DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

CITIZEN'S CHARTER HANDBOOK

2024 (1st Edition)

Ang DILG ay Matino, Mahusay at Maaasahan

Republic of the Philippines

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

CITIZEN'S CHARTER HANDBOOK 2024 (1st Edition)

Table of Contents

FOREWORD 4

AGENCY PROFILE 5

I. MANDATE 5
II. MISSION 5
III. VISION 5
IV. DILG SHARED VALUES 5
V. SERVICE PLEDGE 5

DILG SERVICES 6

I. EXTERNAL SERVICES 7

1. Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees 8
2. Request for the Issuance of Certification of Compliance to Full Disclosure Policy (FDP) 12
3. Request for the Issuance of Department Authority to LGUs to Purchase Vehicle 15
4. Request for the Issuance of Certification and Certificate of Accreditation to Civil Society Organizations 19
5. Issuance of Department Authorization to Utilize Confidential Funds of LGU 24
6. Provision of DILG-Administered Package of Assistance to the Former Rebels (FRs) and Former Violent Extremists (FVEs) under the Enhanced Comprehensive Local Integration Program (ECLIP) 27
7. Processing of Barangay Officials' Death and Burial Assistance (BODBA) 32
8. Request for Certification for Service Rendered by Local/Barangay Official for Application for CSC Eligibility 37
9. Request for Technical Assistance (Resource Person) 40
10. Rendition of Legal Opinion 42
11. Implementation of Decisions/Orders/Resolutions of the Ombudsman, Sandiganbayan, COMELEC, etc 46
12. Provision/ Preparation of Position Papers/Comments on Congressional Measures 49
13. Recruitment, Selection and Promotion for 1st and 2nd Level Positions 52
14. Provision of Public Assistance and Handling of Complaints 57
15. A) Disposal of Properties Thru Donation and Transfer Without Cost 60
15. B) Disposal of Properties Thru Public Bidding 62
16. Request for the Issuance of Certificate of Incumbency of Local Officials 65
17. Issuance of Memorandum Circular to Participate in Activities by Local Government Leagues or Leagues Federations of Local Elective Officials 67
18. Preparation of the Endorsement Letter for the Issuance of Appointment for Permanent Vacancy in the Sanggunian (Panlalawigan,Panlungsod of HUCs And ICCs) 69
19. Request for Information on Programs and Services 71
20. Provision of Barangay Data 72
21. Response to Complaints Against Barangay and SK Officials 74
22. Response to Queries on Barangay and SK Matters/ Affairs 76
23. Provision of Information on Programs, Projects, Policies, Activities, and/or Data on Local Government 78

24. Query/ Following upon Projects Requesting Financial Assistance for Walk-in, Phone-in Clients and documents routed through the DILG Document Management System (DMS) 80
25. Emergency Calls Management 83
26. Establishment of Local Call Center 84
27. Review of Appealed Administrative Cases 86
28. Issuance of Certificate of No Pending Appeal (CoNPA) 88
29. Confirmation of Dismissal Orders 90
30. Comments on Appealed Administrative Cases to CSC 92
31. Implementation of Ombudsman Decisions (MOLEO Cases) 94
32. Request for Nominees for Scholarships/ Training Grants 96
33. Provision of Training for Student (OJT) 101
34. Request for Access to Documents/ Records/ Information 104
35. Request for Plans and/or Status Reports on DILG Priority Programs and Projects 106
36. Issuance of Memorandum Circulars 111

II. INTERNAL SERVICES 115

1. Leave Application 116
2. Request for Technical Assistance on ICT Resources 118
3. Request for Authority to Travel Abroad 120
4. Request for Certification and Records on Personnel Matters 123
5. Request for Release of Equipment 125
6. Request for Vehicular Support Service for DILG Officials and Employees 126
7. Review of MOA/ MOU/ Contract/ Department Issuances/ Presidential Issuances 128
8. Procurement, Inspection, Acceptance, and Issuance of Goods and Service 133
9. Processing and Payment of Claims 153
10. Transfer of Funds 208
11. Request for Function Room and DILG Dormitory 213
12. Request for Technical Assistance on ICT Resources 214
13. Request for Repair and Maintenance 216
14. Issuance of Brand Identity Manual (BIM) Certification of Compliance 217
15. Issuance of No Pending Administrative Case 219
16. Issuance of Authority to Practice Profession 220
17. Preparation of Coterminous and Contractual Appointments 222
18. Preparation of Contract of Services 224
19. Provision of Internal Audit Services 226
20. Preparation of Department Order on Attendance to Official/Foreign/Local Trainings/Seminars/Conventions/Conferences/Fora and Study Leave 238
21. Provision of Graphics and Layout Service 241
22. Provision of Photo and/or Video Services 243
23. Facilitation of Personnel Movement 245

FEEDBACK AND COMPLAINTS MECHANISM 247

CONTACT INFORMATION 249

Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

FOREWORD

In accordance with the provisions of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the Department of the Interior and Local Government (DILG) presents this Citizen's Charter for FY 2024 to manifest our efforts in eliminating red tape and improving service delivery as a government agency.

This Citizen's Charter is a handbook of the DILG's current services, intended to assist citizens in transacting with the Department by providing essential information on requirements, procedures, and service standards.

May this Citizen's Charter be a testament to our strong commitment to efficiency and transparency in public service delivery, in line with our brand as a Matino, Mahusay, at Maaasahang Kagawaran.

ATTY. BENJAMIN C. ABALOS, JR.
Secretary

DILG-OSEC 02292024-011

AGENCY PROFILE

I. Mandate

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

II. Mission

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

III. Vision

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

IV. DILG Shared Values

Ang DILG ay Matino, Mahusay at Maaasahan.

V. Service Pledge

We at the DILG guided by our core values of Integrity, Commitment, Teamwork and Responsiveness, commit to formulate sound policies on strengthening local government capacities, performing oversight functions over Local Government Units (LGUs), and providing rewards and incentives.

We pledge to provide effective technical and administrative services facilitated by dedicated and professional corps of civil servants to promote excellence in local governance, particularly in the following key areas:

- Peace and Order
- Business-Friendliness and Competitiveness
- Environment-Protection and Climate Change Adaptation
- Socially Protective and Safe Communities
- Transparency and Accountability.

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

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

DILG SERVICES

I. External Services

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

Sections 47 and 96 of the Local Government Code of 1991 provide the approving authority for leave of absence and permission to leave the station of local government officials and employees. Further, Section 10, of OP Executive Order No. 77 dated March 15, 2019, provides that the Secretary of DILG shall approve the request of local government officials and employees for an authority to travel abroad. Further, to streamline the procedures in the disposition of requests of local government personnel to travel abroad and to promote administrative efficiency in the performance or delivery of functions and services, the Department thru the BLGS established the FTA On-Line System Application. Lastly, adopting the new normal, the Department's Data Management System received request for authority to travel of local government officials and employees.

Office or Division	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices
Classification	Complex Transaction
Type of Transaction	G2C - Government to Citizens
Who May Avail	Local Government Employees, Local Government Elective Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Citizen's Charter Request Form and apply request for an authority to travel to the FTA On-Line System at www.fta.dilg.gov.ph, or, if the portal is not accessible, the applicant may file to the following modality: a. DMS (Data Management System) through DILG Regional Office concerned, or b. Email to be provided by the DILG Field Offices concerned	DILG Field Office/ DILG official website
For Study and Non-Study Trip 2. Endorsement from: a. The Local Chief Executive (if applicant is a Component and Municipal Mayor, Vice Governor, Vice Mayor, Punong Barangay and LG Employees) b. The Vice Governor/Vice Mayor (if applicant is a Sangguniang Panlalawigan Member, Sangguniang Panlungsod and Sangguniang Bayan	LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
and Sangguniang employee, as the case may be) c. The Punong Barangay (Sangguniang Barangay Member	
3. Invitation Letter from the host country or sponsoring agency	Sponsoring Agency
4. Acceptance Letter from CHED, TESDA, LGA, organizer or donor, as applicable (for study trip only)	Organizer/ Donor/ Agencies
5. Duly notarized affidavit stating the presence or absence of administrative charge or criminal case filed against the applicant, or Oath of Undertaking, if the applicant has a pending case	LGU
6. Clearance from money and property accountabilities	LGU
7. Copy or draft of the Memorandum of Agreement, or Memorandum of Understanding, (Attendance to an event that promotes LG Technical Exchange and Cooperation or Sister-City/Town Twinning relations)	Requesting Party
For Personal Trip of Governors, Mayors of Highly Urbanized Cities and Independent Component Cities	
1. Duly accomplished Application Form for Leave of Absence	LGU
2. Duly notarized affidavit stating the presence or absence of administrative charge or criminal case filed against the applicant, or Oath of Undertaking, if the applicant has a pending case	LGU
3. Clearance from Money and Property Accountabilities	LGU
4. Medical certificate (for medical reasons)	LGU
Other Elected Officials and LGU Department Heads when the trip exceeds three (3) calendar months	
2. Approved Leave of Absence	LGU
3. Duly notarized affidavit stating the presence or absence of administrative charge or criminal case filed against the applicant, or Oath of Undertaking, if the applicant has a pending case	LGU
4. Clearance from Money and Property Accountabilities	LGU
5. Medical certificate (for medical reasons)	LGU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished Citizens Charter Request Form and apply request for authority to travel to the FTA On-Line System at www.fta.dilg.gov.ph, or, if the portal is not accessible, the applicant may file to the following modality: a. DMS (Data Management System) through the DILG Regional Office concerned, or b. Email to be provided by the DILG Field Offices concerned.	1.1 Receive and review the correctness and completeness of the documents.	None	FO: 1 Working Day	C/MLGOO/ Provincial Focal Person
	1.1.1 Act on the request of Component City Mayors, Municipal Mayors, Vice Governors, Vice Mayors, Sanggunian Members, Punong Barangays, Sangguniang Barangay Members, SK Chairpersons and Members, Barangay Appointive Officials, LG Department Heads and below, on OFFICIAL TRIP; or	None	PO: 1 Working Day RO: 5 Working Days or RO: 1 Working Day	Regional Focal Person
	1.1.2 Receive and evaluate requests of: (a) Official and unofficial (or personal) trips of Governor, HUC and ICC Mayor, Mayor of Pateros, (b) Unofficial trips of all officials (regardless of the position) when the period of travel extends to more than 3 months or during the period of emergency or crisis	None		
	1.2.1. Receive, evaluate, and submit recommendations to the Division Chief, for review for request of the following: (a) Official and unofficial trips of the Governor, HUC and ICC Mayor, Mayor of Pateros, (b) Unofficial trips of all officials (regardless of the position) when the period of travel extends to more than 3 months or	None	1 Working Day, 7 Hours, 30 Minutes	Central Office Action Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	during the period of emergency or crisis			
	1.2.2. Review the action and/or give comment/ recommendation, and forward the same to the Office of the Director, BLGS.	None		Division Chief
	1.2.3. Recommend and forward the Action to the Office of the Undersecretary/Office of the Secretary for approval or denial of the request.	None		BLGS Director
	1.3. Approve the action document. *Note: (Barangay Level-USBA)/(LGU Level-SILG)*	None	2 Working Days	SILG or USLG
	1.4. BLGS forwards the approved action document (approval/denial) to CRS for release to the concerned RO.	None	15 Minutes	Designated Records Custodian (Region/Central Office)
2. Receive the Certificate or denial letter and accomplish the CSS Form.	2.1. Release the approved Certificate or denial letter to the requesting party and facilitate the filling up of the CSS Form.	None	15 Minutes	C/MLGOO/ Provincial Officer
	TOTAL	None	7 Working Days	

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

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

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

Office or Division	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	All Local Government Units (LGU)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Citizen's Charter Request Form.	DILG Field Offices
2. Letter Request of Local Chief Executive stating the purpose	LGU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished Citizens Charter Request Form and letter request to the City/Municipal Local Government Operations Officer or Provincial Focal Person	1.1.1. Focal Persons Provincial/ HUC/ ICC/ C/MLGOO receive documents.	None	30 Minutes	Provincial/HUC/ICC/ C/MLGOO Focal Persons
	1.1.2. Conduct validation, and confirm the completeness and appropriateness of the posted financial documents in the 3 conspicuous places with the representation of CSO Representative.	None	4 Working Days, 7 Hours, 30 Minutes	CSO Representative
	1.1.3. If found complete and appropriate, prepare Compliance Certificate, attested by CSO Representative, and transmittal letter to be forwarded to: PO/RO.	None	1 Working Day	CSO Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If not complete, prepare a letter reply to requesting LGU informing lacking documents with an attached Checklist of FDP financial documents.			
	1.2. Receive, record, review and endorse to CO the request for FDP Compliance Certificate.	None	3 Working Days	Provincial Office Focal Person Regional Office Focal Person
	1.3.1. Check, validate and confirm the completeness and appropriateness of the posted FDP financial documents in the portal.	None	10 Minutes	CO: PD Section Chief & Division Chief RO: Administrative Officer IV
	1.3.2. Prepare the FDP Compliance Certification and transmittal letter, for consideration and signature of the Director or duly authorized official.	None	-	-
	1.3.3. If not complete prepare a letter to requesting LGU, copy furnished, concerned Regional Office.	None	4 Working Days, 7 Hours, 30 Minutes	BLGS process owner BLGS Director
	1.3.4. DILG Regional Office, to inform the concerned LGU of the lacking documents, for appropriate action.	None	-	-
	1.4. Releasing Officer to forward to DILG Central Records Section the signed action document.	None	30 Minutes	Records Custodian/BLGS Process Owner
2. Receive the FDP Certificate and accomplish the Customer	2.1. Release the approved FDP Certification with transmittal letter to the	None	1 Working Day	Field Officer/Focal Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Satisfaction Feedback Form	requesting client and facilitate the filling up of the CSS Form.			
	TOTAL	None	18 Working Days	

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

To review, assess, and ensure that the submitted documentary requirements for the acquisition of government motor vehicles of LGUs are in compliance with DILG Memorandum Circular 2022-105, dated August 23, 2022, and DBM Budget Circular 2022-1 dated February 11, 2022, and that all purchases shall be subject to pertinent budgeting, procurement, accounting and auditing rules and regulations.

Office or Division	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	All Local Government Units (LGU)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Citizen's Charter Request Form	DILG Field Office/ DILG official website
2. Indorsement from DILG Provincial/HUC Director C/MLGOO	Indorsement from DILG Provincial/HUC Director C/MLGOO
3. Letter Request of Local Chief Executive stating the purpose A. Purpose and Deployment B. No. of units to be purchased C. Type of vehicles and specifications: o no. of cylinders, fuel and engine displacement	LGU Office of the Local Chief Executive
4. Certificate of Availability of Funds from Local Accountant, or the Head of the Accounting Unit, or in case of his/her absence, the Local Treasurer or Budget Officer (with the date of issuance, fund source and the appropriated amount), issued 6 months prior to the request of vehicle	LGU Office of the Local Accountant/ Treasurer or Budget Officer
5. Certified true copy of an Ordinance approving such purchase (i.e., first two and last pages of the said Ordinance and the page indicating the appropriated amount, per vehicle, to be purchased, and reflecting the name of office the budget was appropriated), and current Sanggunian Resolution on fund utilization in case of trust funds such as,	LGU Office of the Sanggunian

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
unexpended DRRM fund balances from the previous year(s), and funds transferred/donated to the requesting-LGU from higher-level LGUs, government corporations, etc.;	
6. Updated (current calendar year) inventory/accounting of all existing motor vehicles showing their status/conditions/worthiness (e.g., good, fair, repairable or unserviceable) duly certified by the LGU's Property/Supply Officer/Accountable officer.	LGU General Services Office or alike

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Citizens Charter Service Request Form (CCSRF) along with the letter request and other required documentary requirements.	1.1. Receive, record, conduct an initial evaluation of the request, and endorse to: - Regional Office (requests from ICCs, HUCs, Provinces) - Provincial Office (requests from Component Cities, Municipalities and Barangay)	None	3 Working Days	Records Officer HUC Staff Field Officer
	1.2.1. Receive and route the request to the concerned Office/Action Officer for review.	None		Receiving Officer
	1.2.2. Review the endorsed request for completeness and appropriateness.	None	3 Working Days	PO Action Officer
	1.2.3. Prepare endorsement signed by PD and transmit to RO Certificate.	None		Provincial Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Receive and conduct appropriate action (RO Level)	None		Regional Focal Person Action Officer Regional Director
	1.3.1. Receive and route the request to the concerned Office/Action Officer for review.	None	-	-
	1.3.2 Receive and route the request to the concerned Office/Action Officer for review. Prepare: a. Endorsement to CO **(requests from ICCs, HUCs, Provinces)** b. Department Authority to Purchase Motor Vehicle **(requests from Component Cities, Municipalities and Barangay)**	None	Central Office: 3 Working Days Regional Office: 7 Working Days	Action Officer Regional Director
	1.4. Receiving and conduct of appropriate action (CO Level).	None	Central Office: 6 Working Days	-
	1.4.1. Receive and route the request to the concerned Office/Action Officer for review.	None		
	1.4.2. Action Officer review the endorsed request for completeness and appropriateness.	None		
	1.4.3. Prepare Department Authority to Purchase Motor Vehicle and forward authority to USLG for approval.	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Review and approved the Authority to Purchase Motor Vehicle	None	Central Office: 2 Working Days	USLG or Designated Officer-In-Charge
	1.6. Release the approved Authority to Purchase Motor Vehicle or Letter reply to RO through the CRS	None	Central Office: 1 hour	Process Owner/Assigned Action Officer, Releasing Officer
2. Receive the Authority and accomplish the Customer Satisfaction Feedback Form	2.1. Conduct the Customer Satisfaction Survey prior to the release of the Authority to Purchase Motor Vehicle.	None	Regional/ Field Office: 1 hour	C/MLGOO/ Provincial Officer
	TOTAL	None	17 Working Days, 1 Hour if CO approval; 13 Working Days, 1 Hour if RO approval	

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

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

Guided by DILG Memorandum Circular No. 2022-005 in building a long-term foundation of good governance, it is important to develop and strengthen collaborative relationship between the government and civil society, as such, DILG has opened spaces for CSOs to co-implement its programs and projects, specifically, in planning, implementation, monitoring and evaluation of initiated programs and project through this service.

Office or Division	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Non-Governmental Organization and Civil Society Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirements for those to be engaged in a volunteer capacity (Sec. 6.3.1 of DILG MC 2022-005):	
1. Accomplished Citizen's Charter Request Form	DILG Field Office/ DILG official website
2. Application Form (Annex A of DILG MC 2022-005)	DILG Field Office/ DILG official website
3. Letter of Intent to apply for Accreditation	DILG Field Office/ DILG official website
4. Certification Under Oath stating the following; a. That the individual filing the application and whose name and signature appears in the Application Form has been duly authorized by the CSO to do so on its behalf; b. That all the documents submitted in support of the application are genuine and authenticated; c. That all information of the Application Form and in the supporting documents are true and correct; d. That the CSO Authorizes that DILG or its authorized representatives to conduct, if needed, ocular inspection of their office/s and to conduct interviews with any representative from their organization or previous partner and; e. That the CSO fully understand and agrees to abide by all provision stated in the DILG Memorandum	Request party (CSO/NGO)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Circular 2018- 89(Guidelines on Engagement with Civil Society Organization)	
5. Organizational Chart of the CSO and a Data Sheet of the CSO containing the names, addresses, updated contact details and photographs of its current directors, trustees, officers and key personnel.	Request party (CSO/NGO)
Requirements for those to be engaged in a volunteer with cost capacity (Sec. 6.3.2 of DILG MC 2022-005):	
1. Accomplished Citizen's Charter Request Form	DILG Field Office/ DILG official website
2. Application Form (Annex A of DILG MC 2018-89)	DILG Field Office/ DILG official website
3. Letter of Intent to apply for Accreditation	Request party (CSO/NGO)
4. Certification Under Oath stating the following: a. That the individual filling the application, whose name signature appears in the Application Form has been authorized by the CSO to do so on its behalf; b. That all the documents submitted in support of the application are genuine and authenticated; c. That all information in the Application Form and in the supporting documents are true and correct; d. That the CSO authorizes the DILG or its authorized representatives the conduct, if needed, an ocular inspection of their office/s and to conduct interviews with any representatives from their organization or previous partners and; e. That the CSO fully understand and agrees to abide by all the provisions stated in the DILG Memorandum Circular 2018- 89 (Guidelines on Engagements with Civil Society Organizations).	Request party (CSO/NGO)
5. Organizational Chart of the CSO and a Data Sheet of the CSO containing the names, addresses, updated contact details and photographs of its current	Request party (CSO/NGO)

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
has no derogatory record with the Government Agency.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete documentary requirements to concerned office (Field Office, or Provincial Office, or Regional Office, or Central Office) either personally or email or thru drop box/courier or via https://tinyurl.com/DILG-CSO-Apply	1.1. Ensure that the leave form used is correct, the supporting documents are complete, and the leave application is filed within the prescribed period; then receive the leave application.	None	2 Working Days	N/R/PAC Secretariat Action Officer
	1.2. Review leave application as to correctness of data, and completeness and appropriateness of supporting documents. Process the leave application if found in order and transmit to signing authority.	None	6 Working Days	Concerned PMO
	1.3. Review the accuracy of leave balance as to correctness of computation and appropriateness of the type of leave.	None	2 Working Days	N/R/PAC Secretariat N/R/PAC
	1.4. Signs the certificate of accreditation/ certification or Declination Notice	None	4 Working Days	SILG/RD/PD
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Field Office/ Regional Office/	2.1 Records and releases the certificate to the Client along with the Customer Satisfaction Feedback Form thru the Records Section	None	30 Minutes	Records Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Central Office/ DILG official website				
	TOTAL	None	14 Working Days, 30 Minutes	

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

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

LGUs whose peace and order is a priority concern and which have duly allocated confidential funds, in their annual appropriation ordinances, are entitled to utilize confidential funds.

Item 4.7 of COA-DBM-DILG-Governance Commission for GOCCs-DND Joint Circular No. 2015-01 dated January 8, 2015 provides that the Secretary of DILG shall approve the request of LGUs for an additional confidential funds in excess of the limitation provided under Item 5.1.3.1 of the same Joint Circular.

Office or Division	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Local Government Units (Province, City, Municipality)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Citizen's Charter Request Form	DILG Field Office/ DILG official website
2. Duly approved Three-Year Peace and Order and Public Safety Plan	LGU
3. Local Peace and Order Council Resolution duly approved by two-thirds (2/3) of the total membership approving the POPS Plan and the release of the CF	Local Peace and Order Council
4. Certification from the concerned PNP Chief of the locality relative to the peace and order situation highlighting in concrete details the circumstances which require the urgency in allocating CF	Local PNP
5. Annual and Supplemental Appropriations Ordinance indicating the appropriations for CF	LGU
6. Certification from the Local Budget Officer as to the availability of appropriations	Local Budget Office
7. Statement of itemized POP duly certified by the Local Budget Officer	Local Budget Office
8. Certification of Full Disclosure Policy Compliance posting requirement in at least three (3) conspicuous places	DILG Regional Office
9. Physical and Financial Plan, for both the original allocation for CF and the subject request, indicating the proposed amount	LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
allocated for each program, activity and project	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplishes and submits Citizens Charter Request Form and documentary requirements to the Field Office either personally or email or courier. Request may be filed by the Regional Offices thru DILG Data Management System.	1.1. Receive, review the completeness of the documents and conduct initial evaluation of the request. Note: RO conduct field verification as to the authenticity and the urgency of the request for additional Confidential Funds	None	2 Working Days	N/R/PAC Secretariat Action Officer
	1.2.1. Receive, evaluate and submit recommendation to the Division Chief, for review.	None	1 Working Day	Focal Person
	1.2.2. Review the action, and/or give comment or recommendation, and forward the same to the Office of the Director, BLGS.	None	1 Working Day	Division Chief, PCMD
	1.2.3. Recommend and forward the action to the Office of the Undersecretary for recommending approval or denial of he request.	None	1 Working Day	BLGS, Director
	1.3. Recommend the approval or denial action of BLGS to the Office of the Secretary	None	2 Working Days	Undersecretary for Local Government
	1.4. Approve the action documents (approval/denial).	None	3 Working Days	Secretary, DILG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. BLGS forwards the approved action document (approval/denial) to CRS for release to concerned RO.	None None	30 Minutes	BLGS Admin Officer P/CO: LGOO VIII/ Provincial Director
2. Receives the Department Authority or denial letter. For approved DA, accomplish the CSS Form.	2.1 Release the approved Department authority or denial letter to the requesting LGU and facilitate the filing up of CSS Form.		7 Hours, 30 Minutes	C/MLGOO/ Provincial Officer
	TOTAL	None	18 Working Days	

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

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

The ECLIP is one facet of many strategies of the government to obtain just and lasting peace, social transformation, and inclusive development. By catering to individuals who surfaced and wanted to return to the folds of the law and become productive citizens of the society, ECLIP is an encouraging scheme that promotes reconciliation in a non-violent manner. This process aims to provide DILG-administered package of assistance to FRs and FVEs, such as the following:

1. Immediate Assistance;
2. Livelihood Assistance;
3. Reintegration Assistance; and
4. Firearms Remuneration.

The financial package covers immediate assistance, provision of reintegration process, a starting capital for livelihood, as well as remunerating surrendered firearms.

Office or Division	National Barangay Operations Office – ECLIP PMO
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	FRs and FVEs who surfaced and wanted to return to the folds of the law and become productive citizens of the society. And the parameter for entitlement to assistance is the Year-End 2018 Periodic Status Report (PSR) List and shall be the baseline of the cut-off date of the membership in the Communist Terrorist Groups (CTGs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. JAPIC Certification.	DILG or BARMM-MLG Provincial/HUC/ICC Offices
2. Enrolment Form	DILG or BARMM-MLG Provincial/HUC/ICC Offices
3. DILG ECLIP Form 7	DILG or BARMM-MLG Provincial/HUC/ICC Offices
4. For Livelihood Assistance: Individual Reintegration Plan (IRP)	DILG or BARMM-MLG Provincial/HUC/ICC Offices
5. For Firearms Remuneration: Property Turn-In Slip (PTIS), Technical Inspection Report (TIR), Cost Valuation of Inventory Firearms (CVIF)	DILG or BARMM-MLG Provincial/HUC/ICC Offices
6. DILG ECLIP Form 8	DILG or BARMM-MLG Regional Offices (RO)
7. DILG ECLIP Form 9	NBOO
8. DILG ECLIP Form 10	FMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FRs and FVEs shall fill out the Enrolment Form with the assistance of the Local Social Welfare Development Officer (LSWDO)/ BARMM-MILG Authorized Personnel	1.1. Encode the details from the Enrolment Form and attach the necessary requirements. 1.1.2. Generate endorsement letter (Form 7) of the FR/FVE to the DILG or BARMM-MILG Provincial/HUC/ICC Office through the ECLIP IS.	None	2 Hours	LSWDO/ BARMM-MLG Authorized Personnel
	1.2. Evaluate the documents submitted by the LSWDO/ BARMM-MLG Authorized Personnel 1.2.1, If found in order, endorse the list of FRs/FVEs to the DILG and BARMM-MLG RO together with the duly signed DILG Form 8 through the ECLIP IS approved by DILG P/HUC/ICC Director.	None	2 Working Days	DILG/BARMM-MLG Provincial/HUC/ICC ECLIP Focal Persons
	1.3. Evaluate the documents submitted by the DILG or BARMM-MLG P/HUC/ICC Office. 1.3.1. If found in order, endorse the list of FRs/FVEs to the NBOO together with the duly signed DILG ECLIP Form 9 through the ECLIP IS.	None	1 Working Day	DILG/BARMM-MLG Regional ECLIP Focal Persons

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Upon receipt of the accomplished DILG ECLIP Form 9 and other attachments through the ECLIP IS, the NBOO ECLIP Focal Person shall generate DILG ECLIP Form 10 to validate the list of FRs/FVEs. 1.4.1. Upload and Register to the Document Management System (DMS), the generated DILG ECLIP Form 10 from the ECLIP IS addressed to the FMS Director, requesting for fund allocation to settle the FR/FVE claim/s for financial assistance, for the approval of the NBOO Director/Assistant Director. 1.4.2. Once approved through DMS, the generated DILG ECLIP Form 10 shall be submitted to the FMS, requesting for transfer of funds. Furnish copy the requesting RO, as reference.	None	2 Working Days	NBOO ECLIP Focal Person NBOO ECLIP Focal Person, NBOO Director/Assistant Director NBOO ECLIP Focal Person
	1.5. Facilitate the processing and issuance of the duly signed Sub-Allotment Release Order (SR) and the Notice of Transfer	None	5 Working Days	DILG FMS Focal Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Allocation (NTA) to the DILG/ BARMM-MLG/RO. 1.5.1. Post the approved SR through the Financial Reporting System (FRS) and inform the Accounting Division for the preparation of NTA. 1.5.2. Once posted in the FRS, the Sub-Allotment number will appear on the Region's request. The NBOO ECLIP Focal Person will send the requesting RO a copy of the SR and the approved Form 10 through the ECLIP IS.		1 Working Day	NBOO ECLIP Focal Person
	1.6. Transfer the funds to the DILG/BARMM-MLG P/HUC/ICC after the receipt of the NTA, copy furnish the duly signed SR. 1.6.1. Issue Regional Memorandum to the Finance and Administration Division (FAD) Chief attention to the Budget Officer, copy furnish the concerned DILG Office.	None	2 Working Days	DILG/BARMM-MLG RO Focal Person DILG Regional Director/ BARMM-MLG Minister
	1.7. Prepare the check under the name of the FR/FVE and/or Receiving Unit and	None	3 Working Days	DILG/BARMM-MLG P/HUC/ICC Focal Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	shall turn it over to the LGU.			
2. The FR//FVE and/or Receiving Unit receives the check and accomplishes the Client Satisfaction Survey Form accessible at DILG or BARMM-MILG Field Office/ Central Office/ DILG official website	2.1. Award the check to the FR/FVE and/or Receiving Unit. The LSWDO/BARMM-MLG Authorized Personnel or a designated LGU personnel shall assist the FR/FVE in the encashment of the check 2.1.1. Facilitate the filling up of the Customer Satisfaction Survey	None	2 Working Days	Provincial Governor/HUC/ICC Mayor or the designated representative DILG/BARMM-MLG RO Focal Person
	TOTAL	None	18 Working Days, 2 Hours	

**Updates will be incorporated in the amendment of the DILG-DND JMC No. 2021-01, and/or the issuance of supplemental Guidelines.*

7. Processing of Barangay Officials' Death and Burial Assistance (BODBA)

Pursuant to Executive Order (EO) No. 139 dated August 18, 2021, amending EO 115 dated August 5, 2002, barangay officials who died during their term of office are covered by death benefit claims nationwide.

- Beneficiaries of a deceased Punong Barangay can receive P20,000 for death benefit and P2,000 for burial expenses.
- Beneficiaries of a deceased member of a Sangguniang Barangay, Sangguniang Kabataan (SK) chairpersons as ex-officio members, barangay secretary, barangay treasurer and Indigenous People Mandatory Representative (IPMR), can receive P10,000 death benefit and P2,000 for burial expenses.

