circumstances
© Focal Person
Clarivel Banzuela
Social Welfare Officer II / Unit Head, Retained and Community-based P/S

Beneficiaries:
Disadvantaged Women

Assistance Program to Disaster Victims
© Focal Person
Noemi Escalona
Social Welfare Officer II / Unit Head, Crisis Intervention ②(072) 88-2505

Beneficiaries:
Families affected by man-made and natural disasters due to evacuation

Endorsement / Referrals to Social Welfare Officers, Local Social Workers

Beneficiaries:
Families whose houses are totally damaged due to man-made and natural disasters
Crisis Intervention

- Focal Person: Noemi Escalona
- Contact: (075) 888-2505

- Walked-in, referral for LGUs, Intermediaries, Individuals and other stakeholders.

- Beneficiaries:
  - Person in crisis situations

Implementation of Community-based Programs and services.

Self-Employment Assistance sa Kaunlaran (level 9)

- Focal Person: Hermina H. Herrera
- Project Development Officer III / Unit Head, Livelihood Unit
- Contact: (075) 700-5064

- Organization of 15-30 members of an Association financial capital to income generation projects (IGP)

- Beneficiaries:
  - Economically active poor for income generating projects

Self-Employment Assistance Kabayan (level II)

- Focal Person: Hermina H. Herrera
- Project Development Officer III / Unit Head, Livelihood Unit
- Contact: (075) 700-5064

- Organization of 2 or more SKAs to form a Kabayan for seed capital for IGP and other socio-economic activities.

- Beneficiaries:
  - Economically active members of SKAs for income generating projects

Assistance to Children in Need of Special Protection

- Focal Person: Clarivel Banzuela
- Social Welfare Officer II / Unit Head, Retained and Community-based

- Assessment and endorsement of MSWDOs/ Social Welfare Officers assigned in the Provinces

- Beneficiaries:
  - Children with disabilities, maltreated children

- Scholars/grantees submit CEB, certification of grades during the semester to the SU.

  **Phase III** of the service includes the preparation and release of checks to the scholars/grantees. This task is primarily undertaken by the Administrative and Finance Unit of the Office.

  **Phase IV** is the last stage of the service. It includes notification to the congressional Districts for them to released the checks to their respective grantees.

- Scholar/grantee receives checks.

1. Processing of Applications for permit and Recognition

   **Beneficiaries:** Private & Public HEIs

   **Requirements for the Newly Established HEI**

   1. SEC Registration
   2. Notarized Application
   3. Copy of the Original Ordinance approving the establishment of the local College/Universities
   4. Copy of Budget Allocation duly certified by the Budget Officer
   5. Copies of Transfer of Certificate of Title
   6. Statement on the Location of the School
   7. Document of ownership of school building
   8. Certificate of occupancy of school building
   9. Copy of retirement plan duly registered with SEC
   10. List of School Administrators
   11. List of teaching and non-teaching staff
   12. List of laboratory facilities
   13. List of library holdings including professional journals
   14. List of Audio Visual Materials
   15. Medical and Dental Clinic
   16. Guidance Office
   17. Research and Extension Office
   18. Canteen
   19. Gymnasium
20. List of Athletic facilities and equipment  

**REQUIREMENTS TO OFFER A PROGRAM**

1. Feasibility study  
2. Qualification of Proposed Dean  
3. Qualification of Teaching Staff  
4. Qualification of Non-teaching Staff to include Registrar, Librarian, Guidance Counselor, Research and other support staff  
5. LGU Resolution approving the opening of a new program (for LUCs)  
6. Board Resolution approving the opening of a new program (for Private HEs)

**FILING OF APPLICATION:**

a. January to 1st Monday of June of the year preceding the intended year of operation  
b. Three Months before the intended year of operation (for Local Colleges and Universities)  

**FEES:**

- School Bond: Php 6,000.00  
- Application Fee; Php 4,000.00 per program

**HOW TO AVOID THE SERVICE**

The Liaison Officer of the Higher Education Institution (HEI) submits three folders of application accompanied with documentary requirements per program.

- Educ. supervisor in charge of the program (ESIP) and Chief Educ. Program Specialist (CEPS) Conducts documentary evaluation using the processing checklist  
- If found complete and complying with minimum requirements, ESIP prepares letter to the RQAT (Regional Quality Assessment Team) and notice of visit to HEI.

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**Focal Person**

Technical Unit  
242-5017, 700-5017

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**Implementation of Center-Based Programs and Services**

**Area Vocational Rehabilitation Center**

© Focal Person  
Elizabeth Manuel  
Training Superintendent  
(075) 653-4910

- Referral of LGUs to Centers  
Beneficiaries: Trainable PWDs for mobilization and skills training

**Regional Rehabilitation Center**

© Focal Person  
Helen Nerona  
Social Welfare Officer V /Center  
(072) 705-2161

- Endorsement referral of the Courts  
Beneficiaries: Children in Conflict with the law

**Home for Girls**

© Focal Person  
Fe G. Sarmiento  
Social Welfare Officer III /Center  
(075) 710-3264

- Endorsement referral of the Courts  
Beneficiaries: Abused/neglected/maltreated, etc. Girls and children

**Haven for Women**

© Focal Person  
Aida Rufo  
Social Welfare Officer III /Center Head  
(072) 653-3284

- Endorsement referral of the Courts  
Beneficiaries: Disadvantage and in difficult circumstances women.

**Haven for Children**

© Focal Person  
Aida Rufo  
Social Welfare Officer III /Center Head  
(072) 653-3284

- Endorsement referral of the Courts  
Beneficiaries: Abused/neglected/maltreated, street children, etc.
DSWD

Provision of Technical Assistance and Related Services to Intermediaries, Stakeholders and Service Providers

- **Licensing**
  - Completion of documents as required of SWAs/SWDAs
  - Beneficiaries: NGOs as Social Welfare & Development Agencies (SWDAs) and Social Welfare Agencies (SWAs)

- **Accreditation**
  - Completion of documents as required for SWAs/SWDAs
  - Beneficiaries: Social Welfare & Development Service Providers, Day Care Centers

- **Issuance of Solicitation Permit**
  - Presentation and completion of documents required for solicitation permit
  - Beneficiaries: NGOs, POs, other Stakeholders and Intermediaries generating solicitation to general public

Focal Person
Leah Mylen B. Lucero
Social Welfare Officer III
3 (075) 888-25-05

- RQAT conducts ocular inspection and submits evaluation report within 5 days after the visit.
- If found in order, ESIP and CEPS recommend the deliberation of the application to the Committee on Deliberation, Chaired by the Regional Director upon which the Authorization Certificate is prepared.
- If the RQAT report reveals major deficiencies, HEIs informed and given time to comply.
- If HEIs did not rectify deficiencies noted within the prescribed period, the application is denied for the year.