Office or Division	DILG Field Offices, Provincial Offices, Regional Offices, National Baangay Operations Office (NBOO), Financial Management Service (FMS), Office of the Assistant Secretary for Finance, Administration and Comptrollership (OASFAC), and Department of Budget and Management (DBM)
Classification	Highly Technical Transaction (Multi-Stage)
Type of Transaction	G2C - Government to Citizens; G2G - Government to Government
Who May Avail	Surviving Legitimate Claimants/Beneficiaries of Deceased Barangay Official

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Citizen's Charter Service Request Form	DILG Field Office/ DILG official website
2. Oath of Office	Barangay
3. Certification that the barangay official was incumbent at the time of his/her death	DILG Field Officer or Punong Barangay
4. Certified true copy of Death Certificate of the Deceased Barangay Official (DBO)	Local Civil Registrar
5. Photocopy of any valid government-issued ID of the claimant	Postal ID, GSIS, SSS, PAG-IBIG UMID, Driver's License, Passport, etc.
Other Necessary Documents to support the Claim:	
1. Certified True Copy of Marriage Certificate, if the claimant is the spouse of the DBO	Local Civil Registrar/ PSA
2. Birth Certificate, if claimant is a son/daughter of the DBO	Local Civil Registrar/ PSA
3. Birth Certificate, if the deceased barangay official is single and the claimant is his/her brother/sister	Local Civil Registrar/ PSA
4. Special Power of Attorney, if there is more than one beneficiary (in cases of children/siblings)	Lawyer / Notary Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Affidavit of Guardianship, if the designated beneficiary/legal heir is a minor	Lawyer / Notary Public
6. Affidavit of Two (2) Disinterested Parties, if there is a discrepancy in the name of the deceased barangay official or claimant	Lawyer / Notary Public
7. Affidavit to support that there is no primary and secondary beneficiaries (if claimant is any other person declared by the DBO in the BOIS)	Lawyer / Notary Public
8. Special Power of Attorney, in case claimant/s cannot personally do the transaction.	Lawyer / Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant accomplishes and submits Citizen's Charter Request Form and other documentary requirements to the Field Office either personally or thru dropbox/ courier.	1.1. Receive, record and evaluate the accomplished Citizen's Charter Service Request Form, and other documentary requirements. For discrepancy/ deficiency, outrightly advise the claimant and return the request. 1.1.1. Process the BODBA request and submit the same to the DILG Provincial Office through the BIS - BODBA module.	None	1 Working Day	City/Municipal Local Government Operations Officer; DILG HUC Director
	1.2. Verify the correctness and completeness of the BODBA request and submit the same to the Regional Office through the BIS-BODBA module. For any discrepancy/ deficiency,	None	1 Working Day	DILG BODBA Provincial Focal Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	return to the C/MLGOO for appropriate action.			
	1.3.Verify the correctness and completeness of the BODBA request and submit the same to the Central Office through the BIS-BODBA module. For any discrepancy/ deficiency, return to the PO/HUC/ICC focal person for appropriate action.	None	1 Working Day	DILG BODBA Regional Focal Person
	1.4.Verify the correctness and completeness of the BODBA request and the submitted required documents. For any discrepancy/ deficiency, return to the RO for appropriate action. 1.4.1. Submit to the Section Chief the consolidated list, cover memo for the OASFC and transmittal letter to the DBM through DMS. 1.4.2.Submit the approved cover memo for the OASAFC together with other	None	1 Working Day	NBOO BODBA Focal Person NBOO BODBA/ Focal Person; Section Chief; ADC; DC; Asst. Director and Director
	1.5. Sign the transmittal letter to the DBM Secretary.	None	1 Working Day	ASEC for Administration, Finance and Comptrollership (OASAFC)
	1.6. Transmit the approved documents to	None	1 Working Day	OASAFC liaison officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the DBM for fund allocation.			
Wait for the DBM to Release Fund Allocation (20 Working Days)				
	1.7. Receive the Special Allotment Release Order (SARO) and Notice of Cash Allocation, prepare and release the Sub-Allotment Release Order (SRO) to the respective ROs and prepare the Notice of Transfer Allocation—through the Financial Reporting System (FRS).	None	6 Working Days	Financial Management Service, Central Office
	1.8. Receive Sub-Allotment Release Order and process the transfer of fund to the respective PO/HUC.	None	7 Working Days	Regional Accountant/ Budget Officer/ Cashier/ Regional Focal Person/ Regional Director / Asst. Regional Director
	1.9. Receive the SRO, prepare check, notify the beneficiary/ies (may be thru the C/MLGOO also).	None	7 Working Days	PO/HUC Directors/ Finance and Administrative Section – Assigned Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Claimant receives the check and accomplishes the Client Satisfaction Survey Form	1.1. Release the check/s to claimant/s and administer the Client Satisfaction Survey.	None	(dependent as to when the beneficiary will claim the check)	DILG PO/HUC Assigned Officer Beneficiary
	TOTAL	None	46 Working Days (including the waiting time of 20 Working Days from DBM)	

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

This procedure standardize the process of the issuance of the Issuance of Certificates on Services Rendered of Local/Barangay Officials

Office or Division	DILG Regional Offices; DILG Field Offices
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizens
Who May Avail	• All Sanggunian Members (PCM) who served on aggregate of 6 years, complete at least 72 units leading to bachelor's degree (first level eligibility) or an aggregate of 9 years having completed baccalaureate degree (2nd level eligibility). (both should start in 1991)(Can avail the service in the Provincial and Regional DILG Office) • All barangay elected Officials who completed one full term of service (Can be availed in the Municipal/City DILG Office) • All Barangay Secretaries and Treasurers who served an aggregate of 3 years of service in the same position(Can be availed in the Municipal/ City DILG Office) • All Barangay Secretaries and Treasurers who rendered the continuous number of years of satisfactory service from the time of appointment, which must correspond to the number of years covering the term of office of the appointing Punong Barangay and may include services rendered under previous appointment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Citizen's Charter Request Form	DILG Field Office/ DILG official website
2. Original/Certified true copy of Oath of Office	LGU
3. Certification from the following Officials as to the inclusive dates of services rendered with Satisfactory Performance and shall include the date and place of Birth of the Barangay Official (applicant) using the revised CSC Form dated April 2012: a. Punong Barangay b. DILG-Municipal c. DILG-Provincial d. DILG-Regional	a. Office of the Barangay b. DILG FO c. DILG PO d. DILG RO
4. Appointment as Barangay Treasurer/Secretary Resolution duly	Office of the Barangay

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
concurred by the majority of all Sanggunian Members	
5. Authenticated copy of Birth Certificate and Marriage Contract (if applicable)	PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Citizen's Charter Service Request Form and submits documentary requirements to Field Office either personally or thru dropbox/courier.	1.1. Check the completeness of the documentary requirements and receive the request. 1.1.1. Evaluate the documents and check the name of the local official to the Barangay Information System (BIS)/Elective Local Officials Profiling Database System (ELOPDS)/Masterlist of Local Officials. 1.1.2. Prepare the CSC-ERPO-BOE Form 1 (A) or (B) or CSC-SME Form 1 and forward to the Approving Authorities. (Attach portion of the Masterlist of Local Officials, if applicable) ***Note:*** *For BOE Request: Approving Authority review and sign/approve the certification* *For SME Request: Review and affix initials on the prepared document and forward to the Regional Director for approval.*	None	1 Working Day, 4 Hours	Regional Focal Person/Provincial Focal Person/C/MLGOO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Review and approve the certification For Provincial/HUC/ C/MLGOO Level: ● Review and sign/approve the certification For Regional Level: ● Review and affix initials on the prepared document and forward to the Regional Director for approval.	None	1 Working Day	Provincial Director/HUC Director/ C/MLGOO Division/Section Chief; Regional Director/ Authorized Official
2. Receive the Certification and accomplish the Customer Satisfaction Feedback Form at DILG Field Office/Regional Office/Central Office/DILG Official Website.	2.1. Release the certification and administer the CSS.	None	30 Minutes	Records Officer/ C/MLGOO
	TOTAL	None	2 Working Days, 4 Hours, 30 Minutes	

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

9. Request for Technical Assistance (Resource Person)

Response to request for resource person on the conduct of trainings, seminars and workshop of the different programs and projects of the Department.

Office or Division	All Bureaus, Regional, Provincial and Field Offices
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizen; G2B - Government to Businesses; G2G - Government to Government
Who May Avail	DILG Management, DILG Field Offices (Regional and Provincial), National Government Agencies (NGAs), Local Government Units (LGUs), QAWWS Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Private Sectors (PS), General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	Requesting Party/ Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to any of the DILG Offices through email, walk-in, or courier.	1.1. Receive letter request from the client, record and route the request to the concerned Action Officer/Head of Office.	None	1 Hour	FO/PO/RO/CO Receiving Officer
	1.2. Evaluate and endorse the request to the concerned office and provide instruction. (For C/MLGOO, skip this step)	None	2 Hours	Bureau/Regional/ Provincial Director
	1.3. Review and evaluate the request as to: a. availability of the module or presentation materials. b. the requested subject matter is within the area of technical expertise/mandate of the DILG	None	8 Hours	C/MLGOO;PO Focal; concerned DC/FP (CO,RO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c. availability on the date/time specified in the letter request			
	1.3.1. Prepare the letter reply, review and forward the letter-reply to the approving authority.	None	4 Hours	Division Admin Staff
	1.4. Reviews and signs the letter.	None	8 Hours	C/MLGOO/ City/Provincial/ Regional/Bureau Director
2. Receive response from concerned Office	2.1. Issue the letter reply and Administer the CSS to requesting client.	None	1 Hour	Assigned Action Officer/Releasing Officer
	TOTAL	None	3 Working Days	

10. Rendition of Legal Opinion

Evaluation and preparation of response to legal issue/s raised by clients regarding the interpretation of the Local Government Code and other pertinent laws, rules and regulations.

Office or Division	Legal and Legislative Liaison Service (LLLS) - Legal Research, Assistance and Legislative Liaison Division (LRALLD); DILG Regional Offices, Regional Legal Unit
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Citizen; G2G - Government to Government
Who May Avail	DILG Official/ Employees/ Field Personnel, LGU Officials, NGAs, CSOs, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS	Requests shall originate from requesting party/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Regional Office				
1. Client has the option to: a) Submit to the Regional Office a letter-query/ request for legal opinion, in which case begin with Agency Action – A. Regional Office, Step 1.1.	1.1. Receive the letter-query/request with complete attachments (if warranted) and forward to the Office of the Director.	None	30 Minutes	Regional Records Officer
	1.2. Assign the letter-query/request for legal opinion.	None	30 Minutes	Regional Director
	1.3. Prepare appropriate draft action on the letter-query/request for legal opinion and forward draft action to ARD. *Note: Turnaround time may vary depending on the issues raised by the client.*	None	20 Working Days *Note: For complicated issues – 20 WDs; For incomplete facts/ attachments/ with pending case – 5 WDs*	Regional Legal Officer
b) Submit the letter-query/request for legal	1.4. Review and approve/sign draft action, if acceptable.	Non	1 Hour	Assistant Regional Director, Regional Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
opinion with complete attachments (if warranted) directly to the Department through the Office of the Secretary or Central Records Section, in which case proceed to Agency Action – B. Central Office, Step 1.1.				
	1.5. Record the approved/signed action on the legal query/indorsement/letter-reply in the monitoring log sheet, scan documents and forward to Records Section.	None	1 Working Day	Regional Legal Unit
B. Central Office				
	1.1. Receives the letter-query/request for Legal Opinion (in case of direct submission by client to the Central 0ffice) or indorsement from the Regional Office (in cases of novel issues) and route to the Office of the Director, LLLS.	None	1 Hour	Central Records Section
	1.2. Receive and route the same to the Legal Research, Assistance and Legislative Liaison Division (LRALLD).	None	30 Minutes	LLLS Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Assigns and route the received documents to the Action Officer.	None	6 hours	Chief, LRALLD
	1.4. Accept document thru DMS; Action 0fficer/LRALLD staff prepares initial draft of action.	None	20 Working Days **Note**: *For complicated issues- 20 WDs;* *For incomplete facts/attachments/with pending case- 5 WDs*	Action Officer
	1.5. Accept document thru DMS, ADC review initial draft, DC signs the memorandum submitted by the Action officer and forward the documents to the Director, LLLS.	None	1 Hour	Assistant Division Chief, Division Chief
	1.6. Accepts the finalized draft, review and approve/sign the same.	None	30 Minutes	LLLS Director
	1.7. Photocopy the signed document and all its attachments and releases the document to the Undersecretary for External, Legal and Legislative Affairs	None	30 Minutes	LRALLD Releasing Officer
	1.8. Accepts the finalized draft, review and approve/sign the same, if acceptable.	None	1 Working Day	Undersecretary for External, Legal and Legislative Affairs
	1.9. Receives the signed draft and releases the document to the Central Records Section or concerned office within CO.	None	1 Working Day	LLLS OD, LRALLD Tracking Officer, LRALLD Releasing Officer
	1.10. Photocopy/scan copy of legal opinion and releases signed legal opinion to client.	None	30 Minutes	CRS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	Regional Office: 21 Working Days, 2 Hours Central Office: 22 Working Days, 10 Hours	

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

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

Evaluation and preparation of action and recommendation on Decisions/Resolutions/Orders of the Office of the Ombudsman, Sandiganbayan and COMELEC against local officials.

Office or Division	Legal and Legislative Liaison Service (LLLS) - Legal Research, Assistance and Legislative Liaison Division (LRALLD); DILG Regional Offices, Regional Legal Unit
Classification	Highly Technical Transaction
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government
Who May Avail	DILG Official/Employees/Field Personnel, LGU Officials, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS	Requests shall originate from requesting party/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client has the option to send the original or certified true copy of its decision/resolution/order to: a) Regional Office, if the decision is directed to RO, in which case begin with Agency Action Step No. 1.1 b) Central Office thru the Central Records Section, in which case proceed to Agency Action Step No. 1.6	1.1. Receive original or certified true copy of the decision/ resolution/ order from client	None	30 Minutes	Regional Records Officer
	1.2. Assign the decision/resolution/order.	None	30 Minutes	Regional Director
	1.3. Prepare request for authority to implement.	None	4 Working Days	Regional Legal Officer
	1.4. Review and approve/sign draft action, if acceptable.	None	1 Working Day	Assistant Regional Director, Regional Director
	1.5. Record the approved/signed request for authority to implement in the monitoring log sheet, update the DMS and forward to Records Section for release of the signed request for authority.	None	1 Hour	Regional Legal Unit
	1.6. Receive the decision/ resolution/order (in case of direct submission by client to the Central Office) or	None	1 Hour	Central Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request for authority to implement (in cases where decision/ resolution/order are submitted to the Regional Offices)) and route to Office of the Director, LLLS.			
	1.7. Receive the original or certified true copy of the decision/resolution/order from client and route the same to the LRALLD	None	30 Minutes	LLLS Director
	1.8. Route the received documents to the Action officer	None	6 hours	Chief, LLRALD
	1.9. Check documents, route and prepare initial draft of action.	None	2 Working Days	Action Officer
	1.10. Accept thru DMS; review the finalized draft and forward to Director.	None	1 Hour	Chief, LLRALD
	1.11. Accept the finalized draft, review and approve/sign the same.	None	30 Minutes	LLLS Director
	1.12. Photocopy the signed document and all its attachments and release the document to the Undersecretary for External, Legal and Legislative Affairs.	None	30 Minutes	LRALLD Releasing Officer
	1.13. Accept the finalized draft, review and approve/sign the same.	None	1 Working Day	Undersecretary for External, Legal and Legislative Affairs
	1.14. Receives the signed draft from the Undersecretary for External, Legal and Legislative Affairs and release the document to the Central Records Section.	None	1 Working Day	LLLS Director LRALLD Tracking Officer, LRALLD Releasing Officer
	1.15. Receive the Memorandum directing the implementation of the	None	30 Minutes	Assigned Records Officer from Regional Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	decision/resolution/order with complete attachments from the Central Office and forward to RD.			
	1.16. Assign the document to the Regional Legal Officer.	None	1 Working Day	Assistant Regional Director, Regional Director
	1.17. Receive the Memorandum from the Central Office with attachments as well as the instruction from the RD and prepare draft memorandum.	None	3 Working Days	Regional Legal Officer
	1.18. Receive, review and approve the prepared draft of action/Regional memorandum.	None	4 Hours	Regional Director
	1.19. Record the approved/signed action in the monitoring log sheet, photocopies the signed documents and its attachments.	None	4 Hours	Regional Legal Unit
	1.20.1. Serves the original or certified true copy of the decision/resolution/order from client.	None	10 Working Days	Regional Director or Authorized Personnel
	1.20.2. Prepares Compliance Report indicating therein whether there was a full, partial or non-implementation.	None		
	1.20.3. Cause the release of Compliance Report to client.	None		
	TOTAL	None	24 Working Days, 6 Hours	

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

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

Evaluation, preparation and consolidation of comments/position papers on Senate and House Bills as referred by the various Committees or the PLLO.

Office or Division	Legal and Legislative Liaison Service (LLLS) - Legal Research, Assistance and Legislative Liaison Division (LRALLD); Office of the Secretary (OSEC); Office of Undersecretary/Assistant Secretary Concerned; Regional Offices, Regional Legal Unit
Classification	Highly Technical Transaction
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government
Who May Avail	DILG Official/Employees/Field Personnel, LGU Officials, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS	Requests shall originate from requesting party/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Senate, House of Representatives or PLLO sends notice for committee hearing/request for submission of Department's position paper/comments.	1.1 Receive notice/request and forward to the Office of the Undersecretary for External, Legal and Legislative Affairs .	None	1 Working Day	OSEC Receiving Staff
	1.2. Receive Notice of Meeting/Request for position paper and assign the same to LLLS 1.2.1, Assign the request for position paper/comments to LRALLD (in the case of CO)/legal officer (in the case of Regional Offices) for preparation of draft position paper.	None	30 Minutes 30 Minutes	Undersecretary for External, Legal and Legislative Affairs LLLS Director/Regional Director
	1.2.2. Assign the request to action officer	None	6 hours	LRALLD Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Receive the assign request and prepare comments/position paper on the measure/s and forward the draft to the Assistant Regional Director 1.3.1. Prepare/draft comments on the measure/s and forward the same to the Assistant Division Chief for initial review	None	5 Working Days 6 Working Days	Regional Legal Officer CO Action Officer
	1.4. Approve/sign the draft action, if acceptable, and forward the signed draft to the Regional Legal Officer for release to CO. 1.4.1. Finalize draft and forward the same to the Director. 1.4.2. Approve/sign the Memo for the Undersecretary for External, Legal and Legislative Affairs, if acceptable, and forward the document to the concerned Division for release to the said Undersecretary.	None	2 Hours	ARD/RD LRALLD ADC/DC LLLS Director
	1.5. Receive and record and forward the signed draft comments/position	None	30 Minutes	Regional Legal LRALLD Releasing Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	paper to Records Section (for RO) for release to CO or release the signed draft comments/position paper to the Undersecretary for External, Legal and Legislative Affairs (for CO)			
	1.6. Accept the finalized draft from LLLS, review and approve/sign the same, if acceptable, and return it to LLLS for release to the Central Records Section.		1 Working Day	Undersecretary for External, Legal and Legislative Affairs
	1.7. Receive the signed comments/position paper signed by the Undersecretary for External, Legal and Legislative Affairs and releases the document to the Central Records Section.		1 Working Day	OD, LRALLD Tracking Officer, LRALLD Releasing Officer
	1.8. Release the document to client		30 Minutes	Central Records Section
	TOTAL	None	14 Working Days, 10 Hours	

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

This service refers to the recruitment, selection and promotion process for 1st and 2nd level career service positions in the Department.

Office or Division	DILG Central Office (Personnel Division, Administrative Service); DILG Regional Offices
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Citizens
Who May Avail	All internal and external applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter (with Position Title and Item Number Indicated)	
2. Updated Personal Data Sheet (CSC Form No. 212) with Work Experience Sheet	CSC Form No. 212 may be downloaded from http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html
3. Photocopy of Transcript of Records	School Graduated
4. Photocopy of Diploma	School Graduated
5. Photocopy of Proof of Eligibility (e.g. CSC Certificate of Eligibility, Certificate/License/ID issued by the Professional Regulation Commission (PRC), Integrated Bar of the Philippines (IBP), etc.)	CSC, PRC, IBP, etc.
6. Photocopy of Certificate of Completion of LGOO training course (for LGOO IV - VII positions)	Issued by Local Government Academy upon completion of LGOO training course

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete job application documents via physical submission, online portal/ email/ DMS/ courier.	1.1 Check completeness and correctness of job application letter with supporting documents, then receive documents.	None	10 Minutes	CO: PD Receiving Clerk/ Administrative Officer II / IV RO: Administrative Officer III / V (Records Unit/ Personnel Section) P/CO: Designated Records Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Acknowledge notification of indorsement/regret letter	2.1.a . Evaluate job applications and inform applicants if they met the QS or not. CO: If QS is met, prepare Indorsement Letter signed by AS-PD Chief and forward to concerned HRMSSPB together with the Application Documents.	None	1 Working Day	CO: Administrative Officer II / IV RO: Administrative Officer III / V (Records Unit/ Personnel Section)
	2.1.b. RO: If QS and functional requirements are met, prepare a list of applicants for DILG Pre-Qualifying Examination (PQE).	None		Action Officer/HRMO
3. If qualified, confirm attendance to PQE schedule; take the PQE on the said date.	3.1. If qualified per functional requirement of the position, inform applicant of DILG; Pre-Qualifying Exam (PQE) schedule thru SMS or e-mail; Otherwise, send regret letter.	None	1 Working Day	HRMSPB/ Secretariat
	3.2. **For CO:** Accomplish the PQE Request Form and forward to Personnel Division, Administrative Service.	None	CO: 1 Working Day	Requesting Office/HRMSSPB Secretariat/ Action Officer
	3.2.a. CO: Receive PQE request and administer PQE	None	CO: 5 Working Days	Psychometrician Action Officer
	3.2.b. RO: Administer PQE if RO has registered psychometrician holding a permanent position, or avail services of private testing centers recognized by DILG Central Office	None	RO: 14 Working Days (TAT may vary depending on the mode of PQE)	Psychometrician Action Officer / Private Testing Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Acknowledge receipt of PQE result	4.1. Inform applicant of PQE Result thru SMS, e-mail or regular mail	None	CO: 5 Working Days *(includes waiting time from the Administration of PQE to the release of PQE result to HRMSPB)* RO: 10 Working Days *(includes waiting time from the Administration of PQE to the release of PQE result)*	HRMSPB/ Secretariat
	4.2. Evaluate the Applicants and Endorse to the final Recommending/ Approving Authority/ies	None		Bureau/Service/ Regional/ Provincial/ City HRMSPB
5. Confirm attendance to B/S HRMSPB functional examination and/or Central HRMSPB panel interview on the said date	5.1.1. Conduct assessment of applicants thru: a. Functional examination; b. Group orals; c. Panel Interview; and d. Other competency-based assessment methods Note: Types of assessments may vary in Regional Offices	None	70 Working Days	HRMSPB/ Secretariat
	5.1.2. Deliberate and calibrate on the results of the selection process	None		
	5.1.3. Conduct background check on			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	screened applicants and endorse to the final recommending/approving authority. For CO: Notify applicants of CHRMSPB panel interview schedule, and Conduct CHRMSPB assessment and/or panel interview, and deliberate results.			
6. Acknowledge letter and accomplish the CSS Form	6.1. Notify applicant considered for appointment as well as the concerned operating unit, and administer the CSS.	None	4 Hours	CO: Administrative Officer II / IV RO: Administrative Officer III / V (Records Unit/ Personnel Section)
7. Submit basic documentary requirements	7.1. Request applicant/candidate to submit basic documentary requirements.	None	10 Working Days	
	7.2. Prepare Appointment.	None	1 Working Day	PD Action Officer/HRMO
8. Sign Appointment documents and other CSC forms	8.1. Approve the Appointment and notify the appointee.	None	7 Working Days	Designated Approving Authority/Regional Director/Assistant Regional Director/HRMO
9. Attend Oath Taking and assume duty	9.1. Conduct of Oath Taking either physical or online.	None		Designated Approving Authority/Regional Director/Assistant Regional Director/HRMO
	9.2. Post list of newly-hired/promoted employees in the DILG website and in 3 conspicuous places in the Department (15 calendar days).	None	1 Working Day	PD Action Officer/HRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Submit documents in compliance with CSC requirement Requirements for Newly Hired/ Promoted/ Transferred Employees	10.1. Facilitate completion of appointment documents for submission to CSC	None	CO: 10 Working Days RO: 3 Working Days	PD Action Officer/HRMO
11. Undergo personnel briefing/ onboarding	11.1. Conduct personnel briefing to the appointee.	None	4 Hours	PD Action Officer/HRMO
	TOTAL	None	Central Office: 106 Working Days, 10 Minutes Regional Office: 112 Working Days, 10 Minutes	

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

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

14. Provision of Public Assistance and Handling of Complaints

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

Office or Division	Public Affairs and Communication Service (PACS); DILG Regional Offices/Provincial Offices/Highly Urbanized Cities
Classification	Complex Transaction
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government
Who May Avail	All National Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complaint Form or Letter Request/Complaint (if any)	DILG Public Assistance and Complaint Desk
2. Supporting Documents (if any)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files complaint at DILG Public Assistance and Complaint Desk and accomplishes necessary Form/s	1.1. Receive query/complaint/ request for assistance and interview client or assess submitted/sent documents/ email/letter-request and forward to Division Chief/ Regional Director/ Designated Legal Officer/ HUC Director/ Provincial Director/ Program Manager/ Authorized Representative for evaluation and determination of jurisdiction, if substantial information is indicated.	None	30 Minutes	Action Officer/ Designated Legal Officer/ Focal Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(**Note:** For complaints received from Regional, Provincial/HUCs records officer, route to Office of the Regional Director Provincial Office/HUCs Director for instructions)			
2. Waits for the advice/instruction of the Action Officer	2.1. Evaluates nature of complaint/request. For phone in or walk-in clients, inform the client regarding the procedure/process.	None	3 Working Days	Action Officer/ Designated Legal Officer/ Focal Person
	2.2. Draft endorsement/ letter-reply/ letter-referral	None	1 Working Day	Action Officer/Legal Unit Staff/ Focal Person
	2.3. Forward endorsement/ letter-reply/ letter-referral for review	None	1 Working Day	Division Chief/ Designated Legal Officer/HUC Director/ Provincial Director/ Program Manager/Authorized Representative
	2.4. Signs the endorsement/ letter-reply/ letter-referral/ routing slip or give further instruction, if any.	None	1 Hour	Regional Director/ Assistant Regional Director /HUC Director/ Provincial Director/ Program Manager/ Authorized Representative
	2.5. Release signed endorsement or letter-reply (**Note:** For clients who wishes to hand-carry the endorsement, he/she will be provided with a signed	None	15 minutes	Action Officer/Legal Unit Staff/ Focal Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	endorsement contained in a sealed envelope)			
3. Clients accomplish the CSS.	3.1. Administer CSS to client/s who directly/personally lodged their complaint thru face-to-face or online mode/s.	None	15 Minutes	Action Officer/Legal Unit Staff/ Focal Person
	TOTAL	None	5 Working Days and 2 Hours	

15. A) Disposal of Properties Thru Donation and Transfer Without Cost

To ensure the proper disposal of properties through donation and transfer without cost, pursuant to NBC No. 425.

Office or Division	DILG Central Office (Property Accounts Section, General Services Division, Administrative Service); DILG Regional Offices
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government; G2C – Government to Citizens
Who May Avail	For donation, Charitable, Scientific, Educational, or Cultural Institutions For transfer without cost, Government Offices (Such as NGAs, Public schools, LGUs, and Barangay

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. For Donation SILG/Authorized Representative Signed/Approved Deed of Donation b. For Transfer without cost SILG/Authorized Representative Signed/Approved Property Transfer Report	DAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter requesting properties for donation/transfer without cost through email or courier	1.1. Receive, record, and route Request letter to the Administrative Service Director/ Office of the Provincial/ Regional Director	None	30 Minutes	Records Section Unit Property Officer
	1.2. Approve request	None	1 Working Day	Director, AS/ Regional Director
	1.3. Check the availability of properties and prepare the list	None	1 Working Day	Property Officer
	1.4. Prepare Disposal and Appraisal	None	2 Working days	DAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Committee (DAC) Resolution			
	1.5. Review and approve DAC Resolution for Donation/Transfer of Properties	None	1 Working Day	DAC SILG/Authorized Representative; Provincial/Regional Director
	1.6. Prepare, review, and finalize the Deed of Donation or Property Transfer Report	None	1 Working Day	DAC Secretariat Legal Officer or Provincial/ Regional Legal Officer
	1.7. Approve the Deed of Donation/Property Transfer Report	None	1 Working Day	SILG/ Authorized Representative Provincial/Regional Secretariat
	1.8. Prepare and send a letter to the requesting office informing the approved donation/transfer	None	1 Working Day	DAC Secretariat
2. Receipt of the donated/transferred properties	2.1. Release the requested properties	None	1 Working Day	DAC Secretariat/ Property Officer
	2.2. Submit the Deed of Donation/ Property Transfer Report to the Accounting Section/ Division for dropping the donated/transferred properties from the books of account	None	1 Working Day	Property Officer Accounting Personnel
	TOTAL	None	10 Working Days and 30 Minutes	

15. B) Disposal of Properties Thru Public Bidding

To ensure the proper disposal of unserviceable properties through public bidding, pursuant to NBC No. 425.

Office or Division	DILG Central Office (Property Accounts Section, General Services Division, Administrative Service); DILG Regional Offices
Classification	Highly Technical Transaction
Type of Transaction	G2C – Government to Citizens
Who May Avail	Private Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bidding Documents	DAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Bid Form and coordinate for the conduct of inspection of disposable properties for public bidding	1.1. With the Head of Office's approved Disposal and Appraisal Committee (DAC) Resolution, advertise the unserviceable properties for disposal through public bidding	None	30 Minutes	DAC Secretariat
	1.2. Issue Bid Forms to bidders with a specific calendar of activities for the conduct of public bidding	None	1 Working Day	DAC Secretariat
	1.3. Facilitate the conduct of inspection of the disposable properties for public bidding	None	1 Working Day	DAC Secretariat
2. Submit Sealed Bids (together with required documents	2.1. Conduct of Opening of Bids	None	1 Working Day	DAC DAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
as stated in the bid form)				DAC TWG COA Representative Bidders
	2.2. Determine the highest calculated and responsive bid and declare the winning bidder/s		1 Working Day	DAC
	2.3. Prepare DAC Resolution declaring the winning bidder/s for approval and signature of the head of office		1 Working Day	DAC Secretariat
3. Receive the approved Contract of Sale for their signatures and notary of the document	3.1. Prepare Contract of Sale, review of Legal Unit, and approval of the SILG/Authorized Representative		3 Working Days	DAC Secretariat LLLS or Regional Office Legal Unit SILG/Authorized Representative
	3.2. Prepare and send a letter to the winning bidder/s		1 Working Day	DAC Secretariat
	3.3. Furnish the winning bidder/s of the approved contract		1 Working Day	DAC Secretariat
4. Submit the notarized Contract of Sale and pay the contract price to the Central/ Regional cashier	4.1. Assist the winning bidder/s in securing the Order of Payment from the Accounting Section/Division and the payment to the Cash Section		1 Working Day	DAC Secretariat Accounting Section/Division Cash Section
5. Receive the properties for	5.1. Release the properties for		1 Working Day	DAC Secretariat Accounting Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
disposal through public bidding	disposal through public bidding			COA Representative
	5.2. Submit to the Accounting Section/Division the copy of the release paper, together with the Contract of Sale and DAC Resolutions, for the dropping of the sold properties from the books of account		1 Working Day	DAC Secretariat Property Office Accounting Section/Division
	TOTAL	None	11 Working Days and 45 Minutes	

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

This procedure defines the process for issuing Certificate of Incumbency to requesting Local Official.

Office or Division	Field Office
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizens
Who May Avail	All Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Citizen's Charter Request Form	DILG Field Office/ DILG official website
2. Letter request	Requesting Party/ Agency
3. Photocopy of valid ID of the official	Requesting Party/ Agency
4. Certification of Services Rendered issued by the barangay (For Barangay Officials only)	DILG Field Office
5. In case of discrepancy in the name, client must secure any of the following: • Oath of Office • Joint Affidavit of Two (2) Disinterested Persons • Photocopy of Birth Certificate/Marriage Certificate	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Citizen's Charter Service Request Form and submit documentary requirements	1.1. Check the completeness of the documentary requirements and receive the request. 1.1.1. Verify name and validate the incumbency of the requesting official in the Elected Local Official Profile Database System (ELOPDS) or the Barangay Information	None	2 Working Days	C/MLGOO/HUC/ Provincial or Regional Focal Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	System (BIS) or the Master list of Local Officials (For Request for Certificate of Incumbency) 1.1.2. Prepare the Certificate of Incumbency, if in order. 1.2. Review and approve the Certification.		7 Hours	C/MLGOO/City Director/Provincial or Regional Director
2. Receive the Certificate and accomplish the Customer Satisfaction Feedback Form at C/MLGOO/HUC/Provincial or Regional Office/DILG Official Website	2.1. Release the certification including the attach documents and administer the CSS.	None	1 Hour	Records Officer/ C/MLGOO
	TOTAL	None	3 Working Days	

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

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

A service that helps in information dissemination among LGUS whenever a particular LG League conducts an activity.

Office or Division	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices
Classification	Complex Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Local Government Leagues or Leagues Federation of Local Elective Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	League Secretariat
2. Activity Design/Program Brief	League Secretariat
3. Justification of charging the participation fee, if any	League Secretariat
4. After-Activity Report of previously conducted activity, if applicable	League Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter of request for issuance of authority to participate in activities conducted by the league.	1.1. Receives and assess completeness and legal bases of the submitted documents pertinent to the request.	None	15 Minutes	LGRD Action Officer
	1.2. Drafts the corresponding Department issuance, submits to Assistant Division Chief and Division Chief for review and initial.	None	1 Working Day	LGRD Action Officer
	1.3. Recommends approval of the draft Department issuance.	None	4 Hours	BLGS Director
	1.4. Endorses the draft Department issuance, for the SILG's approval.	None	1 Working Day	HEA/USLG
	1.5. Signs the Department issuance.	None	2 Working Days	SILG
	1.6. Release the signed Department issuance to	None	10 Minutes	LGRD Admin Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Central Records Section.			
	TOTAL	None	4 Working Days, 4 Hours, 25 Minutes	

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

Service that process the endorsement Letter for the Issuance of Appointment Letter coming from the Office of the President, for the permanent vacancy in the Sangguniang Panlungsod of HUCs and ICCs.

Office or Division	Bureau of Local Government Supervision (BLGS)
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	LCEs, Nominees, Highest Official or Chairperson of Political Party Concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Nomination signed by the highest official of the political party concerned	Political Party Concerned
2. Certificate of Party Membership of the nominee signed by the highest official of the political party	Political Party Concerned
3. Personal Data Sheet (CSC Form 212)	LGU
4. Certificate of Party Membership of the one who caused the vacancy as certified by the highest official of the said political party.	Political Party Concerned
5. Certification from the Local Election Registrar as to Party Affiliation of the person who caused the last vacancy	COMELEC(Local Office)
6. Certificate from the DILG Regional Office on the authenticity of the supporting documents	DILG Regional Office
7. Other supporting documents such as Voter's Certification of the Nominee, Residence Certification.	COMELEC (Local Office)/LGU of requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter of request for issuance of appointment for permanent vacancy.	1.1. Receive and evaluate documents and prepare endorsement.	None	3 Hours, 50 Minutes	PCMD Action Officer
	1.2. Recommend approval of the endorsement.	None	4 hours	BLGS Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Signs cover memo for SILG's approval.	None	1 Working Day	USLG
	1.4. Signs the endorsement letter.	None	1 Working Day	SILG
	1.5. Release endorsement to Central Records.	None	10 minutes	PCMD Admin Staff
	TOTAL	None	3 Working Days	

19. Request for Information on Programs and Services

Response to request for information on the Bureau's programs and services.

Office or Division	Bureau of Local Government Supervision (BLGS)
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Local Government Units (LGUs), Organizations (Public and Private)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	Requesting Party/ Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit/ send letter to the record section of the Department.	1.1. Receive the request or query from CRS thru DMS and forward the same to action officer thru DMS.	None	5 Minutes	Admin Staff
	1.2. Prepare action to the request/query and route thru DMS to the Office of the Director Admin Officer.	None	1 Working Day	Action Officer
	1.3. **Sign the reply/ document** Route back the signed document to the Division Action Officer thru DMS.	None	10 Minutes	BLGS Director Bureau Admin Officer
	1.4. Release signed communication to Central Records.	None	3 Minutes	Division Admin Staff
	TOTAL	None	1 Working Days, 18 Minutes	

20. Provision of Barangay Data

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

1. Directory of Barangay Officials (with Barangay Hall Contact Number only); 2. Statistics related to Profile of Barangay and Barangay Officials; 3. IRA and Population of Barangays (data from the DBM and PSA); and, 4. Certification as to elected barangay officials. In adherence to the Data Privacy Act of 2012, only disaggregated data on the profile of the barangay officials shall be provided to the clients.

Office or Division	National Barangay Operations Office (NBOO)
Classification	Simple/Complex Transaction
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government
Who May Avail	Barangay and SK Officials, National Government Agencies, Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Local Government Units (LGUs), Liga ng mga Barangay, and the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request 2. Identification Card/ Letter of Authorization, if necessary	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request through walk-in or e-mail to nboo.dilgco2020@gmail.com	1.1. Receive, record, and route the request to the concerned Office/ DC/Focal Person for appropriate action.	None	30 Minutes	NBOO Records Officer
	1.2. Review and assess the data needed in the request.	None	20 Minutes	Assigned Action Officer Research and Profiling Division
	1.3. Process the data, prepare the Complete Staff Work (CSW) and submit to the next higher	None		Assigned Action Officer Research and Profiling Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Supervisor/s for review/approval A. If data is readily available, process the request. (Note: If record/data is not available, inform the client) B. If data being requested needs to be processed.		Simple: 2 Hours Complex: 6 Working Days	
	1.4. Review/ recommend the action document for approval and submit the pre-approved transmittal letter to the Office of the Director	None	35 Minutes	Section Chief/ Assistant Division Chief/Division Chief Division Records Officer
	1.5. Approve the Action Document and its attachments.	None	4 Hours	Director/Other Authorized Signatory
2. Receive and acknowledge the requested data accomplish the Customer Satisfaction Survey [CSS) Form and e-mail to NBOO	2.1. Release the Action Document (signed transmittal letter, requested data, and CSS Form) to DILG-Central Records Section and through email.	None	15 Minutes	Records Officer/Assigned Action Officer
	TOTAL	None	**Simple:** 7 Hours, 40 Minutes **Complex**: 6 Working Days, 5 Hours, 40 Minutes	

21. Response to Complaints Against Barangay and SK Officials

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

Office or Division	National Barangay Operations Office (NBOO) – Citizens Affairs and Political Development Division (CAPDD)
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government
Who May Avail	Barangay and SK Officials, National Government Agencies, Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Local Government Units (LGUs), Liga ng mga Barangay, and the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	Requesting Party/ Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send complaint to e-mail address: nboo.dilgco2020@gmail.com or through DMS.	1.1. Receive complaint, update DMS and forward to CAPDD-PDS Section Chief.	None	5 Minutes	Admin Staff, Office of the Director
	1.2. Receive, evaluate and assign complaint to Action Officer concerned.	None	10 Minutes	Section Chief, CAPDD-PDS
	1.3. Section Chief, CAPDD-PDS	None	1 Working Day	Action Officer concerned
	1.4. Review, provide inputs and send to ADC/ DC	None	20 Minutes	Section Chief, CAPDD-PDS
	1.5. Review, provide inputs and forward to CAPDD Admin. Staff.	None	20 Minutes	Assistant Division Chief / Division Chief
	1.6. Receive, record and submit to OD.	None	5 Minutes	Admin. Staff, CAPDD
	1.7. Review, sign and forward to OD Staff for release.	None	1 Hour	Director, NBOO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. Record and release to CRS letter reply with CSS.	None	5 Minutes	Admin Staff, Office of the Director
	TOTAL	None	1 Working Day, 2 Hours, 5 Minutes	

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

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

Office or Division	National Barangay Operations Office (NBOO) – Citizens Affairs and Political Development Division (CAPDD)
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizen; G2B – Government to Business; G2G - Government to Government
Who May Avail	Barangay and SK Officials, National Government Agencies, Non-Government Organizations (NGOs), Civil Society Organizations (CSOs), Local Government Units (LGUs), Liga ng mga Barangay (LnB), and the General Public.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Hard copy of the letter query (1 copy)	Client/Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE
			Simple Queries	Complex Queries	
1. Send Letter inquiry to e-mail address: nboo.dilgco2020@gmail.com or through DMS	1.1. Receive query, update DMS and forward to CAPDD-PDS Section Chief.	None	5 Minutes	5 Minutes	Office of the Director, Admin Staff
	1.2. Receive, evaluate and assign query to Action Officer.	None	10 Minutes	10 Minutes	Section Chief CAPDD-PDS
	1.3. Receive, evaluate, conduct research, draft letter reply and submit to SC.	None	1 Working Day	2 Working Days	Action Officer concerned
	1.4. Review, provide inputs and send to ADC/ DC	None	30 Minutes	1 Hour	CAPDD-PDS Section Chief
	1.5. Review, provide inputs	None	30 Minutes	1 Hour	Assistant Division Chief /

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE
			Simple Queries	Complex Queries	
	and forward to CAPDD Administrative Staff.				Division Chief
	1.6. Record and submit to OD.	None	5 Minutes	5 Minutes	CAPDD Admin. Staff
	1.7. Review, sign and forward to OD Staff for release	None	30 Minutes	1 Hour	Director, NBOO
	1.8. Record and release to CRS with CSS	None	5 Minutes	5 Minutes	Office of the Director, Admin Staff
	TOTAL	None	1 Working Day, 1 Hour, 55 Minutes	2 Working Days, 3 Hours, 25 Minutes	

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

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

Office or Division	Bureau of Local Government Development (BLGD)
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizen; G2B - Government to Businesses; G2G - Government to Government
Who May Avail	Congress (Senate and House of Representatives), DILG Field Office (Regional and Provincial), National Government Agencies (NGAs), Local Government Units (LGUs), Non-government Organizations (NGOs), Civil Society Organizations (CSOs), Private Sector, International Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter(Request must be received by the office 3- 4 weeks prior to the activity)	From the requesting party/ Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Letter to the Office of the Director via email, courier or hand carry.	1.1. Receive, record and acknowledge receipt of request letter from the client and record through the DMS.	None	10 Minutes	Admin. Assistant II, Office of the Director
	1.2. Review document, provide instructions and assign to the concerned Division.	None	15 Minutes	Director/ Assistant Director
	1.3. Receive and record document from the Office of the Director and endorse to the Division Chief.	None	5 Minutes	Action Officer of Division concerned
	1.4. Review and endorse document to the concerned Action Officer/Focal Person.	None	1 Hour	Division Chief/ Assistant Division Chief concerned
	1.5. Research and consolidate data/information requested and/or request for related	None	1 Working Day	Designated Action Officer/Focal Person of concerned division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	data/information from concerned offices and prepare letter of reply			
	1.6. Review and endorse letter of reply for signature of the Director.	None	30 Minutes	Division Chief/ Assistant Division Chief concerned
	1.7. Final Review and approval of the letter of reply for release to concerned division. (*Note: Additional 1 working day if such request needs endorsement to top management)	None	30 Minutes	BLGD Director/ Asst. Director *Action Officer (Office of the Secretary / Undersecretary / Assistant Secretary)
2. Receive response from BLGD and accomplish the CSS thru email	2.1. Receive and release the approved reply letter thru email, DILG Records Section and/or client and administer the Client Satisfaction Survey.	None	15 Minutes	Designated Action Officer/Focal Person: LGOO I-III, POs, ADAS (LDPD, LADD, LFRDD)
	TOTAL	None	1 Working Day, 2 Hours, 45 Minutes *Note: Additional 1 working day if such request need endorsement to top management*	

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

To provide response to the query/following-up of LGUs and other Government Agency financial assistance for proposed projects for walk-in, phone-in, or DMS clients.

Office or Division	Office of Project Development Services
Classification	Simple Transaction (Walk-in and Phone-In Clients) Complex Transaction (Documents routed in DMS)
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government
Who May Avail	Local Chief Executives, Elected LGU Officials , Representative/Staff of Senators/ Congressmen, Non-Government Organizations, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Financial Assistance with complete information (Name, contact numbers and email addresses of contact person)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for financial assistance to OPDS	1.1. Evaluate the Letter Request for Financial Assistance.	None	15 Minutes	Administrative Officer/Records Officer, PCDD
2. Inquire on the status of their request for financial assistance	2.1. Accept request and provide receiving copy to client.	None		
	2.2. Refer to Focal Person for assistance and processing.	None		
	2.3. Assess request and advise Client on the course and process of action to be undertaken on request	None		
	2.4. Prepare referral letter/response letter to the concerned	None	1 Hour	LGOO IV/ V/ Focal Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Govt. Office and requesting Client.			
	2.5. Review and endorse to OD for signature.	None	15 Minutes	Division Chief
	2.6. Approved/sign letter response.	None	15 Minutes	Director
3. Received the document	3.1. Record and release signed document thru DMS.	None	10 Minutes	Administrative Officer/Records Officer, PCDD
B. For Phone-in Clients:				
1.Query/Follow-up on the request for Financial Assistance through phone	1.1. Assess the request for financial assistance	None	5 Minutes	Administrative Officer/Records Officer, PCDD LGOO IV/V/Focal Person
	1.2. Refer to assigned Action Officer	None	5 Minutes	
	1.3. Evaluate the documents submitted to the Bureau	None	5 Minutes	
	1.4. Communicate the action taken on the request and suggest/recommend other possible sources of funding	None	5 Minutes	
C. For Documents routed through the DILG Document Management System (DMS):				
1. Submit request/follow-up for financial assistance to OPDS thru DMS.	1.1. Receive and record the documents and forward the same to the Office of the Director.	None	10 Minutes	Receiving Officer/ Administrative Officer
	1.2. Assess request and forward to concerned Division/Unit	None	10 Minutes	Administrative Officer (OD)
	1.3. Evaluate and forward to concerned Focal Person	None	10 Minutes	Administrative Officer (Division/Unit)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Assess request and prepare response letter	None	5 Working Days	Focal Person
	1.5. Review response letter/s and forward to OD/OUSLG for approval and signature	None	7 Hours	Division Chief
	1.6. OD/ OUSLG Reviews/ Approves/ Signs Letter/s Endorsement	None	1 Working Day	OD/ OUSLG
	1.7. Record and release signed document thru DMS and administer Client Satisfaction Survey	None	5 Minutes	Administrative Officer
	TOTAL	None	For Walk-in: 1 Hour, 55 Minutes For Phone-in: 20 Minutes For Documents routed in DMS: 6 Working Days, 7 Hours, 35 Minutes	

25. Emergency Calls Management

This service particularly deals with requests for emergency response.

Office or Division	Emergency 911 - National Call Center
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizens
Who May Avail	911 callers from the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Emergency Call to 911 Hotline	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call 911	1.1. Receive/ Validate/ Record incoming calls.	None	2 Minutes	Emergency Telecommunicator
	1.2. Relay/ handle/ manage legitimate calls and encourage caller to participate in the E911 Client Satisfaction Survey which can be accessed in the E911 website (e911.gov.ph)	None	3 Minutes	Emergency Telecommunicator
	1.3. Monitor the progress of response time of responders. *Note: The international standard of emergency response time for respondents is 7 minutes but since this is just monitoring of the progress of response time, the feedback would be within 3 minutes upon dispatch)*	None	3 Minutes	Emergency Telecommunicator
	1.4. Prepare narrative report and close case.	None	3 Minutes	Emergency Telecommunicator
	TOTAL	None	11 Minutes	

26. Establishment of Local Call Center

This service particularly deals with requests on matters related to the establishment of Local Call Centers.

Office or Division	Emergency 911 National Office
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (1 Original) for the Establishment of Local Call Center (LCC) or confirmation of established LCC addressed to the Chairperson, Emergency 911 Commission through the Emergency 911 Executive Director, Emergency 911 National Office, with the appropriate Sanggunian Resolution passed for that purpose.	Client/Requesting Party
2. Proposed Legal, Administrative, Operational, and technical documents and system architecture in conformity with the specification and/or standards of the Emergency 911 National Program, for the approval of the Emergency 911 Commission.	Client/Requesting Party
3. Letter of Request for Training and Certification Course addressed to the Chairperson, Emergency 911 Commission through the Emergency 911 Executive Director, Emergency 911 National Office.	Client/Requesting Party
4. Notice of Activation of LCC or GO-LIVE of the Emergency 911 System addressed to the Chairperson, Emergency 911 Commission through the Emergency 911 Executive Director, Emergency 911 National Office.	Client/Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents except for Notice of Activation to E911 National Office.	1.1. Receive and record the submitted documents.	None	1 Hour	Administrative Personnel, E911 National Office
	1.2. Evaluate documents submitted and forward to Executive Director for approval.	None	5 Working Days	Section Chief, CAPDD-PDS
	1.3. Approve the request for the establishment of local call center and present to the E911 Commission.	None	1 Working Day	Executive Director of E911 National Office
	1.4. Send notice of approval to client concerning the submitted documents.	None	1 Working Day	Administrative Personnel, E911 National Office
2. Submit letter for Notice of Activation of LCC or GO-LIVE of the Emergency 911 System	2.1. Receive and record the submitted documents.	None	10 Minutes	Administrative Personnel, E911 National Office
	2.2. Approve the request for the Notice of Activation of LCC or GO-LIVE of the Emergency 911 System and present to the E911 Commission.	None	1 Working Days	Executive Director of E911 National Office
	2.3. Send request to client thru email to accomplish the CSS.	None	5 Minutes	Administrative Personnel, E911 National Office
	TOTAL	None	8 Working Days, 1 Hour, 15 Minutes	

27. Review of Appealed Administrative Cases

Review, affirm, reverse, or modify on appeal or upon motion for reconsideration the decision, resolution, or order of NAPOLCOM NAB/RAB, BJMP or BFP.

Office or Division	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Appellants from PNP, BJMP and BFP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complete case records from: • NAPOLCOM National Appellate Board (NAB) / Regional Appellate Board (RAB) • Bureau of Fire Protection (BFP) • Bureau of Jail Management and Penology (BJMP)	NAB (decisions rendered by the Chief, PNP); or RAB (decisions rendered by the PNP Regional Directors)
Notice of Appeal (NOA)	Appellant
Memorandum of Appeal (MOA)	Appellant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Notice of Appeal (NOA) with deciding authority, copy furnished appellate authority within ten(10) days from receipt of appealed decision (PNP/BJMP).	1.1. Receive, record, check completeness of documents and forward to the Office of the Director (virtual through DMS / actual receipt of hard copies).	None	15 Minutes	Admin Staff, LLLS-AD
	1.2. Receive, evaluate and assign complaint to Action Officer concerned.	None	10 Minutes	Section Chief, CAPDD-PDS
	1.3. Section Chief, CAPDD-PDS	None	1 Working Day	Action Officer concerned
	1.4. Review, provide inputs and send to ADC/ DC	None	20 Minutes	Section Chief, CAPDD-PDS
	1.5. Review, provide inputs and forward to CAPDD Admin. Staff.	None	20 Minutes	Assistant Division Chief / Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Receive, record and submit to OD.	None	5 Minutes	Admin. Staff, CAPDD
	1.7. Review, sign and forward to OD Staff for release.	None	1 Hour	Director, NBOO
	1.8. Record and release to CRS letter reply with CSS.	None	5 Minutes	Admin Staff, Office of the Director
	TOTAL	None	1 Working Day, 2 Hours, 5 Minutes	

Notes:

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

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

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

28. Issuance of Certificate of No Pending Appeal (CoNPA)

Issuance of Certificate upon request by proper party.

Office or Division	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	PNP, BFP and BJMP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for the issuance of Certificate of No Pending Action (CoNPA) Note: • *If the requesting party is the PNP, BFP or BJMP, the request must be signed by the Head of Office.* • *If the requesting party is the respondent-appellant in the concerned administrative case, attach competent proof of identification*	Respective office or agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit all documentary requirements to DILG through its Central Records Section.	1.1. Receive, record, check completeness of documents and forward to LLLS. (virtual through DMS / actual receipt of hard copies)	None	15 Minutes	Admin Staff, LLLS-AD
	1.2. Receive and route the documents to the Office of the Director. (virtual through DMS / actual receipt of hard copies)	None	10 Minutes	Receiving staff/ AA VI, LLLS
	1.3. Assign the received documents to Appellate Division. (virtual through DMS / actual receipt of hard copies)	None	30 Minutes	Director, LLLS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Assign the request for CoNPA to the Action Officer. (virtual through DMS / actual receipt of hard copies)	None	15 Minutes	Division Chief, AD
	1.5. Verify the request and determine the propriety of the request; a. With pending appeal to DILG – no CoNPA to be issued b. With no appeal to DILG – CoNPA may be issued	None	30 Minutes	Admin Asst. III, AD
	1.6. If entitled to CoNPA, approve draft CoNPA.	None	30 Minutes	Division Chief, AD
	1.7. Approve and sign CoNPA and its release.	None	1 Hour	Director, LLLS
	1.8. Route the approved CoNPA to the CRS. (virtual through DMS / actual receipt of hard copies)	None	15 Minutes	AD Releasing staff/ Admin Asst. III, LLLS
2. Client receives the CoNPA and accomplish the attached CSS form.	2.1. Release CoNPA with attached CSS form thru registered mail or personal appearance of client.		30 Minutes	Admin Staff, Central Records Section
	TOTAL	None	3 Hours, 55 Minutes	

29. Confirmation of Dismissal Orders

Preparation of Confirmation of dismissal orders to be issued by SILG.

Office or Division	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)
Classification	Complex Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	PNP, BJMP and BFP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter from the Head Office/ Disciplining Authority requesting confirmation of Decision dismissing the uniformed/non-uniformed personnel. (Indicate # of copies and whether it is original/photocopy)	Head Office/ Disciplining Authority
2. Certified copy of the abovementioned Decision.	Head Office/ Disciplining Authority
3. Proof of Service of said Decision to concerned respondent	Head Office/ Disciplining Authority
4. Certification that respondent did not file an appeal or motion for reconsideration of said Decision	Head Office/ Disciplining Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit all documentary requirements to DILG through its Records Section.	1.1. Receive and route the documents to the Office of the Director. (virtual through DMS / actual receipt of hard copies)	None	10 Minutes	Receiving staff/ AA VI, LLLS
	1.2. Receive, check and route documents to the Appellate Division. (virtual through DMS / actual receipt of hard copies)	None	30 Minutes	Director, LLLS
	1.3. Assign the request for	None	15 Minutes	Division Chief, AD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	confirmation to the Action Officer. (virtual through DMS / actual receipt of hard copies)			
	1.4. Request for certificate of No pending appeal to CRS. 1.4.1. Draft Confirmation Order	None	3 Working Days 30 Minutes	Admin Asst III, AD / Admin Asst I (COS)
	1.5. Approve the draft Confirmation Order.	None	30 Minutes	Division Chief, AD
	1.6. Recommend approval of the draft Confirmation Order.	None	1 Hour	Director, LLLS
	1.7. Approve and sign the recommended Confirmation Order.	None	1 Working Day	SILG
	1.8. Forward the signed Confirmation Order to Central Records Section for releasing (virtual through DMS / actual receipt of hard copies).	None	30 Minutes	AD Releasing Staff/ Admin Asst III (COS)
	TOTAL	None	4 Days, 3 Hours, 25 Minutes	

30. Comments on Appealed Administrative Cases to CSC

Compliance to CSC Order directing the submission of COMMENTS to appeals from DILG decisions.

Office or Division	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Civil Service Commission

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order issued by CSC officially transmitting a copy of the Appeal filed by Appellant thereto	Civil Service Commission

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CSC issues an Order directing SILG to file his Comment on the appeal and to transmit the entire case records to CSC for the disposition of the appeal.	1.1. Receive CSC Order then route the documents to the Office of the Director (virtual through DMS / actual receipt of hard copies)	None	15 Minutes	Receiving staff/ AA VI, LLLS
	1.2. Receive, check and route documents to the Appellate Division (virtual through DMS / actual receipt of hard copies)	None	30 Minutes	Director, LLLS
	1.3. Assign the CSC-appealed case preferably to the Action Officer (AO) who reviewed the case and drafted the Decision/Resolution/Order on appeal to CSC (virtual through DMS / actual receipt of hard copies)	None	15 Minutes	Division Chief
	1.4. Draft Comment	None	45 Days*	Division Chief, Division Assistant Chief, Attorney II,

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Attorney III, Legal Assistant
	1.5. Approve draft Comment	None	30 Minutes	Division Chief
	1.6. Recommend and sign the draft Comment for release to SILG (virtual through DMS / actual receipt of hard copies)	None	30 Minutes	Director, LLLS
	1.7. Review the draft comment and forward to SILG for signature if in order	None	1 Hour	HEA
	1.8. Approve and sign the recommended Comment	None	1 Hour	SILG
	1.9. Transmit Comment and complete case records to CSC (virtual through DMS / actual receipt of hard copies)	None	1 Hour	Director, LLLS
	1.10. Issue Comment and release to Central Records Section (virtual through DMS / actual receipt of hard copies)	None	30 Minutes	Releasing staff, Appellate Division/ AA III (COS), LLLS
	1.11. Send the original copy of comment via registered mail, courier or personal service . Copy furnish the appellant and/or counsel if represented with one.			Central Records Section
	TOTAL	None	45 Days, 5 Hours, 30 Minutes*	

Notes:

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

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

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

31. Implementation of Ombudsman Decisions (MOLEO Cases)

Preparation of Orders (Indorsements) to be signed by SILG to implement the Ombudsman decisions.

Office or Division	Legal and Legislative Liaison Service, Appellate Division (LLLS, AD)
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Office of the Ombudsman (Deputy Ombudsman for the Military and Other Law Enforcement Offices or MOLEO)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Indorsement from Ombudsman of a certified copy of its Decision directing SILG to implement said Decision	Office of the Ombudsman

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Indorsement of Ombudsman Decision are officially mailed or hand carried to DILG, to the attention of SILG for the latter's implementation	1.1. Receives indorsement from the Ombudsman and route the documents to the Office of the Director (virtual through DMS / actual receipt of hard copies)	None	15 Minutes	Receiving staff/ AA VI, LLLS
	1.2. Receive, check and route documents to the Appellate Division (virtual through DMS / actual receipt of hard copies)	None	30 Minutes	Director, LLLS
	1.3. Assign the indorsed Ombudsman Decision to the Action Officer (virtual through DMS / actual receipt of hard copies)	None	15 Minutes	Division Chief
	1.4. Draft Order of Implementation by way of 2nd Indorsement to either the PNP, BJMP, and BFP	None	1 Hour	Admin Asst. III - AD
	1.5. Approve draft Order of Implementation (virtual	None	1 Hour	Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	through DMS / actual receipt of hard copies)			
	1.6, Recommend approval of draft Order of Implementation (virtual through DMS / actual receipt of hard copies)	None	1 Hour	Director, LLLS
	1.7. Approve and sign the recommended Order of Implementation (virtual through DMS / actual receipt of hard copies)	None	1 Working Day	SILG
	1.8. Release the signed Order of Implementation to Central Records Section, DILG. (virtual through DMS / actual receipt of hard copies)	None	30 mins	Releasing staff Appellate Division/ AA III (COS), LLLS
	1.9. Send the original copy of signed order of implementation via registered mail.	None		Central Records Section
	TOTAL	None	1 Working Day, 4 Hours, 30 Minutes	

32. Request for Nominees for Scholarships/ Training Grants

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

Office or Division	Human Resource Management Division, Administrative Service
Classification	Complex Transaction
Type of Transaction	G2C - Government to Citizen
Who May Avail	Donor Institutions (JICA, JDS, KOICA, AAAEP-P, PMDP-DAP)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upon Application:	
Updated Personal Data Sheet (FORM 212)/curriculum vitae	CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html
Medical Certificate	Applicant
Endorsement from the Director	Concerned Office
9-in-1 Certification	Template may be downloaded at scholar.dilg.gov.ph
Proposed Commitment Action Plan (CAP)/REAP	Proposed Commitment Action Plan (CAP)/REAP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards invitation letter to the Department	1.1. Receives, download, review, records and encodes in the DMS the invitation letter from the donor institutions then forward to concerned HRMD Action Officers;	None	10 Minutes	Receiving Clerk
	1.2. HRMD Action Officer shall evaluate/study the invitation and determine the type of scholarship title grant and number of nominees required (determine target recipients, deadlines, course, requirements)	None	10 Minutes	Administrative Officer V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Communicate the scholarship/training grants opportunity: 1.3.a. Prepare and submit Memorandum addressed to all Regional/Bureau/Service Directors requesting applicants/recommendees for the scholarship/training grants	None	1 Working Day	Administrative Officer V
	1.3.b. Upon receipt of the signed Memo-communication, record in the DMS and forward to Records Section for releasing in accordance with the Central Records Management Procedure	None	30 Minutes	Receiving Clerk
	1.4. Receive the endorsement of applicants from their respective offices. HRMD Action Officer shall receive and evaluate the endorsement.	None	1 Hour	Administrative Officer V
	1.5. Shortlists Qualified Applicants: 1.5.a. Shortlisted qualified applicants, with no outstanding service obligation from: (1) Database of Prospective; and/or (2) received endorsements from respective offices; **we resort to database if there are no takers indorsed by different offices*	None	4 Hours	Administrative Officer V
	1.5.b. Forward shortlisted Prospective Applicants to the HRMD Chief for review and comments	None	30 Minutes	Administrative Officer V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5.c. For shortlisted applicants from the database, confirm interest and availability of shortlisted personnel including approval of concerned Head of Office.	None	15 Minutes	Administrative Officer V
	1.6. Prepare and review the Comparative Matrix of Applicants for appropriate action of the HRMD Action Officer in case of corrections and adjustments (If there is still ample time, provide instruction to HRMD Action Officer to prepare for the Central Office Human Resource Development Committee (COHRDC) deliberation, Otherwise, if time is already close to the deadline, provide instruction to HRMD Action Officer to prepare HRDC Referendum or a resolution.)	None	1 Working Day	Administrative Officer V
	1.7. Prepare documents for Human Resource Development Committee (Online deliberation of applicants) 1.7.a. For CHRDC Online deliberation: Prepare Notice of Meeting for CHRDC, Application Notice for schedule of written exam/interview of candidates and communicate to concerned candidates, compilation of documentary requirements,	None	1 Working Day	Administrative Officer V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Commitment Action Plan/proposed REAP.			
	1.7.b. CHRDC Secretariat sends all required documents to CHRDC Board through a link a week before the online deliberation (panel interview)			Administrative Officer V
	1.8. CHRDC Secretariat consolidate the results of the online deliberation (*then proceed to 2.1)* 1.8.a. For CHRDC Referendum/Resolution: prepare and submit the referendum/resolution with complete supporting documents of the candidate (Endorsement from the Director, Updated Personal Data Sheet, 9-in-1 Certification, Medical Certificate and Proposed Commitment Action Plan (CAP)/REAP) for their approval/signature.	None	1 Working Day	Administrative Officer V
	1.8.b. CHRDC Secretariat consolidates results of the CHRDC Deliberation Matrix for review of HRMD Chief, for approval of AS Director for HRDC Referendum:	None		Administrative Officer V
	1.8.c. Review the candidate's qualifications and indicate their chosen nominee as principal or alternate by affixing their initial in the column provided.	None		Administrative Officer V
2. Receives the endorsement of Applicants from the department	2.1. Prepare endorsement letter to the donor institution with cover memo and forward to	None	3 Hours	Administrative Officer V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and accomplish CSS	HRMD Chief for review; to AS Director for approval and to OASHRD for approval/ signature of the endorsement letter.			
	2.2. Forward the endorsement of applicants to the donor institution with complete supporting documents and attach Client Satisfaction Survey	None	15 Minutes	Administrative Officer V
	TOTAL	None	5 Working Days, 1 Hour, 50 Minutes	

33. Provision of Training for Students (OJT)

Application of Students for their On-the-Job Training

Office or Division	Human Resources Management Division, Administrative Service
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizen
Who May Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Initial:	
Endorsement letter from school (specify the student course and the number of hours required)	Required to the OJT applicants before acceptance in the department.
Curriculum Vitae	Personal Data provided by the OJT applicant
Recent 1x1 ID Picture (1pc)	Provided by OJT applicant
Duly signed (by the school) OJT Contract	Prepared and issued by the Department thru HRMD, Administrative Service
In the issuance of certificate:	
Evaluation Form	From the Office-OJT Supervisor
Daily Time Record (DTR)	Issued by the HRMD for attendance monitoring for the number of hours required
Narrative Report	After the OJT Student finished and before the Certificate of Completion would be released.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Student submits initial requirements to the HRMD-AS Receiving Clerk personally or via email at hrmdteam@gmail.com or through courier.	1.1. The Administrative Assistant II (Receiving Clerk- COS) reviews/ checks the completeness of the documents, if found complete, stamps received, records, encodes in the DMS and forwards the initial submitted requirements to the HRMD Action Officer (AO IV) for his appropriate action. If through email, request	None	5 Minutes	Administrative Officer IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	shall be forwarded to the Action Officer.			
	1.2. The HRMD Action Officer (AO IV) evaluates, reviews, checks the database and prepares the OJT Contract (If there is no available slot, HRMD Action Officer prepares reply)	None	3 Hours	Administrative Officer IV
	1.3. The HRMD receiving Clerk (COS) records, updates the DMS and releases the OJT contract for signature of the AS Director	None	5 Minutes	Administrative Officer IV
	1.4. Once signed, the receiving clerk records, updates in the DMS and releases the signed Contract to the Student/OJT applicant for signature in the "CONFORME" by the concerned school	None	5 Minutes	Administrative Officer IV
2. Student receives the signed contract from the HRMD Action Officer (AO IV) for signature also in the "CONFORME" and returns/submits to the HRMD the signed contract from her/his school after one day.	2.1. The receiving clerk stamps received, records, encodes in the DMS the signed contract returned by student/OJT applicant and forwards to the Action Officer	None	1 Day and 15 Minutes	Administrative Officer IV
3. Student shall undergo a brief orientation i.e. assignment, organizational awareness, manner/attitude, etc.	3.1. HRMD Chief or in her/his absence AO IV (Action Officer shall conducts brief orientation to the student-trainee i.e. assignment, organizational awareness, manner/attitude, etc.	None	1 Hour	Administrative Officer IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The student shall receive the issued ID	4.1. After the briefing, Action Officer shall prepares and issue ID to the student-trainee	None	15 Minutes	Administrative Officer IV
5. **Upon Completion of the required OJT Training Hours:** The Student submits to the HRMD Action Officer the requirements #s 5, 6 & 7 for the issuance /release of her/his Certificate of Completion	5.1. Action Officer(AO IV) receives, evaluates, review, the documents submitted, if found in order, prepares Certificate of Completion	None	1 Hour	Administrative Officer IV
	5.2. The receiving clerk shall records/ updates the DMS and releases the Certificate for signature of the AS Director	None	20 Minutes	Administrative Officer IV
	5.3. The receiving clerk records, updates the DMS and releases the duly signed Certificate of Completion to the student-trainee	None	5 Minutes	Administrative Officer IV
	TOTAL	None	1 Day, 6 Hours, 10 Minutes	

34. Request for Access to Documents/ Records/ Information

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

Office or Division	Central Records Section, General Services Division, Administrative Service
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government
Who May Avail	Local Government Officials and Employees, Other Government Agencies, Students and Researchers, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DILG Request For Letter-request from the Requesting Party (if bearer is authorized representative only)	Records Section, DILG-Central Office (for hard copy) or at the DILG official website under ***Reports and Resources>Resources and Downloads>Forms*** (for electronic copy)
One (1) valid identification card (ID) with picture	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out out all applicable fields in the Request Form. If authorized representative, submit a letter-request of the requesting party. Specify the number of copies of document/record requested. *(Note: If the number of pages does not exceed 50, proceed to step 4)*	1.1. Receive the accomplished Request Form and the letter-request	None	5 Minutes	FOI Receiving Officer/ Administrative Officer I Records Section
	1.2. Review the request	None	15 Minutes	FOI Receiving Officer/ Administrative Officer I Records Section
	1.3. Retrieve the document/record requested by the client	None	1 Hour	FOI Receiving Officer/ Administrative Officer I and/or CRS Filing Officer
	1.3.a. If document/record is not available, disapprove the request and inform the client.	None	5 Minutes	Administrative Officer V Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.b. If document/ record is available, reproduce the document.	None	30 Minutes	Administrative Officer III Records Section
	1.3.b.a. If number of pages exceeds 50, assess the applicable fees to be paid by the client.	None	5 Minutes	Administrative Officer III Records Section
2. Pay applicable fees, if the number of pages exceeds 50.	2.1. Prepare Order of Payment.	None	15 Minutes	Chief Accountant Accounting Division, FMS
	2.2. Issue Official Receipt (OR) for the payment of requested document/ record.	None	5 Minutes	Administrative Officer V Cash Section
3. Present the OR and a valid ID.	3.1. Write the OR number in the request form and check the ID presented by the client.	None	3 Minutes	FOI Receiving Officer/ Administrative Officer I Records Section
4. Wait for the release of requested document/ record.	4.1. Release the document/record, administer the CSS and sign the client's visitor's pass slip.	None	2 Minutes	FOI Receiving Officer/ Administrative Officer I Records Section
	TOTAL	None	2 Hours, 25 Minutes	

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

- To provide relevant inputs and updates on the plans, targets and/or accomplishments of major deliverables of priority programs and projects as required from the Department by oversight agencies and other NGAs.

- To provide requesting clients with archived data/information on the plans, targets and/or accomplishments of major deliverables of programs and projects of previous years by Walk-in Clients (academe, CSOs, researchers).

Office or Division	Planning Service (PS)
Classification	• **Highly Technical** (major deliverables of all priority programs and projects) • **Complex Transactions** (major deliverables of selected programs and projects) • **Simple Transactions** (request for archived data/information on the plans, targets and/or accomplishments of major deliverables of programs and projects of previous years)
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen
Who May Avail	Oversight Agencies (NEDA, DBM, PMS, Cabinet Clusters, Cabinet Secretariat, Senate, House of Representatives, Commission on Audit),including PCW, DFA; Other National Government Agencies (DTI, PSA, etc.); and Walk-in Clients (academe, CSOs, researchers)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication/Letter-request with the following information:	
Specific information/ documents required	Request for DILG Plans - Planning and Programming Division (PPD)
The need for the information/ documents	Request for DILG Accomplishment Reports - Monitoring and Evaluation Division (MED)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for DILG Plans and/or Status Reports	1.1. Receipt of the request 1.1.a. Receive/record requests from offices/agencies and forward the same to the	None	5 Minutes	Administrative Assistant III, Office of the PS Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Planning Service Director through Data Management System (DMS), email and/or other online platforms or SMS.			
	1.1.b. Provide instruction (handwritten or verbal or communicated/transmitted via online platforms or thru SMS) to Division Chief/Asst. Division Chief or concerned staff	None	5 Minutes	PS Director
	1.1.c. Conduct initial assessment and the corresponding assignment of responsible unit/staff (handwritten or verbal or communicated/transmitted via online platforms or thru SMS)	None	5 Minutes	Request for Plans: PPD Assistant Division Chief / Division Chief Request for Status Reports: MED Assistant Division Chief / Division Chief
A. If Highly Technical Plans/Status Reports or Complex Plans/Status Reports				
	1.2. Preparation of draft plan/status report 1.2.a. Request operating units for data, if data needed involves all programs and projects, is not readily available, and/or needs updating, via DMS, email and/or any online platforms	None	Highly Technical: 5 Working Days Complex: 1 Working Days and 4 Hours	Request for Plans: Planning Officer I / II Request for Status Reports: Project Evaluation Officer I / II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2.b. Process, update and validate the submitted data and prepare draft plan/status report and submit online to immediate supervisor via email and/or any online platforms (google docs)	None	Highly Technical: 3 Working Days Complex: 1 Working Day and 4 Hours	Request for Plans: Planning Officer I / II Request for Status Reports: Project Evaluation Officer I / II
	1.2.c. Review, consolidate and integrate the Department plan/status report for the requesting office/agency and submit the same to the assistant division chief/division chief via email and/or any online platforms	None	Highly Technical: 5 Working Days Complex: 1 Working Day	Request for Plans: Planning Officer III Request for Status Reports: Project Evaluation Officer III
	1.3. Review and finalize plan/status report and endorse the same to the PS Director for approval, via DMS and/or other online platforms Note: If needing modifications, instructions are provided to the concerned staff for necessary revisions.	None	Highly Technical: 2 Working Days and 4 Hours Complex: 1 Working Day	Request for Plans: PPD Assistant Division Chief / Division Chief Request for Status Reports: MED Assistant Division Chief / Division Chief
	1.4. Approve and endorse requested document to concerned DILG Official via DMS	None	Highly Technical: 2 Working Days	Concerned DILG Official (SILG, Undersecretary or Assistant Secretary)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Complex: 4 Hours	
B. If Simple Plans/Status Reports				
	1.2. Retrieval and reproduction of the requested plan/status report 1.2.a. Retrieve from file and conduct table validation of requested document	None	1 Working Day	Request for Plans: Planning Officer I / II Request for Status Reports: Project Evaluation Officer I / II
	1.2.b. Reproduce the requested document	None	4 Hours	Request for Plans: PPD Administrative Aide VI Request for Status Reports: MED Administrative Aide VI
	1.2.c. Authorize the release of the requested document	None	1 Working Day	Request for Plans: PPD Assistant Division Chief / Division Chief Request for Status Reports: MED Assistant Division Chief / Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.Fill-up client satisfaction form (manual or electronic) upon receipt of the requested document	2.1. Provide advance copy of the requested document thru electronic mail, DMS and/or other online platforms	None	15 Minutes (upon receipt of signed document)	Request for Plans: PPD Administrative Aide VI Request for Status Reports: MED Administrative Aide VI
3. Acknowledge receipt of the requested document	3.1. Record and forward the requested official document to requesting agency/office/private entity through Central Records Section (AS-PD), DMS, email, other online platforms and/or hand-carry delivery; For walk-in clients: release the requested document to client	None	3 Hours and 30 Minutes (upon receipt of signed document)	Request for Plans: PPD AA VI Request for Status Reports: MED AA VI Central Records Section: Administrative Aide, PD, AS
	TOTAL	None	Highly Technical: 20 Working Days Complex: 7 Working Days Simple: 3 Working Days	

36. Issuance of Memorandum Circulars

Preparation and issuance of policies in the form of Memorandum Circulars and other issuances on the different programs and projects of the Bureau.
(This service shows the entire process however, the defined durations are those within the control of the Bureau)

Office or Division	Bureau of Local Government Development
Classification	Highly Technical Transaction
Type of Transaction	G2C - Government to Citizen; G2B - Government to Businesses; G2G - Government to Government
Who May Avail	Congress (Senate and House of Representatives), DILG Top Management, National Government Agencies (NGAs), Local Government Units (LGUs), Non-government Organizations (NGOs), Civil Society Organizations (CSOs), Private Sector, International Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter or memo indicating the need to formulate a Memorandum Circular	From the requesting party/ Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter along with the draft MC requesting for assistance via email, courier or hand carry to facilitate the issuance of the said policy	1.1. Receive request letter/ endorsement letter from the client and record through the DMS	None	10 Minutes	ADAS II Office of the Director
	1.2. Review document, provide instructions and assign to the concerned Division	None	30 Minutes	Director / Asst. Director
	1.3. Route document to the concerned division	None	5 Minutes	ADAS II Office of the Director
	1.4. Receive, record and endorse to the Division Chief	None	5 Minutes	Action Officer of Division concerned
	1.5. Provide further instructions and endorse to the	None	30 Minutes	Division Chief/ Assistant Division Chief concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	concerned Action Officer/Focal Person			
	1.6. Research, consult and draft MC a. Acknowledge receipt of the request (either thru email or letter). b. Research, consult, provide comments/inputs on the draft MC. c. Re-draft MC and prepare letter/memorandum to Legal Service or FMS and other concerned offices to solicit comments and inputs, and memorandum to ISTMS (for posting on the website	None	2 Working Days	Designated Action Officer/ Focal Person: (LGOO I-V)
	1.7. Review the draft MC and attached letters/memoranda to concerned offices and provide further instructions/comments to the concerned division, if any	None	1 Hour	Division Chief/ Assistant Division Chief concerned
	1.8. Review the draft MC and attached letters/memoranda to concerned offices and provide further instructions/comments to the concerned division, if any	None	1 Hour	Director/Assistant Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9. Receive, record and forward the signed documents to concerned offices (Legal Service and ISTMS) *FMS and other offices, if necessary	None	5 Minutes	Action Officer of Division Concerned
	Awaiting comments from concerned offices including legal opinion from Legal Service and posting of the draft MC on the DILG website by ISTMS	None	5 Working Days	
	1.10. Receive, record the receipt of comments from the other offices and forward to the Director/Assistant Director for further instructions	None	5 Minutes	ADAS II Office of the Director
	1.11. Review the comments and provide further instruction to the concerned Division	None	30 Minutes	Director/Assistant Director
	1.12. Review the comments from other offices and provide instructions to the concerned Action Officer	None	30 Minutes	Division Chief/ Assistant Division Chief concerned
	1.13. Consolidate all inputs and comments, including those from LLLS and ISTMS (other offices, if any), and finalize the MC along with the cover	None	5 Hours	Designated Action Officer/ Focal Person: (LGOO I-V)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	memo to DILG top management			
	1.14. Review and endorse finalized MC and cover memo for approval of the Director/Assistant Director	None	1 Hour	Division Chief/ Assistant Division Chief concerned
	1.15. Review the finalized MC along with the cover memo for endorsement to the DILG top management for approval	None	1 Hour	Director/ Assistant Director
	1.16. Route the finalized MC to the top management for approval and signature	None	5 Minutes	Action Officer of Division Concerned
	Awaiting approval/ disapproval of the MC from the top management			This step depends on the Citizen's Charter of Office of the Secretary/ Undersecretary concerned (with constant follow-up)
	1.17. Take further action, if needed, and forward the final document to Central Records Section for its official release/dissemination	None	10 Minutes	Designated Action Officer/ Focal Person: (LGOO I-V)
2. Receive the official copy of approved/ disapproved MC thru email and accomplish the CSS	2.1. Inform/provide the client a copy of the approved/disapproved MC and administer the Client Satisfaction Survey thru email	None	5 Minutes	Designated Action Officer/ Focal Person: (LGOO I – V)
	TOTAL	None	1 Working Day, 4 Hours, 30 Minutes	

II. Internal Services

1. Leave Application

This service refers to the processing of different types of leave applications based on CSC rules and regulations and DILG policies.

Office or Division	DILG Central Office (Personnel Division, Administrative Service); Regional Offices (Personnel Section, Finance and Administrative Division); Provincial/City Offices (Finance and Administrative Section)
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	All DILG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Provide one (1) fully-accomplished CSC Form No. 6 (Application for Leave) with signature of immediate supervisor, and with the appropriate attachment/s for the type of leave to be availed.	Form is available at concerned offices/ operating units, CSC and DILG Websites and can also be generated by the Leave Application System (LAS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished leave application form, along with complete attachments, via physical submission or email/ DMS.	1.1. Ensure that the leave form used is correct, the supporting documents are complete, and the leave application is filed within the prescribed period; then receive the leave application.	None	5 Minutes	CO: PD Receiving Clerk RO: Administrative Aide IV P/CO: Leave Card Custodian/ Designated HR Officer
	1.2. Review leave application as to correctness of data, and completeness and appropriateness of supporting documents. Process the leave application if found in order and transmit to signing authority.	None	5 Minutes	CO: PD Action Officer RO: Administrative Officer IV P/CO: Designated HR Officer
	1.3. Review the accuracy of leave balance as to correctness of computation and appropriateness of the type of leave.	None	10 Minutes	CO: PD Section Chief & Division Chief RO: Administrative Officer IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Evaluate leave and sign leave form. (Recommending Approval/Disapproval).	None	1 Working Day	CO: Division Chief/Supervisor of office concerned RO: Division Chief/ Assistant Division Chief/ Section Chief P/CO: Cluster Team Leader/ Program Manager/ Section Chief
	1.5 Approve/ Disapprove leave application and sign leave form	None	1 Working Day	CO: Designated Approving Authorities RO: Director IV/ Regional Director P/CO: LGOO VIII/ Provincial Director
	1.6 Update leave card and record earned/deducted leave credits of concerned employee.	None	10 minutes	CO: PD Action Officer RO: Designated Leave Officer P/CO: Leave Card Custodian
2. Receive status and/or copy of leave application as approved/ disapproved and accomplish the Customer Satisfaction Survey Form	2.1. Notify employee on the status of leave application and/or provide copy of acted upon leave application	None	10 Minutes	RO: Designated Leave Officer P/CO: Leave Card Custodian
	TOTAL	None	2 Working Days, 40 minutes	

Note: Leave Applications shall be filed simultaneously using the Leave Application System (LAS)

2. Request for Technical Assistance on ICT Resources

An internal service provided by the ISTMS (Central Office) and the ORD-RICTU (Regional Offices) to an end-user who needs technical assistance on ICT resources. The end-user will request technical assistance and ISTMS/RICTU technical personnel will provide resolution or recommendation. Details will be documented in the ICT Technical Assistance Request Form (ICT TARF).

Office or Division	DILG Central Office (Information System and Technology Management Service, Network and Technology Management Division, DILG Regional Office (Regional Information and Communications Technology Unit, Office of the Regional Director)
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	DILG Offices/ Services/ Bureaus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form	ISTMS-NTMD/ ORD-RICTU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for technical assistance thru the accomplished ICT Technical Assistance Request Form (TARF) thru chat, email, online system, letter/memo or walk-in	1.1. Receive the ICT TARF from the End-user. Log the necessary information on the ICT TAML and assign/generate an ICT Technical Assistance Reference Number.	None	30 Minutes	ISTMS Personnel/ RICTU Personnel
	1.2. Assign a technical personnel. 1.2.1. Conduct evaluation/ inquiry to identify and isolate end-user concern/ issue (if any). 1.2.2. Render technical assistance or provide resolution/recommendation	None	2 Working Days, 7 Hours	Chief/Team Lead, NTMD / Regional Information Technology Officer (RITO) ISTMS Technical Personnel/RICTU Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	based on the information gathered.			
2. Accept and provide feedback on the technical assistance rendered and accomplish CSS	2.1. Secure signature of the end-user in the ICT TARF and completely accomplish the documentation. *Note: No signature required for Online ICT TARF*	None	30 Minutes	ISTMS Technical Personnel/RICTU Personnel
	TOTAL	None	3 Working Days	

3. Request for Authority to Travel Abroad

This service facilitates requests for authorization for travel abroad of personal nature based on the DILG Policies.

Office or Division	Personnel Section, Finance and Administrative Division (Regional Office); Finance and Administrative Section (Provincial/City Offices)
Classification	Complex Transaction
Type of Transaction	G2G – Government to Government
Who May Avail	Department of Interior and Local Government (DILG) Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter-Request for Authorization (1 Original Copy)	
2. Fully-accomplished CSC Form 6 with signature of immediate supervisor (1 Original Copy)	Form is accessible at the CSC and DILG Regional Websites
3. Regional/Provincial/City Clearance (1 Original Copy)	Template is accessible at the DILG Regional Websites
4. Fully-accomplished CSC Form 7 with signature of immediate supervisor (1 Original Copy)	Form is accessible at the CSC and DILG Regional Websites
5. For Provincial/City Offices personnel, Indorsement Letter (1 Original Copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter-request indicating date and place of travel and leave form, either personally or email or thru DMS.	1.1. Receive Application Letter, fully-accomplished CSC Forms 6 and 7 with signature of concerned personnel.	None	10 Minutes	Designated Records Officer
2. Sign Clearance	2.1. Facilitate approval of CSC Forms 6 and 7 by authorized signatories. 2.1.1. Endorse request for authorization for the Regional Office.	None	1 Working Day	Designated HR Officer (Provincial/City Director Provincial/City Offices)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Facilitate approval of CSC Form 7 by authorized signatories.	None	2 Working Days	Personnel Section Staff
	2.3. Process leave application and certify leave credits/balances.	None	30 Minutes	Personnel Section Staff
	2.4. Draft indorsement to Central Office.	None	30 Minutes	Personnel Section Staff
	2.5. Approve/Disapprove authorization, leave form, and clearances.	None	1 Working Day	Regional Director/ Authorized Official
	2.6. Forwards indorsement to Central Office through Document Management System (DMS).	None	30 Minutes	Regional Records Officer
	2.7. Receive indorsement and review completeness and appropriateness of administrative requirements.	None	5 Minutes	Central Office Personnel Division
	2.8. Prepare the Travel Authority and transmit to Undersecretary for Local Government (USLG)/Secretary of the Interior and Local Government (SILG) for approval.	None	10 Minutes	Central Office Personnel Division
	2.9. Sign the Travel Authority.	None	2 Working Days	Undersecretary for Local Government/Secretary of the Interior and Local Government
	2.10. Upon approval of Travel Authority, send the approved copy to DILG Central Records Section for releasing to Regional Office.	None	5 Minutes	Central Office Personnel Division
3. Receive Authorization to Travel Abroad or Letter (if disapproved) and	3.1. Release Authorization or Letter (if disapproved).	None	10 Minutes	Central Office Personnel Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/DILG official website.				
	TOTAL	None	6 Working Days, 2 Hours, 10 Minutes	

4. Request for Certification and Records on Personnel Matters

This service facilitates requests for certificates pertaining to employment and other personnel records of active and inactive employees.

Office or Division	Personnel Section, Finance and Administrative Division (Regional Office); Finance and Administrative Section (Provincial/City Offices)
Classification	Simple Transaction
Type of Transaction	G2G – Government to Government; G2C – Government to Citizen
Who May Avail	Former and Present Employees of the Department of Interior and Local Government (DILG)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Properly filled-out Personnel Records Requisition Form (1 Original Copy)	Form is accessible at the DILG Regional Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Personnel Record Requisition Form either personally, thru email or DMS.	1.1. Check the appropriateness and receive the filled-out Personnel Records Requisition Form.	None	10 Minutes	Personnel/Accounting Staff
	1.2. Check personnel records and/or gather relevant supporting documents to supply the data needed for the request,	None	1 Working Day	
	1.3. Prepare the requested document/s.	None	1 Working Day	
2. Claim the requested document/s and accomplish the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website.	2.1. Release the requested document/s.	None	10 minutes	Personnel/Accounting Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	2 Working Days, 7 Hours, 20 Minutes	

5. Request for Release of Equipment

To monitor the release and return of office equipment.

Office or Division	Finance and Administrative Division, General Service Section
Classification	Simple Transaction
Type of Transaction	G2G – Government to Government
Who May Avail	DILG Central Office, Regional Office and Field Office Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Equipment Release Form (1 Original Copy)	Finance and Administrative Division, General Service Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Equipment Release Form signed by their immediate supervisor either personally, thru email or DMS.	1.1. Receive and check the details of the Request for Equipment Release Form and the condition of the requested equipment.	None	5 Minutes	General Service Section Staff
	1.2. Review and approve the Request for Equipment Release Form.	None	5 Minutes	General Service Section Chief/ Finance and Administrative Division Chief
	1.3. Records the details on the log sheet and return the approved Request Form to the requesting employee, indicate time and date of release.	None	10 Minutes	General Service Section Staff
2. Receive the approved Request Form	2.1. Retain copy of the approved Request Form.	None	5 Minutes	General Services Section Staff
3. Submit Request for Equipment Release Form signed by their immediate supervisor either personally, thru email or DMS and accomplish CSS.	3.1. Receive and check the details and condition of the returned equipment, indicate the date and time of return and administer CSS.	None	10 Minutes	General Services Section Staff
	TOTAL	None	35 Minutes	

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

To provide transport assistance to all personnel of DILG Central, Regional and Field Offices

Office or Division	DILG Central Office - Motorpool Section, General Services Division, Administrative Service; DILG Regional and Provincial Offices
Classification	Simple Transaction
Type of Transaction	G2G – Government to Government
Who May Avail	DILG Central Office, Regional Office and Field Office Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Vehicular Support Services (FM-QP-DILG-AS-RO- 12-0 1) 2. Supporting Documents (e.g. Activity Design, Department Order, Invitation, List of Passengers, etc.)	Requests shall originate from requesting party/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished vehicle request form attached with necessary supporting documents. *For Field Offices: Submit the request letter to any of the DILG Offices within the region* *For CO: Submit the form no later than 24 hours prior to requested date if the trip is within Metro Manila; 5 days before if the trip is outside Metro Manila.*	1.1. Receive request form and check for supporting documents needed.	None	2 Minutes	Chief, Motorpool Section/ AA III/ AA II SGSS Staff (RO) FAS Staff (PO/City Office)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the filled-out form.	2.1. Evaluate the request concerning to following: • Official nature of trip • Availability of Driver • Availability of Vehicle *For Central Office, recommend approval to Chief, GSD.* *NOTE:* *If above items are all satisfactory complied, indicate the assigned driver/ vehicle on the form and sign the corresponding section to recommend for approval.* *If there is no available driver/vehicle, proceed to* ***step 3.1***	None	10 Minutes	Chief, Motorpool Section / SGSS Staff (RO) FAS Staff (PO/City Office)
	2.2. Review and approve request.	None	5 Minutes	Chief, GSD / GSS Chief (RO) City/Provincial Director (City Office/PO)
	2.3. Record the request and inform the driver on the details of the trip.	None	2 Minutes	GSD Staff / SGSS Staff (RO) FAS Staff (PO/City Office)
3. Receive the result of the request and accomplishes the CSS Form.	3.1. Inform the requesting party on the approval/disapproval of request. Provide the details of driver and vehicle for approved request and administration of Client Satisfaction Survey.	None	5 Minutes	Chief/GSD Staff, Motorpool Section/ AA III / SGSS Staff (RO) FAS Staff (PO/City Office)
	TOTAL	None	24 Minutes	

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

Evaluation and preparation of comments and recommendations on draft policies, MOAs, MOUs, and contracts/agreements involving the Department.

Office or Division	Legal and Legislative Liaison Service (LLLS), DILG Regional Offices
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen
Who May Avail	DILG Official/Employees/Field Personnel, LGU Officials, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request addressed to SILG/other Department Official/Head of LLLS and duly received by LLLS	Requests shall originate from requesting party/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for review: a) via Regional Office (For Field Offices and others within their AORs), in which case begin with Step No. 1.1 (Agency Action) b) via CRS/OSEC (For Regional Offices/other NGAs/LGUs/ General Public), in which case proceed to Step No. 1.6 (Agency Action) c) via LLLS Receiving Window/DMS (for OSEC/OUSec/OASec/Bureau/ Service) in which case proceed to Step No. 1.7 (Agency Action)	1.1. Receive, record and route received document (For internal processes proceed to 1.3)	None	30 Minutes	Regional Records Officer
	1.2. Assign the request for review/comment.	None	30 Minutes	Regional Director
	1.3. Evaluate and prepare review/comments. 1.3.1. Conduct legal research on applicable laws, rules, regulations and other issuances. 1.3.2. Prepare draft review/comment and forward draft action to the Assistant Regional Director (ARD).	None	10 Working Days *Note: For MOA-5WD; Contract-3WD; Legal study/Policy Review- 10WD*	Regional Legal Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Review and countersign draft review/comment, if acceptable, and forward to the Regional Director.	None	1 Working Day	Assistant Regional Director, Regional Director
	1.5. Record the approved/signed review/comment in the monitoring log sheet and forward to the Regional Records Section/requesting office with attached CSS Form or indorsement to CO.	None	1 Hour	Regional Legal Unit
	1.6. Receive the request and route to the Office of the Director, LLLS.	None	1 Hour	Central Records Section
	1.7. Receive and route the same to the Legal Research, Assistance and Legislative Liaison Division (LRALLD).	None	30 Minutes	LLLS Director
	1.8. Assign and route the received documents to the Action Officer.	None	6 hours	Chief, LRALLD
	1.9. For clients within the Central Office, prepare Memorandum for the Office of the Director, LLLS and draft comments/review to be submitted to the Assistant Division Chief, LRALLD;	None	11 Working Days *Note: For MOA- 6WD; Contract- 4WD; Legal study/Policy Review- 11WD*	Action Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For client/s outside the Central Office, prepare Memorandum for the Office of the Director, LLLS, Memorandum for the Undersecretary for External, Legal and Legislative, and draft comments/review to be submitted to the Assistant Division Chief, LRALLD.			
	1.10. Accept document thru DMS, ADC review initial draft and, if acceptable, forward the same to the DC. DC signs the memorandum submitted by the Action officer, if acceptable, and forward the documents to the Director, LLLS.	None	1 Hour	ADC, DC
	1.11. Accepts the finalized draft, review and approve/sign the same. For client/s within Central Office, approve/sign the same, if acceptable. Return the signed document to LRALLD for release to the client. For client/s outside of the Central Office,	None	30 Minutes	Director, LLLS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approve/sign the Memo for the Undersecretary for External, Legal and Legislative Affairs, if acceptable. Return the signed document to LRALLD for release to the Undersecretary.			
	1.12. Release the document to the Undersecretary for External, Legal and Legislative Affairs.	None	30 Minutes	LRALLD Releasing Officer
	1.13. Accept the finalized draft, review and approve/sign the same, if acceptable. Otherwise, the Undersecretary for External, Legal and Legislative Affairs shall return the same to LLLS for clarification/revision/ modification.	None	1 Working Day	Undersecretary for External, Legal and Legislative Affairs
	1.14. Receives the signed draft and releases the document to the Central Records Section or concerned office within CO with attached CSS Form.	None	1 Working Day	LLLS OD, LRALLD Tracking Officer, LRALLD Releasing Officer
	1.15. Photocopy/scan copy of comments and release to client.	None	30 Minutes	CRS
	2.1. Secure signature of the end-user in the ICT TARF	None	30 Minutes	ISTMS Technical Personnel/RICTU Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and completely accomplish the documentation. *Note: No signature required for Online ICT TARF*			
	TOTAL	None	**Regional Office**: 11 Working Days, 2 Hours **Central Office**: 14 Working Days, 2 Hours	

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

1. Conduct of the procurement process as provided in the Government Procurement Reform Act (Republic Act (RA) No. 9184) and its Revised Implementing Rules and Regulations (RIRR). Procurement shall be done through competitive bidding except as provided in Sections 48 to 54 of R.A. 9184. Alternative Methods of Procurement (AMP) may be resorted only, subject to the prior approval of the Head of the Procuring Entity or his duly authorized representative in: 1) highly exceptional cases; 2) To promote economy and efficiency; 3) Justified by conditions specified in RA 9184.

2. Conduct of inspection, acceptance and issuance of goods and services as prescribed by the Commission on Audit (COA) rules and regulations.

Office or Division	Bids and Awards Committee (BAC) Secretariat, Procurement Planning and Management, and Procurement Contract Management Sections, Procurement Management Division (BSS, PPMS, and PCMS, PMD) and Property Accounts Section, General Services Division (PAS, GSD), Administrative Service (AS) for Central Office and Finance and Administrative Division (FAD), Supply and General Services Section (SGSS)/ General Services Section (GSS)/ General Services Unit (GSU) for Regional Offices
Classification	Not Applicable; timeline is determined under RA 9184 and its RIRR and Government Accounting Manual (GAM)
Type of Transaction	Government to Government, Government to Citizen, Government to Business
Who May Avail	End users, Supplier/s, Service Provider/s

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved and funded Purchase Request (PR) (original) 2. Project Procurement Management Plan (PPMP) consolidated into Annual Procurement Plan (APP) 3. Other supporting documents as may be required from time to time (such as Terms of Reference (TOR), Market Analysis, Quotation from Exclusive Supplier/Contractor, Distribution List, Operations Plan and Budget (OPB), Certificate of Availability of Funds (CAF), whichever is applicable)	Budget Division (funded PR) and End User Office (Activity Design/ PR, PPMP, and other supporting documents) PPMS (PPMP and APP) Accounting Division and Budget Division (CAF), Planning Service (OPB), End user Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End user submits the approved and funded PR along with the PPMP and other supporting documents	1.1. Receive and record the approved and funded PR and check the completeness, correctness and appropriateness of required supporting documents and assign Control Number. *Note: the PRs received with the same items/category are gathered within 10 CD upon receipt of the first PR or after the communicated deadline of submission, if applicable.*	None	5 Minutes	For CO: PPMS Receiving Officer For RO: SGSS/ GSS/ GSU Designated Officer
	1.2. Determine the appropriate method of procurement to be used. *If for Competitive/Public Bidding, forward the documents to the BAC Secretariat and proceed to **step 2.*** *If request/s is/are for Direct Contracting, proceed with **step 9.*** *If request/s is/are for Alternative Mode of Procurement (AMP) such as Small Value Procurement (SVP), or Shopping, proceed to **step 14.*** *If request/s is/are for Common-use Supplies available at the PS-DBM, follow the Guidelines on*		10 Minutes	For CO: PMD Chief For RO: BAC/ SGSS/ GSS/ GSU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the use of Virtual Store ***(GPPB Resolution No. 20-2018, dated 18 October 2018).***			
	1.3. Receive and check the completeness of the supporting documents. If deficiency is noted, return to the concerned end-user.		15 minutes	BAC Secretariat/ BAC Secretariat Head/ BAC Chairperson/ Vice Chairperson
	1.3.1. Consolidate the PRs of the same kind, if applicable.		10 Working days if with consolidation	
2. Letter request address to Director of Administrative Service	2.1. Prepare the Notice of Meeting and forward to BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval.	None	1 Working Day	BAC Secretariat/ BAC Secretariat Head/ BAC Chairperson/Vice Chairperson
	2.1.1. Conduct Pre-Procurement Conference, if applicable		1 Working Day	BAC/ BAC TWG/ BAC Secretariat/ End User
	If BAC defers or disapproves the procurement project, return the PR to the end user for revision/compliance of requirements and revert to step 1.			
	2.1.2. Prepare the Minutes of the Meeting and forward to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval.		5 Working days	BAC Secretariat/ BAC Secretariat Head/ BAC Chairperson/Vice Chairperson

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If with correction/revision, return to the BAC Secretariat for appropriate action. If approved, return to BAC Secretariat for filing.			
	2.2. Prepare the Invitation to Bid (IB) and Bidding Documents and advertise/post in Philippine Electronic Procurement System (PhilGEPS) website, DILG website, and conspicuous places. 2.2.1. Conduct a Meeting with TWG to review and finalize the IB and Bidding Documents. 2.2.2. Forward final IB to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval. 2.2.3. Post the approved IB and Bidding Documents in PhilGEPS website, DILG website and conspicuous places.	None	1 Working Day 1 Working Day 1 Working Day	BAC Secretariat/ BAC TWG BAC Secretariat/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson BAC Secretariat
3. Prospective supplier/s and/or service provider/s and end-user/s to attend the Pre-Bidding Conference	3.1. Prepare the Notice of Meeting and forward to BAC Secretariat Head and BAC Chairperson/ Vice Chairperson for review and approval *If with correction/revision, return to the BAC Secretariat for appropriate*	None	minimum of 8 working days, maximum of 40 working days from Posting*	BAC Secretariat/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	action. If approved, disseminate to concerned attendees. 3.1.1. Conduct of Pre-Bidding Conference, (if applicable) to clarify and/or explain any of the requirements, terms and conditions, and technical specifications stipulated in the Bidding Documents 3.1.2. Prepare the Minutes of the Meeting and forward to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval. 1.1.3. If there are amendments on the Bidding Documents, prepare the Bid Bulletin and forward to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval. *If with correction/revision, return to the BAC Secretariat for appropriate action. If approved, disseminate to concerned attendees.*			BAC/ BAC TWG/ BAC Secretariat/ End User/ Observers/ Prospective Bidders BAC Secretariat/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson
4. Supplier/s and/or service provider/s who purchased the Bidding Documents submit/s their	4.1. Receive the bids submitted by the bidders who purchased the Bidding Documents on the date, time, and place specified in the IB.	None	12 working days from Pre-Bidding Conference	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
bids on the date, time, and place specified in the IB Supplier/s and/or service provider/s attend/s the Opening of Bids	4.1.1. Conduct the Opening of Bids and check the submitted documents of each bidder using the non-discretionary "pass/fail" criterion. *If there is no bidder or all bidders were declared ineligible, declare the bidding a failure.* 4.1.2. Prepare the Abstract of Bids as Read and forward to BAC for signature. 4.1.3. Prepare the Minutes of the Meeting and forward to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval.			BAC/ BAC TWG/ BAC Secretariat/ Observers/ Bidders BAC Secretariat/ BAC BAC Secretariat/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson
	4.2. Conduct further/ detailed evaluation of all the eligible bids using non-discretionary criteria in considering the following: Completeness of the Bids and Arithmetical Corrections. Declare the S/LCB as Evaluated 4.2.1. Prepare the Bid Evaluation Report. 4.2.2. Prepare the Abstract of Bids as Evaluated and forward to BAC for signature 4.2.3. Notify the S/LCB as Evaluated to submit the	None	7 working days from Opening of Bids	BAC/ BAC TWG-G&S/ BAC Secretariat/ Observers BAC Secretariat/ BAC TWG BAC Secretariat/ BAC BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	post-qualification documents within the prescribed period 4.2.4. Prepare the Minutes of the Meeting and forward to the BAC Secretariat Head and BAC Chairperson / Vice Chairperson for review and approval. 4.3. *If with correction/revision, return to the BAC Secretariat for appropriate action. If approved, disseminate to concerned attendees.*			BAC Secretariat Member/ BAC Secretariat Head/ BAC Chairperson / Vice Chairperson
5. S/LCRB as evaluated submits Post-Qualification documents within the prescribed period.	5.1. Conduct a Post-Qualification to verify, validate and ascertain all statements made and documents submitted by the S/LCB as Evaluated. 5.1.1 Prepare a Post Qualification Report. If the bidder passed the post-qualification stage, the BAC TWG recommend the bidder to be declared as the Single /Lowest Calculated and Responsive Bidder (S /LCRB); if it failed, recommend for the disqualification of the bidder.	None	12 working days from the Detailed Bid Evaluation; for exceptional cases, may be extended to a maximum of 45 working days from Detailed Bid Evaluation, upon approval of the HoPE	BAC through the BAC TWG/ BAC Secretariat/ Observers BAC Secretariat/ BAC TWG
	5.2. Prepare the Resolution recommending the award of contract to the S/LCRB and Notice of Award (NOA).	None	15 working days from Post Qualification	BAC Secretariat Member / BAC Secretariat Head/ BAC/ HoPE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2.1 Forward the documents to the BAC for signature. 5.2.2 Forward the documents to the Head of the Procuring Entity (HoPE) for approval. *If with correction/revision, return to the BAC Secretariat for appropriate action. If approved, disseminate to concerned attendees.*			BAC Secretariat/ BAC BAC Secretariat/ HoPE
6. S/LCRB receives the NOA and submits any forms of Performance Security	6.1. Serve the NOA the S/LCRB by securing the signature of the authorized representative on the conforme portion of the NOA. 6.1.1 Post the signed NOA and approved Resolution in PhilGEPS and DILG websites.	None		BAC Secretariat BAC Secretariat
	6.2. Receive Performance Security from the S/LCRB. 6.2.1. Check if the Performance Security posted is in accordance with the required amount/PSD. 6.3. Prepare the PO / Contract and Obligation Request and Status (ORS), and Letter request for preferred form of Warranty Security (WS), if applicable	None	10 working days from Receipt of NOA	BAC Secretariat BAC Secretariat BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. S/LCRB receives PO/Contract. If contract, S/LCRB notarizes the document and returns the notarized Contract	7.1. Issue the approved and funded PO/Contract to the S/LCRB.	None		BAC Secretariat/ SGSS/ GSS/ GSU Designated Officer
	7.1.1 Once the PO/Contract is signed by the S/LCRB and notarized (for Contract), furnish the COA with the certified true copies of the PO/Contract with supporting documents. 7.2 Prepare NTP and forward to the HoPE for approval.	None	5 Working Days	BAC Secretariat/ End user / FMS / SGSS/ GSS/ GSU Designated Officer BAC Secretariat/ BAC Secretariat Head/ HoPE
8. S/LCRB receives the Notice to Proceed (NTP)	8.1. Serve the NTP the S/LCRB by securing the signature of the authorized representative on the conforme portion of the NTP. 8.1.1. Once the NTP is signed by the S/LCRB, post the NTP and PO/Contract in PhilGEPS and DILG websites. 8.1.2. Endorse the original documents to the Procurement Contract Management Section (PCMS) (for Central Office) or SGSS /GSS/ GSU / End-user (for Regional Offices) for the implementation and monitoring of the PO/ Contract and proceed to step 19.	None	7 working days from Execution of PO/Contract	BAC Secretariat
	9.1. Requests through Direct Contracting, prepare Request for Quotation (RFQ) along with applicable attachments for review and approval.	None	2 working days Consolidated PRs-14 working days	CO: BAC Secretariat/ PMD Chief RO: BAC Secretariat/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				BAC Chairperson
	9.2. Send RFQ to the identified exclusive supplier/ service provider		3-7 working days	Canvasser
10. Identified exclusive supplier/ service provider to submit the proposal and eligibility requirements	10.1. Receive the proposal and eligibility requirements and forward the set of documents to the Action Officer Requests through Direct Contracting, prepare Request for Quotation (RFQ) along with applicable attachments for review and approval.	None		
	10.2. Prepare the Resolution recommending the award of contract to the Single/Lowest Calculated and Responsive supplier and all its attachments, for review and approval. 10.2.1 Forward the Resolution with attachments to the BAC. 10.2.2 Review the Resolution and its supporting documents, and if found in order, sign the BAC Resolution; if with correction/revision, return to BAC Secretariat for appropriate action. 10.2.3 Forward the documents to the HoPE for approval.	None	15 working days	CO: BAC Secretariat/ PMD Chief RO: BAC Secretariat/ BAC Secretariat Head BAC/ BAC Secretariat BAC Secretariat/ HoPE
11. Exclusive supplier/ service provider	11.1. Issue NOA to the Exclusive supplier/ service provider	None	1 working day	Canvasser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receives the NOA	11.2 Prepare PO/Contract, ORS and Cover Memorandum and all its attachments, for review and approval. 11.2.1 Prepare Letter request for preferred form of Warranty Security. 11.2.2 For CO: Forward the documents to the end user for approval and Budget Division/Accounting Division, FMS for funding For RO: Forward the documents to the Budget/Accounting Section for funding purposes and Office of the HoPE for approval.		10 working days	BAC Secretariat BAC Secretariat CO: BAC Secretariat/ FMS RO: BAC Secretariat/ Budget Officer/ Accountant/ HoPE
12. Exclusive supplier/ service provider receives PO/Contract and Warranty Security Letter.	12.1. Issue the approved and funded PO/Contract to the Exclusive supplier/ service provider	None		CO: Canvasser RO: BAC Secretariat
	12.1.1Once the PO/Contract is signed by the exclusive supplier/ service provider and notarized (for Contract), furnish the COA with the certified true copies of the PO/Contract with supporting documents.	None	5 working days from the receipt/ execution of PO/ Contract	CO: Canvasser RO: BAC Secretariat
	12.2. Prepare NTP, if applicable, and forward to the HoPE for approval.	None	7 working days	BAC Secretariat/ HoPE Canvasser
13. Exclusive supplier/ service provider receives the NTP	13.1. Serve the NTP the exclusive supplier/ service provider by securing the signature of the authorized representative	None		BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on the conforme portion of the NTP. 13.1.1 Endorse the original documents to the PCMS (for Central Office) or SGSS /End-user (for Regional Offices) for the implementation and monitoring of the PO/Contract and proceed to step 19.			
	14.1. Requests through AMP-SVP or Shopping (b), prepare RFQ along with applicable attachments for review and approval. **For SVP – If Lease/Rental or other Contracts for SVP, prepare Request for Legal Review* 14.1.2. Post the RFQ in the PhilGEPS website and conspicuous places if the ABC is above Php 50,000.00	None	2 working days Consolidated PRs-5 working days	CO: SNPC Secretariat RO: BAC Secretariat/ SNPC Secretariat
	14.2 Gather quotations from suppliers/service providers until the set deadline. Notes: For SVP-Receipt of at least one (1) quotation is sufficient to proceed with the evaluation. For Shopping (b) - Receipt of three (3) quotations is necessary to proceed with the evaluation.	None	3-5 working days	Canvasser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
15. Supplier/ service provider to submit the proposal and eligibility requirements	15.1 Prepare Abstract of Quotation/s setting forth the names of those who responded to the RFQ, and their corresponding price quotation/s. Conduct of BAC/ SNPC/ TWG/ SGSS/GSS/GSU Meeting to evaluate the quotations. *Note: If requested item/s is/are ICT Resources, prepare Memorandum addressed to ISTMS/RICTU requesting for review of technical specification offered by supplier/s / service provider/*	None	1 working day	CO: SNPC Secretariat RO: BAC Secretariat/ SNPC Secretariat CO: SNPC / SNPC Secretariat RO: BAC/SNPC/TWG/ SGSS/ GSS/GSU
	15.2 Prepare the Resolution recommending the award of contract to the Single/Lowest Calculated and Responsive Supplier/Service Provider with attachments for review and approval 15.2.1 Forward the Resolution with attachments to the BAC 15.2.2 Review the Resolution and its supporting documents and if found in order, sign the BAC Resolution; if with correction/revision, return to BAC Secretariat/ SNPC Secretariat for appropriate action	None	15 working days	CO: SNPC Secretariat RO: BAC Secretariat/ SNPC Secretariat BAC CO: SNPC Secretariat / HoPE RO: BAC Secretariat/ SNPC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	15.2.3 Forward the documents to the HoPE for approval			
16. S/LRCB receives the NOA	16.1 Issue NOA to the S/LCRB.	None		Canvasser
	16.2 Prepare PO/Contract, Cover Memorandum and all its attachments, for review and approval 16.2.1 Prepare Letter request for preferred WS, if applicable 16.2.2 For CO: Forward the documents to the end user for approval and Budget Division/Accounting Division, FMS for funding For RO: Forward the documents to the Budget/ Accounting Section for funding purposes and Office of the HoPE for approval.	None	10 working days	CO: SNPC Secretariat RO: BAC Secretariat/ SNPC Secretariat CO: SNPC Secretariat /FMS RO: BAC Secretariat/ SNPC Secretariat Budget Officer/ Accountant / HoPE
17. S/LCRB receives PO/Contract and Warranty Security Letter. If contract, S/LCRB provider notarizes the document and returns the notarized Contract.	17.1. Canvasser to serve the PO/ Contract to the supplier/ service provider. 17.1.1 Once the PO/Contract is signed by the supplier / service provider and notarized (for Contract), furnish the COA with the certified true copies of the PO/ Contract with supporting documents.	None		CO: SNPC Secretariat RO: BAC Secretariat/ SNPC Secretariat
	17.2 Prepare NTP and forward to the HoPE for	None	5 working days from the	CO: SNPC Secretariat /HoPE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval, if applicable; otherwise proceed to step 19		receipt/ execution of PO/ Contract	RO: BAC Secretariat/ SNPC Secretariat /HoPE
18. S/LCRB receives the NTP	18.1. Serve the NTP the S/LCRB by securing the signature of the authorized representative on the conforme portion of the NTP.	None	7 working days	CO/RO: Canvasser
	18.2. Endorse the original documents to the PCMS (for Central Office) or SGSS /End-user (for Regional Offices) for the implementation and monitoring of the PO/Contract and proceed to step 19.	None	1 working day	CO: SNPC Secretariat RO: BAC Secretariat/ SNPC Secretariat
	19.1. Receive the original documents from PPMS/BSS for the monitoring of the PO/Contract RO: Schedule delivery and monitor contract 19.2.1 Coordinate with the Property Unit the schedule of delivery of the items and monitor the implementation of the PO/ Contract. 19.2.2. If the items are for delivery, endorse original documents to the Property Unit and keep copies of the documents.	None	In accordance with the Contract Delivery Terms	CO: PCMS Officer RO: SGSS/ GSS/ GSU Designated Officer
20. Supplier/Service Provider delivers the goods/services required and submits Delivery	20.1. Check documentary requirements and receive the delivery of supplies, materials, equipment and services based on the approved PO/Contract, PR, Delivery Receipt	None	5 hours	CO: Property Officer RO: Designated Inspector, Designated SGSS/ GSS/ GSU Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receipt/ Sales Invoice	(DR)/Sales Invoice (SI), for preparation of Inspection and Acceptance Report (IAR).			
	20.2.1. Prepare IAR 20.2.2 Forward IAR, original copy of DR/SI, and approved PO/Contract/ PR to Technical Property Inspector (TPI) for inspection of deliveries.	None		
	20.2.3. Inspect and verify items/ services rendered as to quantity and conformity with specifications stated on DR/SI, based on approved PO/ Contract 20.2.4 If delivery is not in conformity to the specifications or delivery is incomplete, indicate notation on the IAR that the deliveries are not in conformity to specifications and/or terms agreed under the approved PO and return the IAR, original DR/SI, and approved PO/Contract and PR with supporting documents to the Property Officer/ SGSS/GSS/GSU Officer. 20.2.5 Return the items, original DR and SI to the supplier/service provider and require the latter to comply with the agreed specifications and/or terms of the PO/Contract	None	5 hours	CO: TPI RO: Designated Inspector

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	20.2.6 If delivery is in order, indicate the date of inspection, place "✔" in the box for "Inspected, verified and found in order as to quantity and specifications", and sign the "Inspection" portion of the IAR, and forward IAR, DR/SI, approved PO/ Contract to the Property and/or Supply Custodian for acceptance of delivered items/services rendered			
	20.3 Accept the deliveries 20.3.1 For deliveries in order, indicate the date of acceptance, place "✔" in the box for "Complete as to quantity and specifications" or "Partial (pls. specify quantity)", and sign the "Acceptance" portion of the IAR. Store the delivered items to be issued to the Requisitioning Office. 20.3.2 Record and update the Stock Card of the newly delivered items . 20.3.3 Assign and tag property number for the accepted PPE/s and Semi-Expendable items. *Note: Furnish the COA the copies of delivery documents within twenty-four (24) hours from acceptance of deliveries and submit documents of the completed delivery to*	None	4 hours 2 hours	CO: Property Officer RO: Designated SGSS/ GSS/GSU Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Accounting Division/Unit for preparation of Journal Entry Voucher (JEV).			
21. End User submits the Requisition and Issue Slip (RIS) and accomplish the Customer Satisfaction Survey (CSS) Form upon receipt of delivered items	21.1 Issue the accepted deliveries to requesting office and administer the CSS 21.1.1 Inform the requesting office on the availability of supplies/ equipment. 21.1.2 Prepare Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) to record, monitor and control the accountability of the End User. 21.1.3 Receive RIS and ICS/PAR (if any) from the requesting office and issue the deliveries to the requesting office. 21.1.4 Update the Stock Card of the issued items. *Note: for Regional Offices, if the items are not available in stock, the requesting office shall prepare PR.* 21.1.5 Conduct the CSS prior to the issuance of deliveries. 21.1.6 Report the CSS results in accordance with the Client Satisfaction Measurement Procedure.	None	1 working day and 2 hours	CO: Property Officer RO: Designated SGSS/GSS/GSU Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	21.2 Prepare Report of Supplies and Materials Issued (RSMI) and Report of Semi-Expendable Property Issued (RSPI), secure signature and forward to Accounting Unit to record the issued SMEs.	None	1 working day	CO: Property Officer RO: Designated SGSS/ GSS/GSU Officer
	21.3 Forward IAR with supporting documents to the PCMS (CO) for preparation of DV or Accounting Unit (RO) for the processing of payment, in accordance with the Processing and Payment of Claims Procedure.	None	15 Minutes	CO: Property Officer RO: Designated SGSS/ GSS/GSU Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	22.1 Update the Process Summary Log Sheets: • Public Bidding • Alternative Mode of Procurement • Inspection, Acceptance and Issuance of SMEs 22.1.1 Retain records in accordance with the Control of Retained Documented Procedure and Master List of Retained Documented Procedure.	None	1 working day	Designated Records Custodian/ Process Owners
	TOTAL	None	**For Competitive/ Public Bidding: maximum of 136 calendar days (for procurement process only)** **For Alternative Methods of Procurement (AMP): maximum of 60 calendar days (for procurement process only)**	

Note: *This service is covered by RA 9184 and its IRR and Government Accounting Manual (GAM)*

9. Processing and Payment of Claims

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

Office or Division	DILG Central Office - Financial and Management Service (FMS), Administrative Service (AS); DILG Regional Offices - Finance and Administrative Division
Classification	Complex Transaction
Type of Transaction	G2C - Government to Citizen; G2B - Government to Businesses; G2G - Government to Government
Who May Avail	DILG LG Officials and Employees, Financial Institutions (e.g., GSIS, HDMF, EMPC, PHIC, PALIC, AMSLAI, etc.), National Government Agencies (NGAs)/Local Government Units (LGUs), State Universities and Colleges (SUCs)/Civil Society Organizations (CSOs), Suppliers/Dealers, Other Claimants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request and Status (ORS)- 1 Original and 3 Photocopy, if applicable	Template downloadable at the COA website/ Government Accounting Manual Vol.2
Disbursement Voucher (DV) -1 Original and 1 Photocopy	Template downloadable at the COA website/ Government Accounting Manual Vol.2
CASH ADVANCES	
PAYROLL FUND FOR SALARIES, WAGES, ALLOWANCES, HONORARIA AND OTHER SIMILAR EXPENSES	
Authority of the accountable officer issued by the Head of Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance)	Office Concerned
Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books	FMS- Accounting Division
Approved application for bond and/or Fidelity Bond for the year from cash accountability of Php 5,001.0 above or other other minimum amount that may be prescribed by the Bureau of Treasury (upon set-up of new/renewed accountability)	Office concerned
Approved payroll or list of payees indicating their net pay	Bureau/Service/Office concerned
Approved authority (presidential directive or legislative enactment) or legal basis to pay any allowance/salaries/wages/fringe benefits	Website
PETTY CASH FUND	
Authority of the accountable officer issued by the Head of Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books	Accounting Division/Section
Approved application for bond and/or Fidelity Bond for the year from cash accountability of Php 5,001.0 above or other minimum amount that may be prescribed by the Bureau of Treasury (upon set-up of new/renewed accountability)	Cash Section
Approved Estimates of petty expenses for one month (initial set-up)	
FIELD/ACTIVITY CURRENT OPERATING EXPENSES (COE)	
Authority of the accountable officer issued by the Head of Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance)	
Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books	
Approved application for bond and/or Fidelity Bond for the year from cash accountability of Php 5,001.0 above or other other minimum amount that may be prescribed by the Bureau of Treasury (upon set-up of new/renewed accountability)	
Approved budget for COE of the agency field office or agency activity in the field	
TRAVEL EXPENSES	
LOCAL TRAVEL	
Duly approved Office Order/Travel Order	Records Section, GSD, AS
Duly approved itinerary of travel	Bureau/Service/Office concerned
Certification from the Chief Accountant that the previous cash advances have been fully liquidated and accounted for in the books	FMS- Accounting Division
Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor	airline/ticketing office/travel agency
Letter of invitation of the host/sponsoring agency/organization	Requesting entity
Other supporting document/s:	Bureau/Service/Office concerned
FOREIGN TRAVEL	
Duly approved Office Order/Travel Order	Records Section, GSD, AS
Duly approved itinerary of travel	Bureau/Service/Office concerned
Certification from the Chief Accountant that the previous cash advances have been fully liquidated and accounted for in the books	airline/ticketing office/travel agency
Letter of invitation of the host/sponsoring country/agency/organization	Requesting entity

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Flight itinerary issued by the airline ticketing office/travel agency	airline/ticketing office/travel agency
Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor	airline/ticketing office/travel agency
Where applicable, authority from the OPP to claim representation expenses	Concerned office
In case of seminars / trainings:	
a. Acceptance of the nominees as participants issued by the foreign country) b. Programme Agenda and Logistics Information	Concerned office Bureau/Service/Office concerned
Other supporting document/s	Concerned office
LIQUIDATION OF CASH ADVANCES	
PAYROLL FUND FOR SALARIES, WAGES, ALLOWANCES, HONORARIA AND OTHER SIMILAR EXPENSES	
Report of Cash Disbursements (RCDisb) certified correct by the accountable officer	Accounting Division, Financial and Management Service
Approved payroll/vouchers duly acknowledged/signed by the payee/s	Bureau/Service/Office concerned
Duly verified/approved accomplishment report, in case of payment personnel under “job order” status	Bureau/Service/Office concerned
Official Receipt (OR)/printed electronic Official Receipt/Acknowledgment Receipt or equivalent in case of refund for unclaimed salaries, allowances, honoraria and other similar expenses	Bureau/Service/Office concerned
Authority from the claimant and identification documents, if claimed by person other than the payee	concerned personnel
Other supporting document/s:	Bureau/Service/Office concerned
PETTY CASH FUND	
Report on Paid Petty Cash Vouchers	Petty cash Custodian
Approved Purchase Request with Certificate of Emergency Purchase if necessary	Administrative Service-GSD/GSS
Bills, Receipts, Sales Invoices	Manufacturers/Suppliers
Certification of Expenses not Requiring Receipt or Reimbursement Expenses Receipts	Claimant
Inspection and Acceptance Report or Certificate of Inspection and Acceptance	Administrative Service-GSD/GSS
Pre-/Post-Repair Inspection Report	Administrative Service – GSD/GSS
Waste materials Report in case of replacement/repair	Administrative Service – GSD/GSS
Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only	Administrative Service-GSD-Motorpool

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Canvass from at least three suppliers for purchase as prescribed except for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future) except for purchases made while on while on official travel	Suppliers/Billers
Summary/Abstract of Canvass	COA
OR/e-OR/AR or equivalent in case of refund of PCF	Petty cash custodian
Inventory Custodian Slip for semi-expendable items	Supply officer
For Meals and Snacks charged to PCF: a. Notice of Meeting with Agenda/ Meeting's Purpose b. Minutes of the meeting Attendance sheet	Bureau/Service/Office concerned Concerned Office
Other supporting documents/s:	Concerned Office
FIELD / ACTIVITY CURRENT OPERATING EXPENSES	
Report of Cash Disbursements (RCDisb) certified correct by the accountable officer	Accounting Division, Financial and Management Service
Approved payroll/vouchers duly acknowledged/signed by the payee/s	Bureau/Service/Office concerned
Duly verified/approved accomplishment report, in case of payment personnel under "job order" status	Bureau/Service/Office concerned
Official Receipt (OR)/printed electronic Official Receipt/Acknowledgment Receipt or equivalent in case of refund for unclaimed salaries, allowances, honoraria and other similar expenses	Bureau/Service/Office concerned
Authority from the claimant and identification documents, if claimed by person other than the payee	Concerned personnel
Report on Paid Petty Cash Vouchers	Petty Cash Custodian
Approved Purchase Request with Certificate of Emergency Purchase if necessary	Concerned Office
Bills, Receipts, Sales Invoices	Suppliers/distributors
Certification of Expenses not Requiring Receipt or Reimbursement Expenses Receipts	COA
Inspection and Acceptance Report or Certificate of Inspection and Acceptance	Administrative Office - GSD/GSS
Pre/Post-Repair Inspection Report	Administrative Office - GSD/GSS
Waste materials Report in case of replacement/repair	Administrative Office - GSD/GSS
Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only	Driver
Canvass from at least three suppliers for purchase as prescribed except for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future) except for purchases made while on while on official travel	Suppliers
Summary/Abstract of Canvass	Supply Officer
OR/e-OR/AR or equivalent in case of refund of PCF	Custodian
Inventory Custodian Slip for semi-expendable items	Supply Officer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Meals and Snacks charged to PCF: a. Notice of Meeting with Agenda/Meeting's Purpose b. Minutes of the meeting c. Attendance sheet	Bureau/Service/Office concerned
TRAVELING EXPENSES	
LOCAL TRAVELS	
Liquidation Report	Concerned personnel
Approved Certificate of Travel Completed	Concerned personnel
Approved Revised Itinerary of Travel (if approved itinerary was not followed)	Concerned personnel
Copy of previously approved itinerary of travel	Concerned personnel
Copy of Office Order and Supplemental Office Order or any proof supporting the change schedule	Bureau/Service/Office concerned
Certificate of Appearance/Attendance or in the absence thereof, photocopy of the received copy of Memo Transmittal of back to Office Report/Narrative Report on trip undertaken/Report on Participation addressed to the Agency head. The report, duly noted by the agency head or his authorized representative, shall contain among other, the following information: ○ Highlights of the training/activity ○ Pictures preferably dated ○ Plan of action for knowledge sharing ○ Recommendation	Bureau/Service/Office concerned
OR/eOR/AR or equivalent in case of refund of excess cash advance	Bureau/Service/Office concerned
Paper/Electronic Plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company	External Parties, Airlines
Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day (Certification/Affidavit of Loss shall not be considered as replacement for hotel/lodging bills and receipts.)	Bureau/Service/Office concerned
OR/e-OR/ or CERR. In case of payment of toll fees, CERR/RER shall be supported with the toll fee rates	Toll gate/Online
Hotel room/Lodging bills with OR in the case of official travel to places within 50-km radius from the last city or municipality covered by Metro Manila Area, if travel allowances being claimed include hotel room/lodging	Hotels
Other supporting document/s:	Bureau/Service/Office concerned
FOREIGN TRAVEL	
Liquidation Report	Concerned personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Certificate of Travel Completed	Concerned personnel
Approved Revised Itinerary of Travel (if approved itinerary was not followed)	Concerned personnel
Copy of previously approved itinerary of travel	Concerned personnel
Copy of Office Order and Supplemental Office Order or any proof supporting the change schedule	Bureau/Service/Office concerned
Certificate of Appearance/Attendance or in the absence thereof, photocopy of the received copy of Memo Transmittal of back to Office Report/Narrative Report on trip undertaken/Report on Participation addressed to the Agency head. The report, duly noted by the agency head or his authorized representative, shall contain among other, the following information: ○ Highlights of the training/activity ○ Pictures preferably dated ○ Plan of action for knowledge sharing ○ Recommendation	Bureau/Service/Office concerned
OR/eOR/AR or equivalent in case of refund of excess cash advance	Bureau/Service/Office concerned
Paper/Electronic Plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company. In the absence thereof, other documents such as but not limited to, a certified true copy of the passport showing the dates of entry and exit, duly stamped by the Immigration Office of the country of destination as indicated in the approved travel authority and itinerary of travel; or a passenger manifest certified by the concerned airline or shipping company	Airlines, Bus lines, Travel Agencies
For reimbursement of actual travel expenses in excess of the prescribed rate: a. Approval by the President b. Certification from the Head of Agency that it is absolutely necessary Hotel room with OR (Certification/Affidavit of Loss shall not be considered as replacement for hotel/lodging bills and receipts.)	 Concerned Office Concerned Office Hotels
FUND TRANSFERS TO NON-GOVERNMENT ORGANIZATIONS/PEOPLE'S ORGANIZATIONS (NGOs/POs)	
TRANSFER OF FUNDS	
Duly approved schedule of Fund released to NGO/PO/CSO	Agency/Office concerned
Approved Summary of the Budgetary Requirements detailing the items of expenditure/disbursement to be incurred in the program/project	Financial Management Service
Performance Security for infrastructure project	Agency/Office concerned
Copy of signed MOA executed by and between the Government Agency and the NGO/PO/CSO	Agency/Office concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Registration with the concerned government agencies, i.e. SEC, CDA or DOLE	Agency concerned
Document showing that the NGO/PO/CSO has equity equivalent to 20% of the total project cost, which shall be in the form of labor, land for the project site, facilities, equipment and the like, to be used in the project	Office concerned
Copy of the OR/eOR/AR equivalent issued by the NGOs/POs/CSOs to the Source Agency acknowledging receipt of funds transferred	Agency/Office concerned
Certification from the Accountant of the Source Agency that the previous fund transfer had been liquidated and accounted for in the books (staggered release)	Accounting Division/unit
LIQUIDATION OF FUNDS RELEASED	
Report of Advice to Debit Account Issued and/or Report of Cash Disbursements	Cash division/unit
Interim or Final Fund Utilization Report indicating summary of expenses and status of report of accomplishments certified by Chief Accountant and approved by President/Chairperson of the NGO/PO/CSO	Accounting Division/Unit
OR/eOR/AR or equivalent issued by granting Government Agency acknowledging return by NGO/PO/CSO of any unutilized/excess amount of cash advance including interest if any	Agency/Office concerned
Inspection Report and Certificate of Project Completion issued by Government Agency;s authorized representative	Agency/Office concerned
List of equipment/vehicles procured out of the project funds indicating its brief description, date acquired, acquisition cost and final disposition	Agency/Office concerned
Warranty for procured equipment and projects	Supplier/Manufacturer
Pictures of implemented projects	Office concerned
List of beneficiaries showing proof of identification with their signatures signifying their acceptance/acknowledgement of the project/funds/goods/services received	Office concerned
Proof of verification by the Government Agency official of the validity of the documents submitted by the NGO/PO/CSO	Office concerned
In case of dissolution of the recipient NGO/PO/CSO, in addition to the OR/eOR/AR or equivalent acknowledging return of unutilized amount, copy of the vouchers paid	Office concerned
IMPLEMENTATION AND LIQUIDATION OF FUNDS RELEASED	
Final fund utilization report, indicating the summary of expenses and the status report of accomplishments certified by the accountant, approved by the	Office concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
President/Chairman of the NGO/PO and verified by the internal auditor or equivalent official of the GO	
Pictures of implemented projects	Office concerned
Inspection report and certificate of project completion issued by the GO authorized representative	Office concerned
List of beneficiaries with their signatures signifying their acceptance/acknowledgement of the project/funds/goods/services received	Office concerned
Proof of verification by the GO official of the validity of the documents submitted by the NGO/PO	Office concerned
OR issued by the granting GO acknowledging return by the NGO/PO of any unutilized/excess amount of cash advance, including interest, if any excess amount of cash advance, including interest, if any	Office concerned
List of equipment/vehicles procured by the NGO/PO out of the project funds indicating its brief description, date acquired, acquisition cost and final disposition	Office concerned
Warranty for procurement of equipment of projects	Office concerned
In case of dissolution of the recipient NGO/PO, in addition to the OR acknowledging the return of unutilized amount, copy of the vouchers paid by the NGO/PO	Office concerned
Liquidation Report	Office concerned
Other supporting document/s:	Office concerned
STAGGERED RELEASE OF FUNDS TO NGO/PO	
Duly approved Schedule of Fund Release to NGO/PO	Office concerned
Interim Fund Utilization Report on the previous release certified by the NGO/PO's Accountant, approved by its President/Chairman and verified by the internal auditor or equivalent official of the GO showing a summary of expenses and a status report of accomplishment evidenced by pictures	Office concerned
List of beneficiaries of previous releases with their signatories signifying their acceptance/acknowledgment of the project funds/goods/services	Office concerned
Other supporting document/s:	Office concerned
FUND TRANSFERS TO IMPLEMENTING AGENCY	
TRANSFER OF FUND: SOURCE AGENCY	
Copy of duly signed MOA/Trust Agreement or its equivalent	Bureau/Service/Office concerned
Copy of Approved Program of Work (for infrastructure project)	Bureau/Service/Office concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for projects other than infrastructure)	Bureau/Service/Office concerned
For GCs/GFIs, Board Resolution ratifying the MOA in case of transfers not incorporated in the Corporate Operating Budget and/or beyond the signing authority of the Agency Head	Office concerned
For local government units (LGUs), authorization by local Sanggunian for the Local Chief Executive to enter into contract in case of the following: In the case of a reenacted budget: ✓ For new contracts entered into by the local chief executive for contractual obligations included in the previous year's annual and supplemental budget In the case of the regularly enacted budget: ✓ For projects described in generic terms, such as infrastructure projects, inter-municipal waterworks, drainage and sewerage, flood control, irrigation system projects, reclamation projects or roads and bridges For purchase of goods and services which are neither specified nor encompassed within the regular personal services and maintenance operating expenses	Office concerned
Certification by the Chief Accountant that funds previously transferred to the Implementing Agency (IA) have been liquidated and accounted for in the books	Accounting Division, FMS
Copy of the OR/eOR/AR or equivalent issued by the IA to the Source Agency acknowledging recipt of funds transferred (for post-audit activities)	Office concerned
OR/eOR/AR or equivalent from IA, if transfer of funds is thru List of Due and Demandable Accounts Payable – Advice to Debit Accounts (LDDAP-ADA)	Cash Division/Unit
Acknowledgement Receipt for those recipients of research fund	Cash Division/Unit
Copy of the TCT of the land where the project will be built and Certification from IA that the site is clear from impediments, e.g. informal settlers, legal claims of property ownership by other claimants, mountain obstruction, right of way	Registry of Deeds
Other supporting document/s:	Office concerned
LIQUIDATION OF FUNDS TRANSFERRED	
IMPLEMENTING AGENCY	
Copy of duly signed MOA/Trust Agreement/Terms of Reference or its equivalent	Bureau/Service/Office concerned
Original copy of the Reports of Checks Issued/Report of Advice to Debit Account Issued and/or Report of Cash Disbursements and supporting documents duly	Administrative Office-GSD/GSS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certified Correct by the Chief Accountant and approved by the Agency Head	
Copy of OR/eOR/AR issued by Source Agency evidencing refund of unexpected/unutilized balance of fund transfer	Bureau/Service/Office concerned
Status of Project/Program/Activity Accomplishment	Bureau/Service/Office concerned
Inspection and Acceptance Report of research outputs of Completed (Research) Projects, approved by the Agency Head and duly acknowledged by the SA.	Administrative Office-GSD/GSS
Other supporting document/s:	Bureau/Service/Office concerned
SOURCE AGENCY	
Copies of approved Journal Entry Vouchers of all transactions charged from the fund drawn by the Chief Accountant of the IA	Administrative Service, FMS
Duplicate copy of the Report of Checks Issued/Report of Advice to Debit Account Issued and/or Report of Cash Disbursement and supporting documents duly certified correct by the Chief Accountant and approved by Agency Head, stamped “received” by the Auditor of the IA	Administrative Service, FMS
Copy of OR/eOR/AR or equivalent upon receipt of funds transferred	Office concerned
Copy of Notices of Disallowances and subsequent audit decisions issued, if any	COA
Copy of OR/eOR/AR or equivalent issued for the refund of unexpected/unutilized balance of fund transferred	Office concerned
Other supporting document/s:	Office concerned
FROM TRUST FUND TO THE GENERAL FUND FOR UNSPENT BALANCE/EXCESS AMOUNT	
IMPLEMENTING AGENCY	
Report of Receipt, Disbursement and Fund Balance certified by the Chief Accountant and approved by the Head of the Agency	Accounting Division, FMS
Contract, which may be a MOA, Trust Agreement or Memorandum of Understanding governing the utilization of funds and disposition of any balance thereof after completion of the purpose of the funds transferred	Agency Concerned
Letter of IA to Source Agency to transfer the unexpended balance to the General Fund duly approved by the Source Agency, if the disposition thereof has not been provided in the MOA, Trust Agreement or Memorandum of Understanding	Office concerned
Other supporting document/s:	Office concerned
SALARY AND PERA	
INDIVIDUAL CLAIMS	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FIRST SALARY AND PERA	
FOR REGULAR EMPLOYEES	
Certificate of Appointment duly attested by the Civil Service Commission (CSC) or its equivalent	Personnel Division, Administrative Service
Assignment/Re-assignment Order, if applicable	Personnel Division, Administrative Service
Certified copy of Oath of Office	Personnel Division, Administrative Service
Certificate of Assumption	Personnel Division, Administrative Service
Statement of Assets, Liabilities and Net Worth	Bureau/Service/Office concerned
Approved Daily Time Record	Personnel Division, Administrative Service
Bureau of Internal Revenue (BIR) withholding certificates	Accounting Division, FMS
Payroll Information on New Employee (PINE) or any equivalent document	Accounting Division, FMS
Authority from the claimant and identification documents, if claimed by person other than the payee	Concerned personnel
ADDITIONAL REQUIREMENTS FOR TRANSFEREES (FROM ONE GOVERNMENT OFFICE TO ANOTHER	
Clearance from money, property and legal accountabilities from the previous office	Other concerned office
Certified true copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office	Other concerned office
Certificate of Leave Credits	Personnel Division, AS / concerned personnel
Service Record	Personnel Division, AS / concerned personnel
BIR Certificate of Compensation Payment/Tax Withheld	BIR
Approved/paid Home Development Mutual Fund (HDMF) and Philhealth Forms	HDMF
Other supporting document/s:	Bureau/Service/Office concerned
FOR CONTRACT OF SERVICE AND JOB ORDER WORKERS	
Approved Contract for Contract of Service and Job Order Workers	Personnel Division, Administrative Service
Certificate of Assumption	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
BIR Withholding certificate	Accounting Division, FMS
SALARY AND PERA (IF DELETED FROM THE PAYROLL)	
Approved DTR	Personnel Division, Administrative Service
Notice of Assumption	Personnel Division, Administrative Service
Approved Application for Leave, Clearances, and Medical certificate, if on sick leave for five days or more and clearance if on leave for 30 days or more	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SALARY AND PERA OF CASUAL/CONTRACTUAL PERSONNEL, CHARGED TO PERSONNEL SERVICES	
FOR ACCREDITED AGENCIES BY THE CSC (FOR FIRST CLAIM)	
a. Certified true copy of the pertinent contract/appointment	Personnel Division, Administrative Service
b. Copy of the Report of Personnel Action (ROPA) of the pertinent contract/appointment marked received by the CSC	Personnel Division, Administrative Service
FOR OTHER AGENCIES (FOR FIRST CLAIM)	
a. Certified copy of the pertinent contract/appointment marked received by the CSC	Personnel Division, Administrative Service
Certification by the Local Chief Executive (LCE), in the case of LGUs, that the employment/hiring is still within the Personal Services (PS) limitation	Personnel Division, Administrative Service
Certification by the LCE/Personnel Officer that the activities and services cannot be provided by regular or permanent personnel of the agency (for first claim)	Other concerned office
Duly Approved Accomplishment Report	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Certificate of Assumption of Duty for the first claim	
Other supporting document/s:	Bureau/Service/Office concerned
SALARY DIFFERENTIALS DUE TO PROMOTION AND/OR STEP INCREMENT	
Due to Promotion: a. Certified copy of Approved Appointment Certificate of Assumption	Personnel Division, Administrative Service
Notice of Salary Adjustment (NOSA), for step increment/salary increase	Personnel Division, Administrative Service
Approved DTR or certification that the employee has not incurred leave without pay	Personnel Division, Administrative Service
Certification by the LCE, in case of LGUs, that the promotion/step increment is still within the PS limitation	Personnel Division, Administrative Service
LAST SALARY AND PERA	
Clearance from money, property and legal accountabilities	Accounting Division, FMS
Approved DTR	Personnel Division, Administrative Service
Authority to deduct accountabilities, if any	Personnel Division, Administrative Service
Certification of available leave credits	Personnel Division, Administrative Service
SALARY AND PERA DUE TO HEIRS OF DECEASED EMPLOYEE	
Death Certificate issued by PSA or Court Declaration in case of presumptive death or any evidence of circumstances of death, whichever applicable	Philippine Statistics Authority
Marriage Certificate issued by PSA if applicable	Philippine Statistics Authority
Birth Certificate of surviving legal heirs issued by PSA	Philippine Statistics Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Waiver of right of children 18 years and above, if applicable	Philippine Statistics Authority
Designation of next-of-kin	Philippine Statistics Authority
Affidavit of two (2) disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage	Philippine Statistics Authority
Clearance from money, property and legal accountabilities	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	Concerned employee
SALARY AND PERA DURING MATERNITY LEAVE	
Certified copy of approved Application for Maternity Leave	Personnel Division, Administrative Service
Certified copy of Maternity Leave Clearance	Personnel Division, Administrative Service
Medical certificate for maternity leave	Medical establishments
Certification as Solo Parent (for additional 15 days paid leave)	DSWD
ADDITIONAL REQUIREMENTS FOR UNUSED MATERNITY LEAVE (UPON ASSUMPTION BEFORE THE EXPIRATION OF THE 60-DAY MATERNITY LEAVE)	
Medical certificate that the employee is physically fit to work	Medical establishments
Certificate of assumption	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned
GENERAL CLAIMS THROUGH AUTOMATED TELLER MACHINE (ATM) FOR SALARY AND PERA	
Approved Salary Payroll	Bureau/Service/Office concerned
Approved Payroll Register (hard and soft copy)	Bureau/Service/Office concerned
Letter to the Bank to credit employee's account of their salaries or other claims stamped “Received” by the bank	Bank
Validated deposit slips/LDDAP-ADA	Bank
Other supporting document/s:	Bureau/Service/Office concerned
PERA DURING FIRST SALARY	
Certified true copy of duly approved Appointment	Personnel Division, Administrative Service
Assignment Order, if applicable	Personnel Division, Administrative Service
Certified true copy of Oath of Office	Personnel Division, Administrative Service
Certificate of Assumption	Personnel Division, Administrative Service
Statement of Assets, Liabilities and Net Worth	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Bureau of Internal Revenue (BIR) withholding certificates (Forms 1902 and 2305)	BIR
Payroll Information on New Employee (PINE) (for agencies with computerized payroll systems	Other concerned office
Authority from the claimant and identification documents, if claimed by person other than the payee	Concerned employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ADDITIONAL REQUIREMENTS FOR TRANSFEREES (FROM ONE GOVERNMENT OFFICE TO ANOTHER	
Clearance from money, property and legal accountabilities from the previous office	FMS
Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat	Accounting Division, FMS
BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld)	BIR
Certificate of Available Leave Credits	Personnel Division, Administrative Service
Service Record	Personnel Division, AS / concerned personnel
Other supporting document/s:	
PERA (IF DELETED FROM THE PAYROLL)	
Approved DTR	Personnel Division, Administrative Service
Notice of Assumption	Personnel Division, Administrative Service
Approved Application for Leave, Clearances, and Medical certificate, if on sick leave for five days or more	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned
PERA DUE TO HEIRS OF DECEASED EMPLOYEE	
Clearance from money, property and legal accountabilities	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Death Certificate authenticated by National Statistics Office (NSO)	Philippine Statistics Authority
Marriage Contract authenticated by NSO, if applicable	Philippine Statistics Authority
Birth Certificates of surviving legal heirs authenticated by NSO	Philippine Statistics Authority
Designation of next-of-kin	Concerned employee
Waiver of right of children 18 years old and above	Philippine Statistics Authority
Other supporting document/s:	
PERA (MATERNITY LEAVE)	
Certified true copy of approved application for leave	Personnel Division, Administrative Service
Certified true copy of maternity leave clearance	Personnel Division, Administrative Service
Medical certificate for maternity leave	Medical Establishments
ADDITIONAL REQUIREMENTS FOR UNUSED MATERNITY LEAVE (UPON ASSUMPTION BEFORE THE EXPIRATION OF THE 60-DAY MATERNITY LEAVE)	
Medical certificate that the employee is physically fit to work	Medical Establishments
Certificate of assumption	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GENERAL CLAIMS THROUGH AUTOMATED TELLER MACHINE (ATM)	
PERA Payroll	FMS-Accounting Division
Payroll register (hard and soft copy)	Bureau/Service/Office concerned
Letter to the Bank to credit employee's account of their salaries or other claims	Bureau/Service/Office concerned
Validated deposit slips	Bank
Other supporting document/s:	Bureau/Service/Office concerned
PERA OF CASUAL/CONTRACTUAL PERSONNEL	
FOR ACCREDITED AGENCIES BY THE CSC (FOR FIRST CLAIM)	
Certified true copy of the pertinent contract/appointment/job order	Bureau/Service/Office concerned
Copy of the ROPA of the pertinent contract/appointment marked received by the CSC	CSC
FOR OTHER AGENCIES (FOR Certified copy of the pertinent contract/appointment/job order marked received by the CSC CLAIM)	CSC
Certification by the Local Chief Executive (LCE), in the case of LGUs, that the employment/hiring is still within the Personal Services (PS) limitation prescribed under Section 325(a) of RA No. 7160	Other Office concerned
Certification by the LCE/Personnel Officer that the activities/services cannot be provided by regular or permanent personnel of the agency (for first claim)	Personnel Division, Administrative Service
Accomplishment Report	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	
PERA ON LAST SALARY	
Clearance from money, property and legal accountabilities	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	Other Office concerned
ALLOWANCES, HONORARIA AND OTHER FORMS OF COMPENSATION	
REPRESENTATION AND TRANSPORTATION ALLOWANCE (RATA)	
FOR INDIVIDUAL CLAIMS	
Copy of Office Order/Appointment (1st payment)	Personnel Division, Administrative Service
Certificate of Assumption (1st payment)	Personnel Division, Administrative Service
Certificate or evidence of service rendered or approved DTR	Personnel Division, Administrative Service
Certification that the official/employee did not use government vehicle	Personnel Division, Administrative Service
Certification by the LCE, in case of LGUs, that the revised RATA rates is still within the PS limitation	Personnel Division, Administrative Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification on the Actual Incurrence of RATA (for those with authorized monthly commutable representation and transportation allowance)	
Other supporting document/s:	
FOR GENERAL CLAIMS	
RATA Payroll	FMS-Accounting Division
Approved Payroll Register (hard and soft copy)	FMS-Accounting Division
Letter to the Bank to credit employees' account of their RATA claims, if applicable stamped “Received” by the bank	FMS-Accounting Division
Validated Deposit Slip/LDDAP-ADA, if applicable	Bank
Other supporting document/s:	Bureau/Service/Office concerned
CLOTHING/UNIFORM ALLOWANCE	
FOR INDIVIDUAL CLAIMS:	
Certificate of Assumption (for new employee and those on leave without pay)	Personnel Division, Administrative Service
Certificate of Non-payment from previous agency, for transferees	Agency concerned
FOR GENERAL CLAIMS:	
Approved Clothing/Uniform Allowance Payroll	FMS-Accounting Division
Approved Payroll Register (hard and soft copy)	Administrative Office- Cash Div/Section/Unit
Letter to the bank to credit employees' account of their allowance	Administrative Office- Cash Div/Section/Unit
Validated deposit slips/LDDAP-ADA, if applicable	Administrative Office- Cash Div/Section/Unit
SUBSISTENCE, LAUNDRY AND QUARTERS ALLOWANCES	
For Individual Claims:	
Authority for entitlement to collect the benefit approved by the Agency Head	Personnel Division, Administrative Service
Approved DTR	Personnel Division, Administrative Service
Certification from the Legal Office that the employee has no administrative charge	Legal Division
For General Claims:	
Payroll of personnel entitled to claim subsistence, laundry and quarters allowance	Personnel Division, Administrative Service
Payroll Register (hard and soft copy)	
Letter to the bank to credit employees’ account of their claims	Personnel Division, Administrative Service
Other supporting document/s:	Bureau/Service/Office concerned
Validated deposit slips/LDDAP_ADA, if applicable	Administrative Office- Cash Div/Section/Unit
PRODUCTIVITY INCENTIVE BONUS (PIB) OR PRODUCTIVITY ENHANCEMENT INCENTIVE (PEI)	
FOR INDIVIDUAL CLAIMS	
Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory	Personnel Division, Administrative Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification from the Legal Office that the employee has no administrative charge	Legal Office
Other supporting document/s:	Bureau/Service/Office concerned
GENERAL CLAIMS	
PIB/PEI Payroll	FMS-Accounting Division
List of personnel dismissed within the year	FMS-Accounting Division
List of personnel on Absent Without Official Leave (AWOL)	FMS-Accounting Division
Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory	FMS-Accounting Division
Payroll Register (hard and soft copy)	FMS-Accounting Division
Letter to the Bank to credit employees' account their PIB/PEI claims	FMS-Accounting Division
Validated deposit slips/LDDAP-ADA, if applicable	Servicing Bank
Other supporting document/s:	Bureau/Service/Office concerned
REIMBURSEMENT OF HOSPITAL EXPENSES	
Duly approved Order of Adjudication	BIR
Committee Report/Evaluation	Office concerned
Medical Abstract/Record	Hospital
Affidavit of the applicant	Claimant
Affidavit of two (2) disinterested persons	Claimant
Summary of the hospital expenses	Hospital
Statement of Account/Bill	Hospital
Official Receipts	Hospital, Cashier
REIMBURSEMENT OF PRE-EMPLOYMENT MEDICAL EXPENSES	
Copy of Approved Appointment	Personnel Division, Administrative Service
Copy of Certificate of Assumption to Office	Personnel Division, Administrative Service
Official Receipts/eOR/AR or equivalent	Cash Division/Unit
SPECIAL COUNSEL ALLOWANCE	
Office Order/Designation/Letter of the OSG deputizing the claimant to appear in court as special counsel	Legal Office/other concerned office
Certificate of Appearance issued by the Office of the Clerk of Court	Legal Office/other concerned office
Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented	Legal Office/other concerned office
Certification issued by the Chief Accountant that the amount being claimed is still within the limitation under the General Appropriations Act (GAA) of the amount per month	Other concerned office
Other supporting document/s:	Other supporting document/s:
HONORARIA FOR PERSONNEL INVOLVED IN GOVERNMENT PROCUREMENT	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Office Order creating and designating the BAC composition and authorizing the members to collect honoraria	BAC section, Administrative Service
Minutes of BAC Meeting	BAC section, Administrative Service
Notices of Award to the winning bidder of procurement activity being claimed	BAC section, Administrative Service
Certification that the procurement involves competitive bidding	BAC section, Administrative Service
Attendance Sheet listing names of attendees to the BAC meeting	BAC section, Administrative Service
Certification issued by Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM Budget Circular No. 2004-5A dated October 7, 2005 and any future amendments thereof	Accounting Division/Unit-Administrative Service
Other supporting document/s:	BAC section, Administrative Service
HONORARIA FOR TEACHING PERSONNEL (DEPARTMENT OF EDUCATION (DepEd), TESDA, SUCs AND OTHER EDUCATIONAL INSTITUTIONS	
Certification from the Registrar/Dean of College that the load is in excess of the regular load or outside the regular office hours	SUC
Schedule of classes indicating the designated teaching personnel	SUC
Certificate of actual conduct of classes and/or Accomplishment Report	Concerned personnel
Service Report	Personnel Division, Administrative Service
Certification issued by Chief Accountant that the amounts received by the recipient/s do not exceed the limits pursuant to Item 7.13.1, Chapter VII of the DBM Manual on Position Classification and Compensation	FMS-Accounting Division
Other supporting document/s:	
HONORARIA FOR GOVERNING BOARDS OF COLLEGIAL BODIES	
Appointment/designation as member of the Board	Concerned personnel
Certification that the claimant is not an appointee to a regular position in the governing board of the collegial body who receives salaries, regular allowances and other benefits	Concerned personnel
Minutes of meeting and Attendance Sheet certified by the Board Secretary	Concerned personnel
Certification issued by Chief Accountant that the amounts received by the recipient/s do not exceed the limits pursuant to DBM BC No. 2007-510 dated May 8, 2007 and any future amendments thereof	FMS-Accounting Division
Other supporting document/s:	Concerned personnel
HONORARIA FOR RESOURCE PERSONS,COORDINATORS AND FACILITATORS	
Office Order for their designation with authority to collect honorarium	Agency/Office concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Authority to Conduct the Training/Seminar and the participants	Agency/Office concerned
Course Outline/Program	Agency/Office concerned
Copy of the Letter/Invitation to Guest Resource Speaker/Persons (as accepted/conformed)	Bureau/Service/Office concerned
Certification issued by Chief Accountant that the amounts received by the recipient/s do not exceed the limits pursuant to DBM BC no. 2007-001 dated April 23, 2007 and any future amendments thereof	Accounting Division/Unit
Report/Certification of DILG Coordinator/Focal Person on the accomplishments of the lecturer, resource person and facilitator indicating (1) name of the lecturer, resource person and facilitator, (2) the actual days/hours rendered and (3) the covered activity/topic module	Bureau/Service/Office concerned
Daily Time Record (DTR) for facilitators	Bureau/Service/Office concerned
Approved Activity/Training Design	Bureau/Service/Office concerned
Curriculum Vitae of the lecturer, resource person and facilitator	Concerned personnel
Certified true copy of Attendance Sheet duly signed by the DILG Training Coordinator/Focal person, in case the attendees of the activity are more than 50 participants	Bureau/Service/Office concerned
Justification duly signed by the Head of Office, in case the activity needs two or more lecturers/resource persons in the same time slot/s	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
SPECIAL PROJECTS	
Office Order for the creation of the Special Project Team	Bureau/Service/Office concerned
Special Project Plan	Bureau/Service/Office concerned
Terms of Reference	Bureau/Service/Office concerned
Accomplishment Report/Certificate of Completion of project deliverables	Bureau/Service/Office concerned
Certificate of acceptance by the Agency Head of the deliverables per project component	Bureau/Service/Office concerned
Certification issued by Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM BC No. 2007-2 dated October 1, 2007 and any future amendments thereof	Accounting Division/Unit
Other supporting document/s:	Bureau/Service/Office concerned
SCIENCE AND TECHNOLOGICAL ACTIVITIES	
Office Order or Authority to claim honoraria	Bureau/Service/Office concerned
Plan/Program of Activities with specific deliverables/project output	Bureau/Service/Office concerned
Accomplishment Report/Certificate of completion of programmed activities certified by	Bureau/Service/Office concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
manager/Head/proponent of the Special Project and to be approved by the Head of the Agency or his/her designated official	
Certificate of acceptance by the Agency Head of the deliverables/project output	Bureau/Service/Office concerned
Certification issued by Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to Section 4.3 on honoraria rates of DBM-DOST Joint Circular No. 01, s. 2013 dated June 25, 2013 and any future amendments thereof.	Accounting Division/Unit
LONGEVITY PAY	
Service Record	Personnel Division, AS / concerned personnel
Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay	Personnel Division, AS / concerned personnel
Other supporting document/s:	Bureau/Service/Office concerned
LOYALTY CASH AWARD/INCENTIVE/SERVICE RECOGNITION AWARD	
FOR INDIVIDUAL CLAIMS:	
Service Record	Personnel Division-Administrative Service
Certificate of non-payment from previous office (for transferee)	Personnel Division-Administrative Service
Certification from the HRO/U that the claimant has not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition	Personnel Division-Administrative Service
FOR GENERAL CLAIMS:	
Loyalty Cash Award/Incentive Payroll	Accounting Division/Unit
Certification from the HRO/U that the claimant has not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition	Personnel Division-Administrative Service
Payroll Register (hard and soft copy)	Cash Division/Unit
Letter to the Bank requesting to credit employees' account of their claims	Cash Division/Unit
Validated Deposit Slips/LDDAP-ADA, if applicable	Cash Division/Unit
OVERTIME PAY	
Overtime authority stating the necessity and urgency of the work to be done, names of personnel, the purpose of the expected outputs, specific period of such services and the manner of compensating the same i.e. Compensatory Time Off or paid in cash	Financial Management Service
Overtime work program	Concerned personnel
Quantified Overtime accomplishment duly signed by the employee and supervisor	Concerned personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of service or duly approved DTR	Personnel Division, Administrative Service
Other supporting document/s:	Concerned personnel
PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (PRAISE)	
Proof of eligibility to receive PRAISE award in accordance with CSC Memorandum Circular (MC) No. 01-2001 dated January 26, 2001 and any future amendments thereof	Personnel Division-Administrative Service
Approved payroll	Financial Management Service
MID YEAR/YEAR-END BONUS (YEB) AND CASH GIFT (CG)	
FOR INDIVIDUAL CLAIMS	
Clearance from money, property and legal accountabilities	Personnel Division, Administrative Service
Certificate of Assumption (for new employee/transferee)	Personnel Division, Administrative Service
Certification of non-payment from previous agency (transferee)	Personnel Division, Administrative Service
Other supporting document/s:	Personnel Division, Administrative Service
GENERAL CLAIMS	
Bonus and/or CG Payroll	FMS- Accounting Division
Payroll Register (hard and soft copy)	FMS- Accounting Division
Letter to the Bank to credit employees account of their Bonus and/or CG claims	FMS- Accounting Division
Validated Deposit slips/LDDAP-ADA, if applicable	Bank
Other supporting document/s:	Other supporting document/s:
HAZARD DUTY PAY	
Certification by the Secretary of DOST/DOH/DND/Director of PHILVOCS that the place of assignment/travel is a strife-torn/embattled/disease-infested/distress or isolated areas/stations, or areas declared under state of calamity or emergency, or with volcano activity or eruption	Agency/Office Concerned
Approved DTR/Report or Duly Accomplished Time Record of employee or travel report	Personnel Division-Administrative Service
Copy of Special Order from the agency/department head covering the assignment to hazardous/difficult areas	Agency/Office Concerned
For Non-DOST personnel, Certification from DOST Secretary showing the degree of risk to hazards, actual exposure and rates	Agency/Office Concerned
Certification from Chief Accountant that the amounts received by the recipient/s are compliant with the rules and rates on hazard pay set under Item number 3 DBM-DOH Joint Circular No. 1, series of 2012 and DBM-DOH Joint Circular No. 1 series of 2013 and any future amendments thereof	Agency/Office Concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RETIREMENT BENEFITS	
Updated Service record indicating the number of days on leave without pay and/or certification issued by the Human Resource Office/Unit (HRO/U) that the retiree did not incur any leave of absence without pay	Personnel Division, AS
Retirement application	Concerned personnel
Office clearance from money/property accountability & administrative/criminal liability	Personnel Division, AS
Statement of Assets, Liabilities and Net Worth (SALN)	Personnel Division, AS
Retirement Gratuity Computation	Personnel Division, AS
Certificate from the Office of the Ombudsman indicating whether or not the retiree has a pending criminal or administrative case	Office of the Ombudsman
Affidavit of Undertaking with authority to deduct accountabilities	Personnel Division, AS
Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her	Legal Department
Additional requirement in case of resignation	
Employee's letter of resignation duly accepted by the Agency Head	Concerned personnel
Additional requirements in case of death of claimant	
Death certificate authenticated by Philippine Statistics Authority (PSA)	Philippine Statistics Authority
Marriage contract issued by PSA	Philippine Statistics Authority
Birth certificates of all surviving legal heirs issued by PSA	Philippine Statistics Authority
Waiver of rights of children 18 years old and above, if applicable	Philippine Statistics Authority
Designation of next-of-kin	Concerned personnel
Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage	Concerned personnel
Other supporting document/s:	Concerned personnel
TERMINAL LEAVE BENEFITS	
Agency Clearance from money, property and legal accountability from the Central Office and/or from Regional Office of last assignment	Personnel Division, AS
Ombudsman Clearance	Office of the Ombudsman
Certified photocopy of employees leave card with computed leave credits as at last date of service by the Personnel Division/Unit/Office/Admin/Human Resources Office/Unit (HRO/U)	Personnel Division, AS
Approved leave application	Concerned office
Complete service record	Personnel Division, AS
Statement of Assets, Liabilities and Net Worth (SALN)	Personnel Division, AS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest	Personnel Division, AS
Computation of terminal leave benefits duly signed/certified by the accountant	Personnel Division, AS
Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU	Personnel Division, AS
Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019)	Legal
In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency	Concerned personnel
Additional requirements in case of death of claimant:	
Death certificate issued by PSA	Philippine Statistics Authority
Marriage certificate issued by PSA	Philippine Statistics Authority
Birth certificates of all surviving legal heirs issued by PSA	Philippine Statistics Authority
Designation of next-of-kin	Concerned personnel
Waiver of rights of children 18 years old and above, if applicable	Philippine Statistics Authority
Other supporting document/s:	Concerned personnel
MONETIZATION OF LEAVE CREDITS	
Approved leave application with leave credit balance certified by the Human Resource Officer	Concerned office
Request for monetization of leave covering more than 10 days duly approved by the Head of Agency	Concerned personnel
For monetization of 50 percent or more:	
Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs	Medical Establishment
Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc.	Barangay
Justification on financial needs for the education of employee or children	Concerned personnel
Other supporting document/s:	Concerned personnel
COLLECTIVE NEGOTIATION AGREEMENT (CNA) INCENTIVE	
Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive	Agency Union
Copy of CNA	Other office concerned
Comparative statement of DBM approved level of operating expenses and actual operating expenses	FMS
Proof of remittance to the National Treasury of its 50 percent dividends share or percentage approved by the Department of Finance on the annual earnings for income-generating GCs/GFIs	Other office concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification issued by the Head of the Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement	Concerned Office
Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
OTHER EXPENDITURES	
UTILITY EXPENSES	
Statement of Account/Bill	Third Party
Invoice/Official Receipt or machine validated statement of account/bill	Third Party
Other supporting document/s:	Concerned Office
TELEPHONE/COMMUNICATION SERVICES	
Statement of Account/Bill	Telecom company
Invoice/Official Receipt or machine validated statement of account or collection and acknowledgment of receipts	Telecom company
Certification by Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls	Bureau/Service/Office concerned
Authority from the Head of Agency for entitlement to Mobile phone allowance	Bureau/Service/Office concerned
Certification from Chief Accountant and Property Officer that the employee was not issued a postpaid plan for mobile phone	Financial Management Service
Other supporting document/s:	Bureau/Service/Office concerned
EXTRAORDINARY AND MISCELLANEOUS EXPENSES	
Certification executed by the official concerned that the amount claimed was spent for the purpose and in the amount not exceeding the limit indicated in the general provision of the GAA	Bureau/Service/Office concerned
Relevant Invoices/Receipts, if the amount claims was spent for the purpose and in the amount exceeding the limit indicated in the provisions of the GAA	Bureau/Service/Office concerned
Minutes of meeting if used for the purpose of meetings, seminars and conferences	Bureau/Service/Office concerned
Attendance Sheet	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
PRISONER'S SUBSISTENCE ALLOWANCE	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By administration thru cash advance	
Grant of Cash Advance	
Roster of Inmates duly certified by the Jail Warden/Superintendent	Agency concerned
Certification from the concerned officials on actual number of inmates (jail population)	Agency concerned
Liquidation of Cash Advance	
Menu	Agency concerned
Roster of Inmates duly certified by the Jail Warden/Superintendent	Agency concerned
Certification from the concerned officials on actual number of inmates (jail population)	Agency concerned
Summary of Committed and Released Inmates on a daily basis duly signed by the Jail Warden/Superintendent	Agency concerned
Certificate of discharge on a daily basis, if there is any, duly signed by the Jail Warden/Superintendent and other responsible officials	Agency concerned
Report of disbursement duly supported with necessary documents depending on the nature of expenses	Agency concerned
By Catering Contract	
Catering Contract Agreement or MOA	Agency concerned
Menu	Agency concerned
Roster of Inmates duly certified by the Jail Warden/Superintendent	Agency concerned
Certification from the concerned officials on actual number of inmates (jail population)	Agency concerned
Summary of Committed and Released Inmates on a daily basis duly signed by the Jail Warden/Superintendent	Agency concerned
Certificate of discharge on a daily basis, if there is any, duly signed by the Jail Warden/Superintendent and other responsible officials	Agency concerned
Other supporting document/s:	
ALL TYPES OF PROCUREMENT THROUGH PUBLIC BIDDING	
Authenticated photocopy of the approved APP and any amendment thereto	Procurement Section/AS
Approved contract submitted to COA 5 days from its execution, supported by the ff:	Administrative Service
a. Invitation to Apply for Eligibility to Bid	Administrative Service
b. Letter of Intent	Administrative Service
c. Results of Eligibility Check/Screening	Administrative Service
d. Bidding Documents which include a complete set of approved plans/drawings and technical specifications for infrastructure projects, complete	Administrative Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
technical description of equipment, aircraft and accessories, scope of works, if applicable, for goods and rental and repair contracts, and Terms of Reference (TOR) for consultancy services	
e. Minutes of Pre-bid Conference, (ABC of 1M and above)	Administrative Service
f. Agenda and/or Supplemental Bulletins	Administrative Service
g. Bidder's Technical and Financial Proposals	Administrative Service
h. Minutes of Bid Opening	Administrative Service
i. Abstract of Bids	Administrative Service
j. Post-Qualification Report of TWG	Administrative Service
k. BAC Resolution declaring winning bidder	Administrative Service
l. Notice of Post Qualification	Administrative Service
m. BAC resolution recommending approval by the HOPE of the Resolution of the BAC recommending award of contract	Administrative Service
n. Notice of Award	Administrative Service
o. Performance Security	Administrative Service
p. Program of Work and Detailed Estimates	Administrative Service
q. Notice to Proceed, indicating the date of receipt by the contractor	Administrative Service
r. Detailed breakdown of the ABC	Administrative Service
s. Copy of the approved PERT/CPM Network Diagram and detailed computations of Contract Time	Administrative Service
t. Detailed Breakdown of the Contract Cost	Administrative Service
Copy of Advertisement of Invitation to Bid/Request for expression of interest	Administrative Service
Documentary requirements under Sections 23.1 and 25.2b for infrastructure projects, 23.1 and 25.2a for goods, and 24.1 and 25.2c for consulting services of the Revised IRR of RA No. 9184	Administrative Service
Minutes of Pre-procurement Conference for projects costing above 5M for infrastructure, and 1M and above for consulting services	Administrative Service
Bid Evaluation Report	Administrative Service
Ranking of short listed bidders for consulting services	Administrative Service
Post Qualification Evaluation Report	Administrative Service
Print-out copy of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS	Administrative Service
For LGUs, Board Resolution authorizing the LCE to enter into contract	Administrative Service
Evidence of Invitation of three observers in all stages of the procurement process	Administrative Service
Request for purchase or requisition of supplies, materials, and equipment duly approved by proper authorities	Administrative Service
Other supporting document/s:	Administrative Service
INFRASTRUCTURE	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money	Bureau/Service/Office concerned
Common to progress/final payments	Bureau/Service/Office concerned
a. Statement of Work Accomplished/Progress Billing	Bureau/Service/Office concerned
b. Inspection Report by the Agency's Authorized Engineer	Bureau/Service/Office concerned
c. Results of Test Analysis, if applicable	Bureau/Service/Office concerned
d. Statement of Time Elapsed	Bureau/Service/Office concerned
e. Monthly Certificate of Payment	Bureau/Service/Office concerned
f. Contractor's Affidavit on payment of laborers and materials	Bureau/Service/Office concerned
g. Pictures, before, during and after construction of items of work especially the embedded items	Bureau/Service/Office concerned
h. Photocopy of vouchers of all previous payments	Bureau/Service/Office concerned
i. Certificate of completion	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
ADVANCE PAYMENT FOR MOBILIZATION COST	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee	Bank
Notice of Award	Administrative Service
Notice to Proceed	Administrative Service
Other supporting document/s:	Office concerned
VARIATION ORDER/ CHANGE ORDER/EXTRAWORK ORDER	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Copy of Approved Variation Order/ Change Order/ Extra Work Order	Office concerned
Copy of Approved original plans indicating the affected portions of the project and duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded	Office concerned
Copy of the agency's report establishing the necessity/justifications for the need of such CO and/or EWO which shall include (a) Computation as to quantities of the addt'l works involved per item indicating the specific stations where such works are needed (b) date of inspection conducted andthe results (c) detailed estimate of the unit cost of such items of work for new unit costs includingthose expressed in volume/area/lump-sum lot	Office concerned
Copy of the approved/revised PERT/CPM Network Diagram which shall be color coded reflecting the effect of additional/deductive time on the contract period and the corresponding detailed computations	Office concerned
Copy of the COA Technical Evaluation Report for the original contract	COA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If the variation order to be reviewed is not the 1st variation order, all the above requirements for all the previously approved variation orders, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report of the previously approved Variation Orders	COA
Additional Performance security in the prescribed form and amount if variation order exceeds 10% of the original contract cost	Office concerned
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Office concerned
PROGRESS PAYMENT	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Statement of Work Accomplished (SWA)	Office concerned
Progress Billing Statement	Office concerned
Inspection Report by the Agency's Authorized Engineer	Office concerned
Results of Test Analysis, if applicable	Office concerned
Contractor's Affidavit on payment of laborers and materials	Contractors
Pictures/Geotagged Photos, before, during and after construction of items of work especially the embedded items	Office concerned
Certificate of Percentage of Completion	Office concerned
Other supporting document/s:	Office concerned
FINAL PAYMENT	
As-Built Plans	Office concerned
Final SWA	Office concerned
Warranty Security	Office concerned
Certificate of Completion	Office concerned
Copy of turn-over documents/transfer of projects and facilities such as motor vehicles, laptops, and other equipment and furniture included in the contract to concerned government agency	Office concerned
Certificate of Acceptance by the Agency	Office concerned
Final Inspection Report of the Agency's authorized Engineers and/or Inspectorate Team	Office concerned
Statement of Time Elapsed	Office concerned
Pictures/Geotagged Photos, before, during and after construction of items of work especially the embedded items	Office concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Other supporting document/s:	Office concerned
RELEASE OF RETENTION MONEY	
Warranty security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand	Agency/Office concerned
Certification from the end-user that the project is completed, inspected and accepted	Office concerned
Other supporting document/s:	Office concerned
CONSULTING SERVICES	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Curriculum vitae of the consultant	Office concerned
Copy of the Terms of Reference or Contract (for first payment)	Office concerned
Approved Consultancy Progress/Final Reports, and/or output required under the contract	Office concerned
Progress/Final Billing	Office concerned
Contract of Infrastructure Projects subject of Project Management Consultancy Services	Office concerned
Other supporting document/s:	Office concerned
SUPPLIES, MATERIALS, EQUIPMENT AND MOTOR VEHICLE	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Purchase Request	GSD/GSS
Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value duly signed by the dealer or his authorized representative	Supplier
Results of Test Analysis, if applicable	Office concerned
Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government	Bureau of Customs or the BIR
Delivery Receipt duly received	GSD/GSS
Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative	Administrative Service
Property Acknowledgment Receipt (PAR), for equipment	GSD, Administrative Service
Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies	Office concerned
Authority to purchase, in case of motor vehicles	Office concerned
For procurement of drugs and medicines:	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of product registration from Food and Drug Administration (FDA)	FDA
Certificate of good manufacturing practices from FDA	FDA
Batch release certificate from FDA	FDA
If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the product/items	Agency/Office concerned
License to Operate from FDA with List of Sources (whether it is a manufacturer, importer, seller or distributor)	FDA
Certification by the Medical Officer that medicines and drugs requisitioned is included in the PNDF Current Edition	Concerned Personnel
Delivery Receipt/Invoice bearing Lot Nos. and Expiry Dates of the drugs and medicines	Office concerned
Other supporting document/s	Office concerned
GENERAL SUPPORT SERVICES (JANITORIAL, SECURITY, MAINTENANCE, GARBAGE COLLECTION AND DISPOSAL AND SIMILAR SERVICES	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Performance Appraisal Report	Administrative Service
Statement of Account or Contractor's Bill	Contractor
Record of Attendance/Service	Administrative Service
Proof of remittance to concerned government agencies [BIR/Social Security System (SSS)/Pag-Ibig/PhilHealth]	GOCCs [BIR/Social Security System (SSS)/Pag-Ibig]
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Concerned Office
RENTAL CONTRACTS FOR PROPERTY	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
List of prevailing comparable property within vicinity (first claim)	Municipal
Vicinity map (for first claim)	Municipal
Bill/Invoices	Third party/Biller
Certificate of occupancy (space/building) (for first claim)	Third party/Biller
Other supporting document/s:	Office concerned
REPAIR AND MAINTENANCE OF AIRCRAFT, WATERCRAFTS, EQUIPMENT AND MOTOR VEHICLES	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Bills/Invoices	Administrative Service/concerned office
Pre-Repair Inspection Report	Administrative Service/concerned office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Post-Repair Inspection Report	Administrative Service/concerned office
Repair History of Property	Administrative Service/concerned office
Waste Materials Report	Administrative Service/concerned office
Warranty Certificate	Administrative Service/concerned office
Certificate of Acceptance	Administrative Service/concerned office
Other supporting document/s	Concerned Office
PROCUREMENT THROUGH ALTERNATIVE MODES	
PROCUREMENT THROUGH LIMITED SOURCE BIDDING	
Purchase Order/Letter Order/Contract	Administrative Service/concerned office
Proof of posting of invitation or request for submission of price quotation	Administrative Service/concerned office
Performance and warranty securities	Administrative Service/concerned office
BAC resolution recommending and justifying to the HOPE the use of alternative mode of procurement, approval by the HOPE of the BAC resolution recommending award of contract	Administrative Service/concerned office
Proof of posting of Notice of Award	Administrative Service/concerned office
Approved Procurement Plan	Administrative Service/concerned office
Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Concerned office
Original copy of the delivery invoice	Third party/Biller/AS
Duly accomplished Inspection and Acceptance Report	Administrative Service
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Gov't or any of its agencies, offices, corporations or LGUs	Administrative Service
Sword affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Administrative Service
Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/distributor with known experience and proven capability on the requirements of the particular contract	Administrative Service/concerned office
Winning bidder's offer or proposal	Administrative Service
Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated	Administrative Service
Notice of Award	Administrative Service
Documentary requirements under Sections 23.1 and 25.2b for infrastructure projects, 23.1 and 25.2a for goods, and 24.1 and 25.2c for consulting services of the Revised IRR of RA No. 9184	Concerned office
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review an in the technical evaluation thereof	Concerned office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bid security	Administrative Service
Other supporting document/s:	Concerned office
PROCUREMENT THROUGH DIRECT CONTRACTING	
Purchase Order/Letter Order/Contract	Administrative Service/concerned office
Proof of posting of invitation or request for submission of price quotation	Administrative Service/concerned office
Performance and warranty securities	Administrative Service
BAC resolution recommending and justifying to the HOPE the use of alternative mode of procurement, approval by the HOPE of the BAC resolution recommending award of contract	Administrative Service
Proof of posting of Notice of Award	Administrative Service/concerned office
Approved Procurement Plan	Administrative Service
Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Administrative Service/concerned office
Original copy of the delivery invoice	Administrative Service/concerned office
Duly accomplished Inspection and Acceptance Report	Administrative Service/concerned office
Approval by the HoPE or his duly authorized representative on the use of alternative method of procurement, as recommended by BAC	Administrative Service/concerned office
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Gov't or any of its agencies, offices, corporations or LGUs	Administrative Service/concerned office
Sworn Affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the 3rd civil degree	Administrative Service/concerned office
Copy of letter to selected manufactures/supplier/distributor to submit a price quotation and conditions of sale	Administrative Service/concerned office
Certificate of Exclusive Distributorship issued by the principal	Administrative Service/concerned office
Certification form the agency's authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantage to the government	Administrative Service/concerned office
Certification of the BAC in case of procurement at critical plant components and/or to maintain certain standards	Administrative Service/concerned office
Study/survey done to determine the there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantage to the government	Administrative Service/concerned office
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review an in the technical evaluation thereof	Administrative Service/concerned office
Other supporting document/s:	Concerned office

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Inspection and Acceptance Report	Administrative Service/concerned office
Approval by the HoPE or his duly authorized representative on the use of alternative method of procurement, as recommended by BAC	Administrative Service/concerned office
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Gov't or any of its agencies, offices, corporations or LGUs	Administrative Service
Sworn Affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the 3rd civil degree	Administrative Service/Bidder
Price quotations from at least three bonafide and reputable manufacturers/suppliers/ distributors	Supplier, Concerned office
Abstract of canvass	Administrative Service/concerned office
Other supporting document/s:	Concerned office
NEGOTIATED PROCUREMENT	
Purchase Order/Letter Order/Contract	Administrative Service/concerned office
Proof of posting of invitation or request for submission of price quotation	Administrative Service/concerned office
Performance and warranty securities	Administrative Service/concerned office
BAC resolution recommending and justifying to the HOPE the use of alternative mode of procurement, approval by the HOPE of the BAC resolution recommending award of contract	Administrative Service/concerned office
Proof of posting of Notice of Award	Administrative Service/concerned office
Approved Procurement Plan	Administrative Service/concerned office
Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Administrative Service/concerned office
Original copy of the delivery invoice	Administrative Service/concerned office
Duly accomplished Inspection and Acceptance Report	Administrative Service/concerned office
Approval by the HoPE or his duly authorized representative on the use of alternative method of procurement, as recommended by BAC	Administrative Service/concerned office
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Gov't or any of its agencies, offices, corporations or LGUs	Administrative Service
Sword affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Administrative Service/Bidder
IN CASE OF TWO FAILED BIDDINGS, EMERGENCY CASES, TAKE-OVER OF CONTRACT AND SMALL VVALUE PROCUREMENT:	
Price quotation/bids/final offers from at least be three invited suppliers	Supplier/Concerned Office
Abstract of submitted Price Quotation	Supplier/Concerned Office
BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid	Administrative Service
IN CASE OF TWO FAILED BIDDINGS:	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Agency's offer for negotiations with selected suppliers, contractors or consultants	Administrative Service
Certification of BAC on the failure of competitive bidding for the second time	Administrative Service
Evidence of invitation of observers in all stages of the negotiation	Administrative Service
Eligibility documents in case of infrastructure projects	Administrative Service
IN EMERGENCY CASES:	
Justification as to the necessity of purchase	Concerned office
IN CASE OF TAKE-OVER OF CONTRACTS:	
Copy of terminated contract	Concerned personnel
Reasons for the termination	Administrative Service/concerned office
Negotiation document with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors	Administrative Service/concerned office
Approval by the Head of the Procuring Agency to negotiate contracts for projects under exceptional cases	Administrative Service/concerned office
IN CASE OF SMALL VALUE PROCUREMENT:	
Letter/invitation to submit proposals	Concerned office
FOR ADJACENT OR CONTIGUOUS PROJECTS:	
Original contract and any document indicating that the same resulted from competitive bidding	Administrative Service/concerned office
Scope of work which should be related or similar to the scope of work of the original contract	Administrative Service/concerned office
Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay	Administrative Service/concerned office
Other supporting document/s:	Administrative Service/concerned office
ADVERTISING EXPENSES	
ADDITIONAL DOCUMENTARY REQUIREMENTS:	
Job Order or Contract	Administrative Service/concerned office
Bill/Statement of Account	Supplier/Biller
Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial	Supplier/Biller
Copy of Approved Agency Media Plan, if any	Administrative Service/concerned office
Other supporting document/s:	Concerned Office
FOR PROCUREMENT THROUGH AUTOMATIC DEBIT ARRANGEMENT (ADA) OR DIRECT PAYMENT	
Same documents required under goods, infrastructure or consulting services depending on the mode of procurement adopted and the nature of expenses	Administrative Service , Concerned Office
Letter request from the Head of the Agency to the Bank to pay/credit the account of the supplier	Administrative Service , Concerned Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmation from the bank that the account of the supplier has already been credited (for post audit purposes)	Bank
Other supporting document/s:	Concerned Office
CULTURAL AND ATHLETIC ACTIVITIES	
Budget estimates approved by the Head of Agency	FMS
Office Order	Administrative Service
Other requirement under procurement depending on the nature of expense and the mode of procurement adopted	Administrative Service
Other supporting document/s:	Concerned Office
HUMAN RESOURCE DEVELOPMENT AND TRAINING PROGRAM	
Budget estimates approved by the Head of Agency	FMS
Schedule of training approved by the Head of the Agency	Concerned Office
Statement of Account/Bills/Invoices	Supplier/Biller
Official Receipts	Supplier/Biller
Office Order/Terms of Reference	Administrative Service
Other supporting document/s:	Concerned Office
FINANCIAL EXPENSES	
Copy of Loan Agreements/Memorandum of Agreement	Third Party
Statement of Account	Third Party
Bank Debit memos	Bank
Certificate of full payment of loan (for final payment of loan amortization)	Third Party
Other supporting document/s:	Concerned personnel
LEGAL RETAINER'S FEE	
Notarized Retainers Contract, not exceeding one year, between the concerned government agency and the private lawyer or law firm	Legal Service/Office
Written approval of the OSG or the Office of the Government Corporate Counsel (OCGG)	OCGG
Board Resolution authorizing the hiring of a private lawyer or law firm of the concerned government agency	Administrative Service/Office concerned
Board Resolution authorizing the concerned government personnel/official to enter into a contract, if applicable	Administrative Service/Office concerned
Certificate of availability of funds duly verified by the Audit Team Leader	COA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written approval of COA, if not exempted under COA Circular No. 2021-003 dated July 16, 2021	COA
ROAD RIGHT-OF-WAY (ROW)/REAL PROPERTY	
LAND	
Independent Appraisal Report in accordance with RA No. 10752 and any future amendments thereof/Regional Committee Resolution indicating the valuation of the land	Municipal
Applicable BIR Zonal Valuation	Municipal
Certified Photocopy of Authority/Agency Resolution to Purchase Land or Land Rights indicating the approved/established valuations or BIR Zonal Valuations	Municipal
Deed of Absolute Sale registered with the Register of Deeds where the land is located	Registry of Deeds
Certified Photocopy of Tax Clearance from Assessor's Office where the land is located	Municipal
Certificate Authorizing Registration (CAR)	Agency/Office concerned
Proof of payment of Capital Gains Tax (CGT)	BIR
Proof of payment of Documentary Stamp Tax (DST)	BIR
Proof of payment of Transfer Tax	BIR
If registered land:	
If whole lot is acquired, Transfer Certificate of Title (TCT) Certificate of Land Ownership Award/Original Certificate Title/Emancipation Patent (CLOA/OCT/EP) certified as true copy by the Register of Deeds and Tax Declaration (TD) certified as true copy by the Assessor's Office in the name of the procuring entity or previous owner depending on the provisions of the sale	LRA
If portion of lot is acquired, certified photocopy of TCT and TD in the name of the procuring entity or previous owner with annotation of sale	LRA
If unregistered land:	
Certified photocopy of TD in the name of the procuring entity or previous owner with the annotation of sale	Concerned personnel
Notarized Affidavit of Ownership	Concerned personnel
Certification from the City/Municipal Treasurer that the claimant is the sole entity paying the taxes for the property for the past five years	Municipal
Notarized joint affidavit of two adjoining landowners or Barangay/Local Officials concemed attesting to the ownership of the land	Municipal
If claim for payment or amount of sale exceeds P50,000 (EO No. 1035), certified photocopy of Claimant's Surety/Indemnity Bond issued by any	Concerned personnel/Insurance company

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Insurance Company duly accredited by the Insurance Commission	
For Payment by Court Decision:	
Certified photocopy of Court Decision registered with the Register of Deeds where the land is located including all annexes referred to in the Court Decision	LRA
Certified true copy of TCT for registered land, and TD in the name of the previous owner for unregistered land with Court Decision duly annotated	LRA
Entry of Judgment	LRA
Location of the property affected by the project:	
Parcillary plan	Municipal
Vicinity plan	Municipal
Subdivision plan, if claim is for portion of lot	Municipal
Approved lot plan	Municipal
STRUCTURE/HOUSE	
Approved and Notarized Agreement to Demolish and Remove Improvements (ADRI) / Notarized voluntary undertaking to vacate the project area	Municipal,concerned office
Certificate of Total Demolition	Municipal,concerned office
Computation of Replacement Cost duly approved by implementing Office Director supported with current abstract of canvass of construction materials	Concerned personnel
Sketch plan/drawing of house/structure	Engineer
Map showing the location of the structure/house in the project-affected area	Municipal,concerned office
Certified photocopy of Title (TCT/OCT or CLOA/EP) and TD of land where the house/ structure is erected	LRA
Notarized landowner's waiver of right/quitclaim to affected houses/structures or establishments if payments will be made to claimants other than the owner	Concerned personnel
Notarized affidavit of ownership with Waiver Right/Quitclaim to affected house/structure	Concerned personnel
Certified true copy of owner's identification (ID), Residence Certificate and Barangay Clearance	Barangay
Certified Copy of Masterlist of Project-Affected-Persons (PAPs) indicating the names of affected house/structure owners approved by authorized personnel	Agency/Office concerned
Pictures of the structures before, during and after the demolition	Concerned Personnel
IMPROVEMENTS (TREES, PLANTS, GROWING FRUITS, ETC.)	
Permit issued by the Department of Environment and Natural Resources (DENR) to cut plants, forest trees and fruit bearing trees on areas affected by the project.	DENR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Affected Trees/Crops Inventory duly certified by the Agency's Project Committee/Authorized Officer and showing among others the following: • Lot number as indicated in the project plan and the owner • Number of Items, specifics classification, diameter, height • Owner of trees/plants/crops; and Price	Agency/Office concerned
Quitclaim or Waiver issued by the lot owner if he is not the claimant	Claimant/Lot owner
Map/sketch plan showing the location of the improvement in the project-affected area	Claimant
Resolution/approval of valuation of damaged improvement	Municipal, office concerned
Copy of approved valuation of crops, plants and trees issued by concerned government agency	Agency concerned
Notarized Affidavit of Ownership with Right/Quitclaim to affected improvements	Municipal, office concerned
Copy or latest updated masterlist of PAPs approved by proper authorities	Agency/Office concerned
If registered land:	
Certified true copy of title (TCT/OCT or CLOA/EP)	LRA
If unregistered land:	
Certified photocopy of TD	Concerned Personnel
Notarized joint affidavit of wo adjoining landowners or barangay/local officials concerned attesting to the ownership of land	Agency/Office concerned
If payment through Court Decision:	
Certified photocopy of Court Decisions (Final Order/Decisions or Notice/Certificate of Finality of Decision)	Agency/Office concerned
SALARY OF CONTRACT OF SERVICE (COS)/JOB ORDERS (JO)	
Certified Copy of Notarized Contract received by COA	Personnel Division, Administrative Service/concerned personnel
Original and Approved DTR	Administrative Service/concerned personnel
(In case of handwritten entries, shall be supported with Raw Swipe from PD or Logbook Entries duly certified by the CSU, AS)	Concerned Personnel
Duly signed SPSMS Monthly DPCR Monitoring Form No. 4	Administrative Service/concerned personnel
DO/PTL noted by the CSU/TO and CA for official travels/businesses	Records Section/Concerned personnel
DO if Exempted on Using the Biometrics Machine	Records Section/Concerned personnel
Original Certificate of Services rendered (signed by immediate supervisor) (If exempted to the usage of biometrics)	Administrative Service/concerned personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photocopy of BIR Certifications (BIR Forms 1901/0605, Certificate of Registration)	Concerned Personnel
Members Data Record (MDR)	Philhealth
Clearance (end of Contract/resignation/termination)	Personnel Division AS
Overtime Order (for rendered OT)	FMS, Concerned Office
Accomplishment Report (Report duly certified by Supervisors for rendered OT)	Concerned Office
Permission Slip, if any	Office concerned
For community facilitators:	Office concerned
a. Work Plan	Concerned Office
b. Implementation Diary	Concerned Office
Overtime Slip	Concerned Office
Other supporting document/s:	Concerned Office
Certified Copy of Notarized Contract received by COA	Personnel Division, Administrative Service/concerned personnel
Original and Approved DTR	Administrative Service/concerned personnel
(In case of handwritten entries, shall be supported with Raw Swipe from PD or Logbook Entries duly certified by the CSU, AS)	Concerned Personnel
Duly signed SPSMS Monthly DPCR Monitoring Form No. 4	Administrative Service/concerned personnel
DO/PTL noted by the CSU/TO and CA for official travels/businesses	Records Section/Concerned personnel
DO if Exempted on Using the Biometrics Machine	Records Section/Concerned personnel
Original Certificate of Services rendered (signed by immediate supervisor) (If exempted to the usage of biometrics)	Administrative Service/concerned personnel
Photocopy of BIR Certifications (BIR Forms 1901/0605, Certificate of Registration)	Concerned Personnel
Members Data Record (MDR)	Philhealth
Clearance (end of Contract/resignation/termination)	Personnel Division AS
Overtime Order (for rendered OT)	FMS, Concerned Office
Accomplishment Report (Report duly certified by Supervisors for rendered OT)	Concerned Office
Permission Slip, if any	Office concerned
For community facilitators:	Office concerned
a. Work Plan	Concerned Office
b. Implementation Diary	Concerned Office
Overtime Slip	Concerned Office
Other supporting document/s:	Concerned Office
DEATH CLAIM BENEFIT	
Death Certificate	Philippine Statistics Authority
Marriage Contract (authenticated by NSO)	Philippine Statistics Authority
a. Certified True Copy of Marriage Certificate (If the claimant is the widow/widower of the DBO;	Philippine Statistics Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Birth Certificate of all surviving heir (authenticated by NSO)	Philippine Statistics Authority
a. Birth Certificate (if the claimant is the son/daughter of the DBO	Philippine Statistics Authority
b. Certified True copy of birth certificate of the deceased or affidavit of two (2) disinterested parties (if the deceased barangay official is single and the claimant is his/her parent/brother/sister)	Philippine Statistics Authority
Waiver of right of children 18 years old and below	Philippine Statistics Authority
Waiver of rights if there is more than one beneficiary in cases of siblings	Concerned Personnel/Claimant
Affidavit of guardianship if the deceased is the widow/widower/ single if the claimant is the guardian of the children who are minors	Concerned Personnel/Claimant
In the absence of the primary and secondary beneficiaries, the claimant may present valid ID or certification from the barangay that the claimant is a resident of the barangay	Concerned Personnel/Claimant
Special Power of attorney, in case claimant/s cannot personally do the transaction.	Lawyer
Valid ID of Claimant/Beneficiary but not limited to: Voter's ID, Driver's License, Postal ID, Passport, Certification from the Barangay that he/she is a resident of the said barangay	Concerned Personnel/Claimant
Other supporting document/s:	Concerned Personnel/Claimant
HONORARIA OF LTIA BOARD MEMBERS	
Department Order	Record Section, GSD, Administrative Service
Accomplishment Report	Concerned Personnel
Computation/Basis of amount of honoraria	Concerned Personnel
Other supporting document/s:	Concerned Personnel
MID-YEAR BONUS (MYB)	
FOR INDIVIDUAL CLAIMS	
Clearance from money, property and legal accountabilities	Personnel Division, AS
Certification from head of Office that the employee is qualified to receive the MYB	Personnel Division, AS
Other supporting document/s:	Concerned Personnel
GENERAL CLAIMS	
MYB Payroll	Accounting Division, FMS
Payroll Register (hard and soft copy)	Accounting Division, FMS
Letter to the Bank to credit employees account of their MYB claims	Accounting Division, FMS
Deposit slips	Bank
Other supporting document/s:	Concerned Personnel
PERFORMANCE BASED BONUS (PBB)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PBB Payroll	FMS-Accounting Division
Guidelines, if applicable	Administrative Service
Certification from the Personnel Div.,	Personnel Division, AS
Certification of Non-receipt of Bonus	Personnel Division, AS
Other supporting document/s:	Personnel Division, AS
MEALS (reimbursement)	
Certified Correct Attendance Sheet	Bureau/Service/Office concerned
Certificate of Attendance duly signed by the Head Of Office	Bureau/Service/Office concerned
Approved Activity Design	Bureau/Service/Office concerned
3 Quotations	GSD, Administrative Service
Approved PPMP	Office concerned
Official Receipts/Cash invoice	Hotel
Activity Report/Minutes of the Meeting/Program of Activities signed by the Head of Office	Office concerned
Purchase Request	Office concerned
Inspection & Acceptance Report	Administrative Service
Justification: a. Rescheduling of the activity It didn't go through procurement	
Other supporting document/s:	Office concerned
CATERING, LEASE OF VENUE AND ACCOMMODATION	
Certified Correct Attendance Sheet signed per day - (AM and PM)	Bureau/Service/Office concerned
Original Statement of Account/Charge Invoice/Delivery Receipt/Bill or Official Receipts	Supplier/Biller
Notarized Contract Received by COA/Approved Purchase Order/Job Order/MOA and comment of Legal Service	Office concerned
Justification on the late submission of Contract to COA	Office concerned
Photocopy of Approved Activity Design	Office concerned
3 Quotations (with menu)	GSD, Administrative Service
Photocopy of Approved APP/PPMP/Supplemental PPMP	Office concerned
BAC Resolution	BAC, Administrative Service
Certificate of Availability of Funds	FMS
Certificate of Attendance signed by the Head of Office	Office concerned
Justification if the amount exceeded the allowable allocation/contract price	Office concerned
Justification if no. of participants is less than the guaranteed participants in the contract	Office concerned
Program of Activities	Office concerned
Justification for the rescheduling of the activity	Office concerned
Omnibus Sworn Statement	Office concerned
Cert. of Registration from PhilGEPs	PhilGEPs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest Income/Business Tax Return and Business Permit	BIR/FMS
Approved Purchase Request	GSD, Administrative Service
Request for Quotation (at least 3 suppliers)	Suppliers
PhilGeps Posting for catering services Php 50,000 and above, if applicable	PhilGeps
PhilGEPS posting of Award of Notice	PhilGeps
Abstract of Quotation	Office concerned
Duly Signed Inspection and Acceptance Report	Office concerned
Terminal Report/Post Activity Report/Minutes of Meeting	Concerned Office
Order/Memorandum for the conduct of training/seminar	Concerned Office
Notice of Award	Administrative Service
Notice to proceed	Administrative Service
Requisition and Issue Slip	Administrative Service
Abstract of Quotation	Administrative Service
Registration Card/Sheet	Administrative Service
Order Slip	Administrative Service
Invitation	Administrative Service
Office/Travel Order of Visitors, for indirect invitation	Administrative Service
Rooming List/Guest Folio	Administrative Service
Letter of Authorization	Administrative Service
Inspection and Acceptance Report	Administrative Service
Compliance Rating	Administrative Service
Other supporting document/s:	Concerned Office
SUPPLIES PURCHASED THRU PS-DBM	
Original copy of Approved Purchase Request	GSD, Administrative Service
Original copy of Approved and Funded APR	Administrative Service
Photocopy of Approved Approved PPMP-highlight the items to be procured	Office Concerned
Changes on the amount in the PR should be typewritten and initialed by authorized official (if any)	Office Concerned
Price Quotation and Stock Availability Certification	Administrative Service
Purchase Order	Administrative Service
Duly Accomplished IAR	Administrative Service
Inspection Report	Administrative Service
RIS/ICS/PAR	Administrative Service
Training/Activity Design, if applicable	Office Concerned
Annual Procurement Plan	Administrative Service
Other supporting document/s:	Office Concerned
PAYMENT FOR MOBILIZATION FEE	
Irrevocable Standby Letter of Credit/ Security bond/Bank Guarantee	Bank
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Office Concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
REMITTANCES TO VARIOUS FINANCIAL INSTITUTIONS	
Summary of Remittance (Employee and/or Employer Contributions) signed by the Accountant	Financial Management Service
Other supporting document/s:	Office Concerned
FIDELITY BOND	
Notice of Renewal from BTr or Request for Bonding and/or Cancellation of Bond of Accountable Officials and Employees, whichever is applicable	Bureau of Treasury
List of Accountable Public Officers and Employees/List of Bonded Officials certified by CAO (Form N - New/Form B - Renewal)	Bureau of Treasury
Form 57A with ID Picture	Bureau of Treasury
Form 58A with ID Picture	Bureau of Treasury
Official receipt, in case of reimbursement	supplier
Confirmation, in case of reimbursement	Administrative Service
Statement of Assets, Liabilities and Net worth (SALN)	Administrative Service
Regional Order - Designation of Bonded Officer	Administrative Service
Other supporting document/s:	Administrative Service
LEASE PURCHASE	
Original copy of the Notarized contract received by COA	Record Section, GSD, Administrative Service
Original Purchase Request	GSD, Administrative Service
3 Quotations	GSD, Administrative Service
Photocopy of Approved PPMP/BAC	GSD, Administrative Service
Photocopy of Certificate of Sole Distributorship(Exclusive Dealer)	GSD, Administrative Service
Photocopy of Statement of Account	Supplier
Original copy of the Property Acknowledgement Receipt (PAR)	GSD, Administrative Service
Photocopy of Income/Business Tax Return & Business Permit	GSD, Administrative Service
Photocopy of Cert. of Registration from PhilGEPs	GSD, Administrative Service
Other supporting document/s:	
SUBSCRIPTIONS	
BAC Resolution	BAC, Administrative Service
PPMP/Approved APP	Procurement Service, Admin Service
Contract received by COA	Supplier
Statement of Account	Supplier
Delivery Receipt/Certification of Delivery	GSD, Administrative Service
Approved Purchase Request	GSD, Administrative Service
Other supporting document/s:	Concerned office
RELEASE OF ASSISTANCE FOR FORMER REBELS (FRS) E-CLIP	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. FOR REINTEGRATION ASSISTANCE, IMMEDIATE ASSISTANCE AND LIVELIHOOD ASSISTANCE	
JAPIC Certification	Regional Office, NBOO
E-CLIP Enrolment Form	Regional Office, NBOO
Other supporting document/s:	Regional Office, NBOO
B. FIREARMS REMUNERATION	
Property Turn-In Slip (PTIS)	Regional Office, NBOO
Technical Inspection Report (TIR)	Regional Office, NBOO
Cost Valuation Certificate	Regional Office, NBOO
Other supporting document/s:	Regional Office, NBOO
C. FOR CONSTRUCTION AND/OR REHABILITATION OF EXISTING FACILITY TO SERVCE AS HALFWAYHOUSE BY LGU OR RECEIVING UNIT	
Request from the LGU/ Receiving Unit	Regional Office, NBOO, concerned personnel
Program of Works	Regional Office, NBOO, concerned personnel
Sanggunian Resolution (LGU), if applicable	Regional Office, NBOO, concerned personnel
Proof of Donation of Land	Regional Office, NBOO, concerned personnel
Other supporting document/s:	Regional Office, NBOO, concerned personnel
RELEASE OF SGLG INCENTIVE	
Certified true copy of the Annual Investment Program AIP or Local Development	Regional Office, concerned personnel
Investment Program (LDIP)/Provincial Development Investment Program (PDIP) for the year (page indicating the project by the Secretary of the Sanggunian)	Regional Office, concerned personnel
Checklist of Project (Annex D) indicating the proposed project duly approved by the LCE	Regional Office, concerned personnel
Certification from Agency Accountant or Bank certified of the Existing Trust Fund Account of LGUs for new awardees	Regional Office, concerned personnel
Other supporting documents necessary based on the guidelines for the year	Regional Office, concerned personnel
DONATIONS	
Department Order	Record Section, GSD, Administrative Service
Letter Request	Concerned personnel
BAC Resolution	BAC Section Administrative Service
Deed of Donation	Concerned personnel
Other supporting document/s:	Concerned personnel
INTERNET/COMMUNICATION EXPENSES	
Call Cards and/or Official Receipt	Bureau/Service/Office concerned
SOA and Official Receipt	Telecommunication company
Certification that the calls made/internet usage are official	Bureau/Service/Office concerned
Other supporting document/s:	Bureau/Service/Office concerned
CHECKBOOKS AND ACCOUNTABLE FORMS/OFFICIAL RECEIPTS	

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. CENTRAL OFFICE				
1. Submit a copy of ORS/BURS and DV with corresponding Documentary Requirements depending on the type of claim.	1.1. Receive and check the Obligation Request & Status (ORS)/Budget Utilization Request and Status (BURS) and Disbursement voucher (DV) with corresponding attachment based on the checklist of Documentary Requirements. If incomplete, return/notify client for appropriate action.	None	1 Hour	Receiving Officer COS-ADA VI - Budget Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. CENTRAL OFFICE				
2. Sign Clearance	1.2. Review and process the ORS/BURS: • Allocate funds by verifying against the availability of funds then assign UACS Object Code • Encode the ORS/BURS details in the Financial Reporting System (FRS) for the system generated ORS number/ for appropriate action • Record in the book of registries	None	3 Hours	Admin Officer II/IV-Budget Division
	1.3. Validate the correctness and accuracy of the processed ORS/BURS, initially approve the ORS/BURS in the FRS and affix initial in the Box B of ORS/BURS (physical copy)	None	1 Hour	Admin Officer V – Budget Division
	1.4. Certify the availability of allotment and obligation, approve the ORS/BURS in the FRS and sign the Box B of the ORS (physical copy)	None	1 Hour	Chief, Budget Division
	1.5. Detach the original signed copy of the ORS/BURS for filing, update monitoring log-sheet and forward the approved ORS/BURS to Accounting Division/AS-Procurement Section	None	50 Minutes	Releasing Officer – (COS-ADAS VI) – Budget Division
	1.6. Receive the DV with the supporting documents, check against the details in the Data Management	None	30 Minutes	CO: Receiving Officer(COS-ADAS III/VI/Driver I) – Acctg. Div

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. CENTRAL OFFICE				
	System (DMS)/Monitoring log sheet and generate DV no. from the Financial Reporting System			
	1.7. Assign Processor	None	30 Minutes	(COS-ADAS III/VI) – Acctg. Div
	1.8. Process Disbursement Voucher: • Check the completeness and appropriateness of supporting documents and its compliance with auditing and accounting rules and regulations • Record the details of the claim on the Individual Index of Payment (IIP) Card • Update the needed details in the Financial Reporting System (FRS)	None	2 Working Days, 4 Hours	Admin Officer IV, Accountant II,ADAS III, (COS-ADAS VI/Sr. Admin. Assistant II) - Acctg. Div.
	1.9. Verify the availability of cash	None	30 Minutes	Admin Assistant II/Admin. Officer II – Acctg. Div
	1.10. Review and approve processed disbursement voucher: • Review the completeness and appropriateness of supporting documents and its compliance with accounting and auditing rules and regulations • Accuracy in the computation of the claim	None	1 Hour	Chief Disbursement Section/Assistant Div. Chief/Div. Chief- Acctg. Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. CENTRAL OFFICE				
	• Correctness of the entries in Box B of the disbursement voucher and IIP card as well as the details on the Financial Reporting System			
	1.11. Release approved disbursement voucher to Cash Section or to Approving Officials.	None	30 Minutes	Releasing Officer (COS-Admin Assistant III/VI/Driver I) - AD
	1.12. Receive, record and check the approved/signed Disbursement Voucher with attached supporting documents and determine whether LDDAP or check.	None	1 Hour	Admin Officer I/ Admin Aide IV - Cash Section, GSD Administrative Service
	1.12.a. For LDDAP-ADA: Prepare the List of Due and Demandable Accounts Payable-Advice to Debit Account.		2 Hours	Admin Officer I - Cash Section, GSD Administrative Service
	1.12.a.1. Review and sign LDDAP-ADA. Verifies completeness of signature and check the amount against the disbursement vouchers for issuance of LDDAP-ADA.	None	30 Minutes	Admin Officer I - Cash Section, GSD Administrative Service
	1.12.b. For CHECK: Prepare Check and record in the check register.	None	30 Minutes	Chief- Cash Section, GSD Administrative Service
	1.13. Check the accuracy of entries in the LDDAP-ADA, if found in order, affix initial	None	1 Working Day	Admin Officer I- Cash Section, GSD Administrative Service
	1.13.1. Route all reviewed original LDDAP-ADAs and Checks with supporting	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. CENTRAL OFFICE				
	documents to designated signatories.			
	1.14. Prepare Advice of Checks Issued and Cancelled (LDDAP-ACIC), Financial Data Entry System (FinDES)	None	2 Hours	Admin Assistant II, Admin Aide IV, Section Chief, Cash Section
	1.14.1. Review and sign the LDDAP-ACIC and Financial Data Entry System (FinDES)	None	30 Minutes	Section Chief, Cash Section
	1.15. Route the LDDAP-ACIC and Financial Data Entry System (FinDES) to authorized signatories.	None	30 Minutes	Admin Aide IV,Chief,GSD, Director AS
2. Receive payment thru direct credit to payee's bank account or thru check and accomplish the CSS Form	2.1. Transmit approved LDDAP-ADA, LDDAP-ACIC and FinDES to the Government Servicing Bank (LBP) for crediting to payees/claimant's bank account or release check to concerned client and administer the CSS	None	1 Hour	Admin Aide II/VI
	TOTAL	None	5 Working Days, 6 Hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. REGIONAL OFFICE				
1. Submit a copy of ORS/BURS and DV with corresponding Documentary Requirements depending on the type of claim	1.1. Receive and check the ORS/BURs with DV and other supporting documents. If incomplete, return/notify client for appropriate action	None	1 Hour	Receiving Officer (ADA VI, ADAS II, AO IV) - Budget Section
	1.2. Review and process the ORS/BURS: Check the completeness of the supporting documents	None	2 Hours	Budget Staff (COS, AO II, II, IV) Budget Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. REGIONAL OFFICE				
	Allocate funds by verifying against the availability of funds then assign UACS Object Code Approve and sign the Box B of the ORS/BURS to certify that allotment is available and the claims obligated is for its deemed purpose			
	1.3. Validate the correctness and accuracy of the processed ORS/BURS, initially approve the ORS/BURS in the FRS and affix initial in the Box B of ORS/BURS (physical copy)	None	1 Hour	Budget Staff (COS, AO II, II, IV) Budget Section
	1.4. Certify the availability of allotment and obligation, approve the ORS/BURS in the FRS and sign the Box B of the ORS (physical copy)	None	50 Minutes	AO IV/V- Budget Section
	1.5. Detach the original signed copy of the ORS/BURS for filing,update monitoring logsheet and forward the approved ORS/BURS to Accounting Division/AS-Procurement Section.	None	40 Minutes	ADA VI, AA IV, AO IV)-Budget Section
	1.6. Receive the DV with the supporting documents, check against the details in the Data Management System (DMS)/Monitoring log sheet and generate DV no. from Financial Reporting System and assign processor	None	30 Minutes	Receiving Officer ADAS II/III, AO IV Accounting Section
	1.7. Process Disbursement Voucher: • Check the completeness and appropriateness of supporting documents	None	2 Working Days	ADAS II/III, Accountant II & III Accounting Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. REGIONAL OFFICE				
	and its compliance with auditing and accounting rules and regulations • Record the details of the claim on the Individual Index of Payment (IIP) Card • Update the needed details in the Financial Reporting System (FRS)			
	1.8. Verify the availability of cash	None	30 Minutes	Accountant II/IIIAccounting Section Accountant II/III Accounting Section
	1.9. Review and approve processed disbursement voucher: ▪ Review the completeness and appropriateness of supporting documents and its compliance with accounting and auditing rules and regulations ▪ Accuracy in the computation of the claim ▪ Correctness of the entries in Box B of the disbursement voucher and IIP card as well as the details on the Financial Reporting System	None	1 Hour	Accountant II/III Accounting Section
	1.10. Release approved disbursement voucher to Cash Section or to Approving Officials	None	1 Hour	Accounting staff (COS)ADA IV– Accounting Section
	1.11. Receive, record and check the approved/signed Disbursement Voucher with attached supporting documents and determine whether LDDAP or check	None	1 Hour	Admin Aide IV, ADAS II Cash Sec/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. REGIONAL OFFICE				
	1.12.a. For LDDAP-ADA: Prepare the List of Due and Demandable Accounts Payable-Advice to Debit Account	None	2 Hours	Admn Officer III (cashier), ADAS II– Cash Sec/Unit
	1.13.a.1. Review and sign LDDAP-ADA. Verifies completeness of signature and check the amount against the disbursement vouchers for issuance of LDDAP-ADA	None	30 Minutes	Admin Officer III(cashier), ADAS II– Cash Sec/unit
	1.13.b. For CHECK: Prepare Check and record in the check register	None	30 Minutes	Admin Officer III(cashier), ADAS II– Cash Sec/unit
	1.14. Check the accuracy of entries in the LDDAP-ADA, if found in order, affix initial	None	7 Hours and 30 Minutes	Accountant II /III, Head of the Agency or Authorized representative
	1.14.1. Route all reviewed original LDDAP-ADAs and Checks with supporting documents to designated signatories	None	-	Accountant II /III, Head of the Agency or Authorized representative
	1.15. Prepare Advice of Checks Issued and Cancelled(LDDAP-ACIC), Financial Data Entry System (FinDES)	None	2 Hours	Admin Officer III (cashier), ADAS II (Disbursing Officer)
	1.15.1. Review and sign the LDDAP-ACIC and Financial Data Entry System (FinDES)	None	30 Minutes	Admin Officer III (cashier), ADAS II (Disbursing Officer)
	1.16. Route the LDDAPACIC and Financial Data Entry System (FinDES) to authorized signatories	None	30 Minutes	ADA IV, ADAS II
2. Receive payment thru direct credit to payee's bank account or thru check and	2.1. Transmit the approved LDDAP-ADA, Advice of Checks Issued, LDDAPACIC and FinDES to Land Bank for crediting to payees specific bank	None	1 Hour	ADA IV, ADAS II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. REGIONAL OFFICE				
accomplish the CSS Form	accounts or issuance of check and accomplish CSS			
	TOTAL	None	5 Working Days, 7 hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C. PROVINCIAL OFFICE				
1. Submit a copy of DV with corresponding Documentary Requirements depending on the type of claim	1.1. Receive and check the DV) with corresponding attachment based on the checklist of Documentary Requirements. If incomplete, return/notify client for appropriate action, update the Processing and Payment of Claims Monitoring Log Sheet then assign processor.		1 Hour	ADAS II/III, AO IV/Acctg Staff-Accounting Unit
	1.2. Process Disbursement Voucher: ▪ Check the completeness and appropriateness of supporting documents and its compliance with auditing and accounting rules and regulations.		2 Working Days	ADA II/III, Accountant II & III-Acctg. Sec. /Unit
	1.3. Verify the availability of cash		30 Minutes	ADA I /III-Acctg Sec/Unit
	1.4. Review and approve processed disbursement voucher: ▪ Review the completeness and appropriateness of supporting documents and its compliance with accounting and auditing rules and regulations ▪ Accuracy in the computation of the claim		1 Hour	ADAS II/III –Acctg Sec/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C. PROVINCIAL OFFICE				
	1.5. Release approved disbursement voucher to Approving Officials.		30 Minutes	ADAS II-Acctg Sec/Unit
	1.6. Receive, record and check the approved/signed Disbursement Voucher with attached supporting documents and determine whether LDDAP or check		1 Hour	Admin Aide IV, ADAS II,
	1.7. Review and Verifies completeness of signature on the disbursement vouchers and reviews the amount of the check against the DVs		30 Minutes	RO/PO:Admn Officer III(cashier), ADAS II (Disbursing Officer),Cash Unit
	1.8. Prepare Check and record in the check register.		40 Minutes	RO/PO:Admn Officer III (cashier), ADAS II (Disbursing Officer), Cash Unit
	1.9. Review and sign Check.		7 Hours 30 Minutes	ADAS II (Disbursing Officer)- Cash Unit
	1.10. Route all reviewed Checks with supporting documents to designated signatories		30 Minutes	ADAS II (Disbursing Officer)
	1.11. Prepare Advice of Checks Issued and Cancelled(LDDAP-ACIC),		20 Minutes	ADAS II (Disbursing Officer)
	1.12. Route the LDDAP-ACIC to authorized signatories		30 Minutes	ADA IV, ADAS II
2. Receive payment thru check and accomplish the CSS Form	2.1. Transmit approved LDDAP-ACIC Government Servicing Bank (LBP) for crediting to payees/ claimant's bank account or release check to concerned client and administer the CSS		1 Hour	ADA IV, ADAS II
	TOTAL	None	3 Working Days, 7 Hours	

10. Transfer of Funds

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

Office or Division	Financial and Management Service (FMS)
Classification	Complex Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	DILG Regional Office/Operating Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for fund transfer (Sub-Allotment Release Order and Notice of Transfer Allocation) with <u>any of the following</u> applicable attachment: 1 Photocopy of Operations Plan and Budget (OPB) 1 Photocopy Activity Design 1 copy of funding requirement breakdown per Program, Activity and Project (PAP) and per corresponding Expense account name/code. 1 Photo copy of Notice of Fund Transfer (if not included in OPB) Schedule of NTA 2. For Barangay Official Death Claims (DBC) and Administrative Personnel Benefits (APB): 1 Photocopy of SARO with NCA and list of beneficiaries	Operating/Requesting Unit/Regional Office DBM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter request of fund transfer (SRO and NTA) with	1.3 Check, receive and record in Process Summary log sheet the Letter request for fund	None	1 Hour	Receiving clerk (COS) /Administrative Assistant/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
corresponding supporting documents. In the case of DBC and APB, submit the copy of SARO with NCA and list of beneficiaries from DBM.	transfer from Operating units or SARO w/ NCA from DBM (for DBC,APB others) based on set documentary requirements then forward to Chief of Budget Division. 1.1.a, Letter-Request of Fund Transfer: Receive letter request for fund transfer via Data Management System (DMS) or physical copy with applicable supporting documents then attach Transfer of Fund tracker. 1.1.b, Special Allotment Release Order (SARO) with Notice of Cash Allocation (NCA): Receive and record the copy of SARO with NCA if applicable from DBM thru OASFC with complete supporting documents then attach Transfer of Fund tracker.			Administrative Officer II-Budget Division
	1.2 Review and determine if transfer of funds can be allowed and provide instruction/s in the Transfer of Funds tracker		1 Hour	Chief, Budget Division
	1.3. Validate details of the request as to funds and amount against the supporting documents (e.g. Activity Design, OPB, SARO)		1 Working Day, 5 Hours, 45 Minutes 10 Minutes	Administrative Officer IV, Budget Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.1. Record transfer of funds data/details in the appropriate Registry of Allotments, Obligation and Disbursement (RAOD) per PAP 1.3.2. Prepare and attach Memo-transmittal.		5 Minutes	
	1.4. Review transfer of fund request with memo transmittal. If found in order, affix signature. If not, return to Operating unit or processor and provide instructions in the Transfer of fund tracker.		4 Hours	Administrative Officer V, Budget Division
	1.5. Conduct final review on the request. If found in order, prepare the SRO and forward to Division Chief *Note: The absence of Section Chief and Supervising Admin Officer, the Chief of Budget Division can conduct the final review of the SRO*		2 Hours	Supervising Administrative Officer, Budget Division
	1.6. Certify availability of Fund in the SRO and affix initials on the Memo-transmittal and provide instruction to release the SRO.		30 Minutes	Chief, Budget Division
	1.7. Update the PSL then forward SRO to the office of the Director to secure signature on the Certification on the Availability of Funds portion of the SRO		20 Minutes	COS(ADAS VI) ADAS/AO II, Budget Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. Approve SRO *Note: Approval of SRO will depend on the availability of the authorized signatories*		1 Hour	FMS Director/ OASAFC/Authorized Signatories
	1.9. Receive and Encode approved SRO to Process Summary Log sheet (cloud encoding) 1.9.1, Scan the approved SRO and supporting documents then upload to Financial Reporting System (FRS) then notify the concerned staff from the Accounting Division thru fund transfer, for the preparation of NTA.		1 Working Day	Administrative Assistant/ AO II, BD / Designated Budget Staff
	1.10. Receive SRO through email/hard copy or through FRS and prepare NTA *Note:* *Preparation of NTA will depend on the indicated month to be downloaded to regions based on the attached schedule of NTA in the request.* *If SRO received toward the end of the quarter, NTA will be prepared 1st working day of the following month*	None	1 Hour	Administrative Assistant, Accounting Division
	1.11. Accounting division shall secure a copy of the SROs in FRS.		30 Minutes	Administrative Staff, AD (Administrative Assistant I)
	1.12. Review and affix initial on the NTA		1 Hour	Chief, Accounting Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12.1, Forward the NTA to Office of the Director then to OASFC for signature/approval			
	1.13. Approve the NTA and forward NTA to Accounting Division for info and recording.		1 Hour	Administrative Staff, OASFC Administrative Assistant I
2. Region/s received NTA and accomplish the CSS online.	2.1 Submit approved NTA to Land Bank to effect crediting of funds to the Region's LBP-MDS Account.		1 Working Day	Administrative Staff /Assigned Accounting Personnel, Accounting Division
	2.1a. Photocopy/scan copy of comments and release to client.		30 Minutes	Administrative Officer IV, Budget Division
	2.2. Submit approved NTA to Land Bank to effect crediting of funds to the Region's LBP-MDS Account		30 minutes	Administrative Staff, AD
	TOTAL	None	5 Working Days, 4 Hours, 20 Minutes	

11. Request for Function Room and DILG Dormitory

To ensure all requests for Function Room and DILG Dormitory are in proper coordination

Office or Division	Auxiliary Section, General Services Division, Administrative Service
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizen
Who May Avail	DILG Central Office, DILG Regional Office & NAPOLCOM Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Function Room or Request for Dorm Accommodation	Auxiliary Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up prescribe request form. The form can be download at DILG website or you can request a copy for Auxiliary Section, GSD	1.1. Receive the requested letter with recommendation of Administrative Service Director.	None	1 Working Day	Administrative Aide III
	1.2. Check availability of function room, DILG Dormitory.	None		Administrative Aide III
	1.3. Check the availability of the said request and ready the request to be filled by the end user.	None		Administrative Aide III
2. Letter request address to Director of Administrative Service	2.1. Prepare send letter to the requester.	None	1 Working Day	Administrative Aide III
	2.2. Release the approved request form.	None		Administrative Aide III
3. Letter request address to GSD Chief	3.1, Prepare and submit letter requesting party.	None	1 Working Day	Administrative Aide III
	TOTAL	None	3 Working Days	

12. Request for Technical Assistance on ICT Resources

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

Office or Division	Information System and Technology Management Service (ISTMS) – Information Systems, Planning, Development and Project Management Division (IS-PDPMD)
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Bureaus and Services of the Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request-Letter	Office concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1. Receive letter request	None	5 Minutes	Administrative Assistant III/AA VI, TOSD
	1.2. Assess the type of request and assign a technical staff	None	3 Working Days	Director/ IS-PDPMD Chief
	1.3. Conduct initial meeting with client	None	1 Working Day	IS-PDPMD Chief
2.Submit reference materials	2.1. Gather System Requirements	None	1 Working Day	Assigned IS-PDPMD Technical Staff
	2.2. Provide User Requirements List for Client's review	None	1 Working Day	Assigned IS-PDPMD Technical Staff
3.Finalize the requested features of the system. Acknowledge the provided User Requirements List	3.1. Receive the signed Requirements List	None	2 Working Days	Assigned IS-PDPMD Technical Staff
	3.2. Conduct System Study and Formulate System Design	None	22 Working Days	Assigned IS-PDPMD Technical Staff
	3.3. Perform Systems Development	None	88 Working Days	Assigned IS-PDPMD Technical Staff
	3.4. Present the System	None	4 Hours	IS-PDPMD Chief, Assigned IS-PDPMD Technical Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5. Provide User Acceptance Certificate to client	None	2 Working Days	Assigned IS-PDPMD Technical Staff
4. Accomplish the provided User Acceptance Certificate	4.1. Receive the accomplished User Acceptance Certificate	None	2 Working Days	Assigned IS-PDPMD Technical Staff
	TOTAL	None	122 Working Days, 4 hours and 5 Minutes	

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

13. Request for Repair and Maintenance

Handling of requests for the minor repair and maintenance of the DILG Central Office premises

Office or Division	Auxiliary Section, General Services Division, Administrative Service
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	DILG Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Repair and Maintenance	Auxiliary Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request address to GAS Chief	1.1. Receive the requested letter with recommendation of Administrative Service Director	None	1 Working Day	Administrative Aide III/Staff, Auxiliary Section
	1.2. Check the availability of the maintenance personnel	None		Auxiliary Section Staff
	1.3. Check the availability of the said request and ready the request to be filled by the end user	None		Auxiliary Section Staff
	1.4. Prepare send letter to the requester. Note: For major repairs, seek approval to GSD, NAPOLCOM	None		Auxiliary Section Staff
	1.5. Release the approved request form	None		Auxiliary Section Staff
2. Submit reference materials	2.1. Submit letter to the requesting party with attached Client Satisfaction Survey thru Central Records Section	None		Auxiliary Section Staff
	TOTAL	None	1 Working Day	

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

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

Office or Division	Public Affairs and Communication Service, Creative Services Division (CSD, PACS)
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	All DILG-CO offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DMS routing slip, request letter (memorandum format) – including the sample image of the design	Public Affairs and Communications Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a request letter in the form of memorandum with attached sample image of item/s via DMS and hand-carry	1.1. Receive the memorandum, update DMS and forward to OD	None	2 Minutes	Office of the Director Staff/ Director
	1.2. Forward the hard-copy request with attached sample image of items to CSD	None	2 Minutes	Office of the Director Staff
	1.3. Receive, update DMS and route to Division Chief (DC)	None	2 Minutes	Admin Aide VI
	1.4. Evaluate the attached sample item	None	2 Hours	Admin Officer II
	1.5. Draft a memorandum certification/response	None	5 Minutes	Admin Aide VI
	1.6. Print and submit to the Division Chief and then to the Office of the Director for signature	None	5 Minutes	Division Chief/ Director
	1.7. Scan and route through DMS the memorandum certification/response	None	5 Minutes	Admin Aide VI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the BIM certification of compliance from PACS-CSD staff in charge of issuance.	2.1. Contact the person referenced in the request memorandum to receive the hardcopy certification/response.	None	2 Minutes	Admin Aide VI
	TOTAL	None	2 Hours, 23 Minutes	

15. Issuance of No Pending Administrative Case

Preparation and issuance of Certificate of No Pending Administrative Case as requested by DILG Personnel/ LGU Elected Officials.

The certification is issued if upon verification in the TID's official record/database, there is no pending administrative case/s filed before the Department against such personnel or LGU official.

Office or Division	Legal and Legislative Liaison Service, Trial and Investigation Division (LLLS, TID)
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Department Personnel and LGU Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Request Form	LLLS Receiving Officer
Clearance Log Sheet	LLLS Receiving Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit duly accomplished request form Note: In Person or Online request/ submission	1.1. Receive the Accomplished Request Form and update the Clearance Log Sheet	None	11 Minutes	LLLS Receiving Officer/ TID Receiving Officer
	1.2. Validation and verification of Request and/or other pertinent data	None	10 Minutes	TID Action Officer
	1.3. Preparation of the Certification and Internal Memorandum for LLLS Director	None	10 Minutes	TID Action Officer
	1.4. Review of Certification and Signature of Internal Memorandum for LLLS Director	None	5 Minutes	Chief, Trial and Investigation Division, LLLS
	1.5. Approval/Signature of Certification	None	5 Minutes	Director, LLLS
	1.6. Release of Certification	None	5 Minutes	TID Receiving Staff
	TOTAL	None	46 Minutes	

16. Issuance of Authority to Practice Profession

This service refers to the facilitation of the issuance of Department Order allowing the practice of profession of DILG officials and personnel.

Office or Division	Personnel Division, Administrative Service
Classification	Complex Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	All DILG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request from the concerned official or personnel Indorsement/Permission from head of office/operating unit	LLLS Receiving Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit recommendation/ justification *Note: For LGA and Regional Offices, only officials and personnel with SG-24 and above shall be processed in the Central Office* per Delegation of Authority	1.1. Receive indorsement and/or request *Mode of Receipt of Documents: Physical Document/ Scanned Documents may be received through DILG Document Management System, email and/or regular mail*	None	2 Minutes	PD Receiving Clerk/ Action Officer
	1.2. Review completeness and appropriateness of administrative requirements	None	3 Minutes	PD Action Officer
	1.3. Prepare the Department Order and transmittal to SILG	None	10 Minutes	PD Action Officer
	1.4. Review Department Order and transmittal a. Division Level b. Service Level c. Assistant Secretary Level	None	15 Minutes	PD Division Chief AS Director ASEC for HRD
	1.5. Approval of Department Order	None	3 Working Days	Approving Authority per Delegation of Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Retain approved copy of Department Order in the 201 file.	None	5 Minutes	PD Action Officer
	TOTAL	None	3 Working Days, 35 Minutes	

17. Preparation of Coterminous and Contractual Appointments

This service refers to the preparation of Coterminous and Contractual appointments of personnel recommended by concerned operating units/office.

Office or Division	Personnel Division, Administrative Service
Classification	Complex Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Executive Offices, Offices of Bureau/Service Directors – Coterminous Appointments; Project Management Offices – Contractual Appointments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Recommendation for Hiring of Coterminous or Contractual Personnel Attachments: CSC Form No. 212 with Work Experience Sheet	Operating Office/Unit Concerned CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit recommendation/ proposal *NOTE:* **Appointees who are primarily confidential in nature, such as Executive Assistant, Private Secretary 1 and 2 positions, are exempted from the CSC qualification requirement.*	1.1. Receive recommendation/proposal of concerned operating office/unit *Mode of Receipt of Documents: Physical Document/Scanned Documents may be received through DILG Document Management System, email and/or regular mail*	None	5 Minutes	PD Receiving Clerk/ Action Officer
	1.2. Review completeness and appropriateness of documents	None	20 Minutes	PD Action Officer
	1.3. Prepare appointment of recommended personnel and transmittal to concerned operating office/unit	None	10 Minutes	PD Action Officer
	1.4. Review appointment and transmittal, and recommend for approval, if found in order.	None	15 Minutes	PD Division Chief AS Director ASEC for HRD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Division Level b. Service Level c. Assistant Secretary Level			
	1.5. Transmit appointment to the concerned operating office/unit	None	5 Minutes	Approving Authority per Delegation of Authority
	1.6. Approval of appointment by concerned official	None	3 Working Days	PD Action Officer
2. Receive copy of approved appointment	2.1. Upon approval, provide the concerned operating office/unit with approved appointment. 2.1.1. Transmit approved appointment to Civil Service Commission for validation, and provide a copy to the concerned operating office/unit, and retain a copy in 201 file.		10 Minutes	PD Action Officer
	TOTAL	None	3 Working Days, 1 Hour, 5 Minutes	

18. Preparation of Contract of Services

This service refers to the preparation of Contract of Services based on the recommendation/ justification of the concerned operating office/unit.

Office or Division	Personnel Division, Administrative Service
Classification	Complex Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	Executive Offices, Bureaus, Services, Project Management Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Recommendation/justification of concerned operating office/unit	Operating Office/Unit Concerned
2. CSC Form No. 212 Personal Data Sheet with Work Experience Sheet of each recommendee to be hired under COS	CSC Form No. 212 may be downloaded at http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html
3. NBI Clearance	NBI
4. Drug Test Result	Drug Testing Laboratory
5. Terms of Reference	Operating Office/Unit Concerned
6. Previous Contract (if any)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit recommendation /justification for the hiring of COS personnel	1.1. Receive recommendation/ justification for hiring of personnel under COS.	None	5 Minutes	PD Receiving Clerk/ Action Officer
	1.2. Review completeness and appropriateness of administrative requirements.	None	5 Minutes	PD Action Officer
	1.3. Prepare resolution on the hiring of COS personnel for the approval and signature of the Review and Evaluation Committee on the Hiring or Renewal of Contract of Services.	None	3 Working Days	PD Action Officer
	1.4. Prepare the contract for the approval of the SILG.	None	10 Minutes	PD Action Officer
	1.5. Review the resolution and contract, and recommend for approval, if found in order. a. Division Level	None	15 Minutes	PD Division Chief AS Director ASEC for HRD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. Service Level c. Assistant Secretary Level			
	1.6. Approval of contract by concerned official	None	3 Working Days	Approving Authority per Delegation of Authority
	1.7. Copy furnish signed contract to the Commission on Audit (COA) and Financial and Management Service (FMS)	None	5 Minutes	PD Action Officer
	1.8. Retain approved copy of contract in 201 file.	None	5 Minutes	PD Action Officer
	TOTAL	None	6 Working Days, 45 Minutes	

19. Provision of Internal Audit Services

This service delivers the main function of IAS which is the conduct of Compliance, Management and Operations Audits, to determine compliance with applicable laws, rules and regulations including Department issuances; evaluate the adequacy of internal controls; and the 4Es (Effectiveness, Efficiency, Economical and Ethical) of operations. The service includes the four phases of the audit process: Audit Engagement Planning, Audit Execution, Audit Reporting and Audit Follow-up.

Office or Division	Internal Audit Service
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	**Auditees:** **LG Sector**: Central Office (Offices, Bureaus & Services); Regional & Field Offices**,** Local Government Academy (LGA) **Interior Sector**: Bureau of Fire Protection (BFP) and Bureau of Jail Management and Penology **(**BJMP)-National Headquarter (NHQ), Regional & Field Offices and Philippine Public Safety College (PPSC) **Other attached agencies**: National Youth Commission (NYC), National Council on Muslim Filipinos (NCMF) and Philippine Commission on Women (PCW)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Documents, Records, and Reports relevant to the Audit area/coverage	Concerned Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SILG - Direct the conduct of audit through the issuance of the Department Order	1.1. Prepare, review and release Department Order directing the conduct of internal audit for approval of the SILG			
	1.1.1 Prepare and review the Department Order with memo transmittal on the conduct of internal audit	None	2 Working Days	Audit Team Member/s, Team Leader
	1.1.2 Final review and approval of the Memo Transmittal and forward to IAS Action Officer for release	None	1 Working Day	IAS Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1.3 Release the Department Order to OSEC for SILG's approval/ signature	None	1 hour	IAS Admin. Staff
2. Auditee – Provide relevant documents, records and reports of the audit areas	2.1 Prepare, review and release Audit Notification Memorandum (ANM) requesting relevant documents, records, and reports with attached approved Department Order			
	2.1.1 Prepare and review ANM on the conduct of the internal audit and matrix or list of required documents.	None	2 Working Days	Audit Team Member/s, Team Leader
	2.1.2 Final review and sign the ANM and forward to IAS Action Officer for release.	None	1 Working Day	IAS Head
	2.1.3 Release the ANM with attached approved Department Order and Matrix or List of Required Documents through DMS or CO Records Section for distribution.	None	1 hour	IAS Admin. Staff
AUDIT ENGAGEMENT PLANNING				
2. Auditee – Provide relevant documents, records and reports of the audit areas	2.2 Understand the programs, projects, activities, systems and processes (PPASP)			
	2.2.1 Gathering of initial documents through research and receipt of relevant documents, records and reports	None	5 Working Days	Audit Team/s
	2.2.2 Process gathered documents through table review/validation and interview	None		Audit Team/s
	2.2.3 Request for an orientation meeting with the concerned office/personnel, if necessary	None		Audit Team/s
	2.2.4 Process updated documents gathered from the auditees. Review relevance and completeness of	None		Audit Team/s, Team Leader

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information in the Audit Area Profile			
	2.3 Develop the Audit Engagement Plan			
	2.3.1 Prepare and review the Audit Engagement Plan	None	3 Working Days	Audit Team Member/s
	2.3.2 Final review and approval of the Audit Engagement Plan	None		IAS Head
	2.4 Prepare, review and approve the Audit Work Program which indicates the activities and timelines per phases of audit (planning, execution, reporting, follow-up)			
	2.4.1 Preparation and review the Audit Work Program. Indicate detailed audit work instructions to accomplish the steps and methodologies. Prepare Summary of Audit Team Roles and Responsibilities as an attachment.	None	3 Working Days	Audit Team Member, Team Leader
	2.4.2 Approve the Audit Work Program	None		IAS Head
	2.5 Prepare, review and approve audit planning tools/workpaper templates			
	2.5.1 Identify and list the specific laws/policy/guidelines/standards, indicate the requirements and sample MOVs for review of Team Leader and approval of IAS Head	None	2 Working Days	Audit Team Member, Team Leader, IAS Head
	2.5.2 Prepare the System/Process Flowcharts from the analyzed process/system documentations to identify controls and other process details	None	2 Working Days	Audit Team Member, Team Leader

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5.3 Refer to the audit checklists to identify controls from CC and ICC. Input in the Walkthrough Test for review of the Team Leader	None	2 Working Days	Audit Team Member, Team Leader
END OF AUDIT ENGAGEMENT PLANNING				
AUDIT EXECUTION				
3. Auditees - Participate in the Entry Conference: Provide reply or comments/concur in the Minutes of the Entry Conference Top officials-receive Memo invitations for the conduct of entry conference: deliver message	3.1 Prepare for the conduct of Entry Conference			
	3.1.1 Prepare and review of Notice of Entry Conference Memorandum (NECM) to all concerned Office/s. Final review and sign the NECM. Forward and release the NECM to concerned offices.	None	6 Hours	Audit Team Member, Team Leader
	3.1.2 Prepare memo invitations for top officials for review of the Team Leader and signature of the IAS Head. Forward/release the memo invitations for top officials and concerned offices.	None	6 Hours	Audit Team Member, Team Leader, IAS Head, IAS Admin. Staff
	3.1.3 Prepare entry conference powerpoint presentations. Review and approve the powerpoint presentations.	None	6 Hours	Audit Team Member, Team Leader, IAS Head
	3.2 Conduct of Entry Conference			
	3.2.1 Conduct of Entry Conference with the auditees	None	2 Hours	Team Leader/Audit Teams
	3.2.2 Take down notes including the auditee's view for the overall framework for the conduct of the audit and record proceedings of the meeting	None	2 Hours	Audit Team Member
Auditees- Participate in the Entry Conference:	3.2.3 Prepare the Entry Conference Notes for review of the Team Leader (Sub-level	None	5 Hours	Audit Team Member, Team Leader, IAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide reply or comments/concur in the Minutes of the Entry Conference	Entry Conference or IAS Head (General Entry Conference) and release with Memo Transmittal for concurrence of the auditee			Head, IAS Admin. Staff
4. Auditee - Participate in the actual conduct of audit Provide requested documents during the audit Submit self for checklist administration, interview and walkthrough Provide logistical support, if necessary Reply/comment on the Interim Audit Memorandum	4.1 Conduct of Actual Audit			
	4.1.1 Process information documents in the checklists and determine “Yes” answers with complete information/document, “Yes” answers with lacking information/document and “No” answers. If not, subject to interim analysis. Record the result in the corresponding checklist.	None	5 Working Days (4.1 to 4.6)	Audit Team Member, Team Leader
	4.1.2 Perform walkthrough of document and process flow on the subject matter of audit. If present, do a test of controls. If absent, subject to interim analysis. Record the result in the Walkthrough Test	None		Audit Team Member, Team Leader
	4.1.3 Perform test of control of document and process flow based on sampling on the subject matter of audit. If control is ineffective, subject to interim analysis. Conduct substantive tests through samples and record the result in the Test of Control. Include all non-existing controls in the Summary of Gaps.	None		Audit Team Member, Team Leader
	4.1.4 Determine if interview is needed. If controls are present, perform substantive test through sampling. If absent, subject to interim analysis. Conduct the interview and document the result in the Interview Notes.	None	5 Working Days (4.1 to 4.6)	Audit Team Member/s, Team Leader

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 For additional documents needed, prepare Audit Inquiry Memorandum (AIM), as necessary			
	4.2.1 If there are additional documents needed and/or clarification, prepare Audit Inquiry Memorandum. Review and sign Audit Inquiry Memorandum. Release Audit Inquiry Memorandum to concerned auditees.	None		Audit Team Member/s, Team Leader
	4.3 Develop audit findings			
	4.3.1 Draft audit findings in terms of the 4Cs. Prepare the Individual Audit Findings	None		Audit Team Member/s, Team Leader
	4.3.1.1 Draft audit condition on the results of review and appraisal of control in case of Compliance and Management audit based on sampling and evaluation of 4Es in case of Operations Audit	None		Audit Team Member/s, Team Leader
4. Auditee - Participate in the actual conduct of audit	4.3.1.2 Process probable/root cause analyses on the established audit condition and draft the audit cause. Probable Cause for Compliance Audit and Root Cause for Management/Operations Audit.	None	5 Working Days (4.1 to 4.6)	Audit Team Member/s, Team Leader
	4.3.1.3 Process conditions with criteria to draw audit conclusions	None		Audit Team Member/s, Team Leader
	4.4 Prepare Interim Audit Memorandum, if any	None		
	4.4.1 Draft report on significant deficiencies requiring immediate action and its probable cause for review of team Leader and IAS Head	None		Audit Team Member/s, Team Leader, IAS Head
	4.5 Finalize and organize working papers	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.5.1 Index, file, collect and prepare workpapers for analysis and process all workpapers for the preparation of audit findings	None		Audit Team
	4.6 Prepare Initial Audit Report and the Highlight of Audit Findings	None		
	4.6.1 Process the Individual Audit Findings and consolidate results in the Initial Audit Report. Draft the Highlights of Audit Findings in terms of 2Cs (criteria and condition). Prepare a memo transmittal. For review of the Team Leader (Sub-level Exit Conference) and IAS Head (General Exit Conference)	None		Audit Team Member/s, Team Leader/IAS Head
4. Auditee - Participate in the actual conduct of audit Auditee- Receive the Notice of Exit Conference Memorandum and communicate Top officials- receive and confirm attendance/ participation in the exit conference	4.7 Prepare, review and approve the Progress Assessment Report (PARe) before the conduct of Exit Conference			
	4.7.1 Prepare, review and approve the Progress Assessment Report (PARe.). Accomplish the A, C and D sections of PARe before the sub-level Exit Conference. Consolidate the results of A, C and D sections of PARes of sub-level Exit Conference and accomplish B and E sections before the General Exit Conference.	None	1 Working Day	Audit Team Member, Team Leader/IAS Head
	4.8 Prepare for the conduct of exit conference			
	4.8.1 Discuss necessary documents and activities in the conduct of exit conference for the identification of attendees, location and schedule and the preparation	None	1 Working Day	Audit Team Member/s, Team Leader

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and review of the Notice of Exit Conference Memorandum.			
	4.8.2 Prepare and review the memo invitations for top officials. Final review and sign the memo invitations for top officials. Forward/release the memo invitations for top officials and to concerned offices.	None		Audit Team Member/s, Team Leader, IAS Head, *IAS Admin. Staff*
	4.8.3 Prepare the powerpoint presentation. Review and approve the powerpoint presentations using the Exit Conference Powerpoint template. Review and approve the powerpoint presentations.	None		Audit Team Member/s, Team Leader, IAS Head
5. Auditees – • Participate in the Exit Conference to provide initial comments on the Highlights of Audit Findings • Receive/Accept the Highlights of Audit Findings and submit Management Reply/Comments	5.1 Conduct of Exit Conference			
	5.1.1 Conduct of Exit Conference with the Head of Internal Audit and/or Audit Team Leader and the Auditee	None	1 Working Day	Audit Team Member/s, Team Leader
	5.1.2 Take down notes including additional information to be considered in the audit report and record proceedings of the meeting	None		Audit Team Member/s, Team Leader
	5.1.3 Prepare the Exit Conference Notes, attach the Highlights of Audit Findings requiring submission of Management Comments within 10wd and Memo transmittal for review of Team Leader (Sub-level- Exit Conference) or IAS Head (General Exit Conference)	None		Audit Team Member/s, Team Leader, IAS Head
	5.2 Administer the Audit Feedback Survey, record, analyze using the Internal Audit Feedback Survey Analysis Report and include	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the results in the Internal Audit Report			
	5.2.1 Administer the Audit Feedback Survey Form to the attendees of the exit conference and to other key auditees. Record and analyze the result in the CSS Summary Logsheet and in the Internal Audit Feedback Survey Analysis Report. Process and include the results in the Monitoring and Feedback section of the Internal Audit Report	None		Audit Team/s
END OF AUDIT EXECUTION				
AUDIT REPORTING				
6. OSEC- Receive Internal Audit Report with the Recommendations for approval of the SILG SILG- approves the Internal Audit Report	6. Prepare the Internal Audit Report (IAR)	None		
	6.1.1 Refer to the Test of Control workpapers, analyze results and summarize the deviations noted from the conduct of the test of controls in the Summary of Gaps.	None	30 Working Days	Audit Team Member/s
	6.1.2 Refer to the sub-level InARs and prepare IAR	None		Audit Team Member/s, Team Leader/s
	6.1.3 Prepare Memo Transmittal to SILG with Memo Auditees/s directing the implementation of the recommendations and requiring the submission of the auditee's action plan	None		Audit Team Member/s, Team Leader/s, IAS Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. OSEC- Receive Internal Audit Report with the Recommendations for approval of the SILG	6.1.4 Release the approved IAR with Memo to Auditees directing the implementation of the recommendations and requiring the submission of the auditee's action plan	None	30 Minutes	IAS Admin. Staff
END OF AUDIT REPORTING				
AUDIT FOLLOW-UP				
7. Auditee - Implement the Audit Recommendations and report Status of Implementation through the submission of AAPIS to the Internal Audit Service and participate in the conduct of Audit Follow-up validation activity, as necessary	7.1 Prepare for the conduct of audit follow-up to monitor the implementation of approved audit findings and recommendations	None		
	7.1.1 Process the Internal Audit Report and prepare the Audit Follow-up Program listing the audit activities to be performed for the evaluation of compliance with audit recommendations for review and approval of IAS Head	None	5 Working Days	Audit Team Member/s
Auditee- Receive Audit Inquiry Memorandum, communicate to concerned office/personnel and submit additional documents requested	7.1.2 Prepare, review and approve the Audit Follow-up Notification Memorandum (AFNM) with attached AAPIS. Release the AFNM to concerned office/s.	None		Audit Team Member/s, Team Leader, IAS Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.2 Validate status of implementation and evaluate compliance with audit recommendations using the Internal Assessment of Compliance to Audit Recommendations (IAsCARes)	None		
	7.2.1 Process the submitted AAPIS to validate and evaluate the documents and supporting evidences submitted, and status of action or actions taken by the auditee on each recommendation using the IAsCARes	None	4 Quarters (264 Working Days)	Audit Team Member/s
Auditee - Receive Audit Inquiry Memorandum, communicate to concerned office/ personnel and submit additional documents requested	7.2.2 Prepare Audit Inquiry Memorandum requesting additional documents needed and/or clarification in the implementation of audit recommendations. Record receipt of additional documents of implementation, perform cursory evaluation on the checklist of submitted documents and process the additional documents received.	None		Audit Team Member/s/ Team Leader
Auditee- Receive the IAsCARes	7.2.3 Prepare and review the IAsCARes and Memo transmittal to communicate to the auditee the result of the monitoring and assessment of their compliance to audit recommendations and release to the concerned office.	None		Audit Team Member/s/ Team Leader, IAS Head, *IAS Admin. Staff*
8. OSEC- Receive the Internal Audit Follow-up Report (IAFR) for the approval of the SILG	8.1 Prepare, review and submit the IAFR to the Office of the Secretary	None		
	8.1.1 After the 4th IAsCARes or validated full compliance	None	30 Working Days	Audit Team/s, Team Leader, IAS Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SILG- Approve the Internal Audit Follow-up Report	whichever comes early, prepare and review the IAFR.			
	8.1.2 Submit the IAFR with Memo Transmittal to OSEC for the SILG's approval	None		IAS Admin. Staff
	8.2 Accomplish the Completion Assessment Report (ComARe)	None		
	8.2.1 Prepare, review and approve the Completion Assessment Report	None	1 working day	Audit Team/s, Team Leader, IAS Head
	8.3 Retain Records	None		
	8.3.1 Retain documented information in accordance with the Control of Retained Documented Information Procedure and Master List of Retained Documented Information	None	30 minutes	IAS Admin. Staff
END OF AUDIT FOLLOW-UP				
END OF TRANSACTION				
	TOTAL	None	363 working days, 7 hours	

Note: Remote approach is used during pandemic and implementation of alternative work arrangement

20. Preparation of Department Order on Attendance to Official/Foreign/Local Trainings/Seminars/Conventions/Conferences/Fora and Study Leave

Issuance of the Department Order and Travel Authority.

Office or Division	Human Resource Management Division, Administrative Service
Classification	Complex Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	DILG Officials & Employees (LG Sector: Central Office – Bureaus & Services, Regional/ Field Offices/ LGA **Interior Sector:** BFP, BJMP, PNP-NHQ/ Regional/Field Offices/ PPSC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Local	
Endorsement from the Head of Office	Applicant's Respective Regional/Bureau/Service Directors
Invitation Letter	From the Donor Institutions or Agency
Foreign	
Endorsement from the head of office	Applicant's Respective Regional/Bureau/Service Directors
Invitation Letter	From the Donor Institutions/Agency
Clearances (Central/ Regional/ Provincial Office)	Respective Applicants Office
Certification (No Pending Administrative Case)	Respective Applicants Office
Personal Data Sheet (recent)	Applicant
Approved Application for Leave	Respective Applicants HR Division
Scanned copy of Vaccination ID/Certification	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Human Resource Management Division (HRMD) thru e-mail: hrmdteam.as@gmail.com the request with complete requirements.	1.1 Receive e-copy of the request, review completeness and appropriateness of the supporting documents and record in the DMS; then forward to concerned HRMD Action Officer;	None	15 Minutes	HRMD Receiving Officer
	1.2. Prepare the Department Order (and travel authority for travel abroad) with cover memo then submit for review of	None	2 Hours	HRMD Action Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	HRMD Chief/Assistant Chief.			
	1.3. Review the content of the D.O., then recommend for approval, thru DMS, if found in order, a. Division Chief b. Administrative Service Director c. Assistant Secretary for Human Resource Development	None	1 Working Day, 3 Hours, 20 minutes	HRMD Division Chief AS Director ASEC for HRD
	1.4. Review and approve in DMS (soft copies) and print out documents (hard copies), if found in order, else return to HRMD for necessary correction/revision: a. Office of the Undersecretary (if applicable) b. Head Executive Assistant (HEA) for her/his review	None	1 Working Day	Designated Action Officer
	1.5. Sign / approve the Department Order (and travel authority for travel abroad)	None	3 Working Days	SILG
	1.6. Scan the approved/signed DO then forward the hard copies to HRMD and the soft copies thru DMS for their appropriate action	None	20 Minutes	OSEC Record Officer
2. Release the signed / approved D.O	2.1. Accomplish and submit e-copy of the Client Satisfaction Feedback (CSS) Form	None	10 Minutes	Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to HRMD upon receipt of signed/ approved D.O.			
	TOTAL	None	5 Working Days, 6 Hours, 25 Minutes	

21. Provision of Graphics and Layout Service

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

Office or Division	Public Affairs and Communication Service, Creative Services Division (CSD, PACS)
Classification	Complex Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	All DILG-CO Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter (in memorandum format) – including the specifications and details thru e-mail	Concerned Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit a request letter to CSD-PACS in the form of memorandum with attached sample image of item/s via DMS and hand-carry	1.1. Receive the memorandum, update DMS and forward to DC	None	5 Minutes	Admin Aide VI
	1.2. Evaluate the attached sample item	None	5 Minutes	Div. Chief / CSD Admin. Officer II
	1.3. Draft a memorandum certification/response	None	2 Minutes	Admin Aide VI/ Division Chief
	1.4. Fill up the digital job order form based on the given request memorandum and designate the job order to Graphics Artist (GA)	None	5 Minutes	Admin Aide VI/ Division Chief
	1.5. Draft design according to the prescribed period: graphic layouts (3 wds) insider layouts (5 days) magazine/coffee table books, compendiums (30 days)	None	5 Days	CSD graphic artists
	1.6. Review and approve the draft design	None	5 Minutes	Division Chief
2.Proceed to the Admin. Staff/ Front	2.1. Discuss the request including the submission date, duration and	None	10 Minutes	Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Desk Officer of PACS-CSD	specifications of the request. Conceptualize and develop the job order's design and submission date.			
	2.2. Conceptualize and develop the job order's design and submission date	None	5 Minutes	Division Chief/ CSD Graphic Artist
	2.3. Fill up the job order form based on the given request memorandum and designate the job order to Graphics Artist (GA)	None	5 Minutes	Admin Aide VI/ Division Chief
	2.4. Submit draft design to Division Chief for review and approval	None	5 Minutes	Division Chief/ CSD Graphic Artist
	TOTAL	None	5 Days, 47 Minutes	

22. Provision of Photo and/or Video Services

This service is to provide the client with photo and/or video services to document the activities and programs of the different offices of the Department as well as its attached agencies.

Office or Division	Public Affairs and Communication Service, Creative Services Division (CSD, PACS)
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	All DILG Offices Bureaus and Attached Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memorandum - Letter of Request	Operating office/unit concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to CSD-PACS thru a memorandum	1.1. Receive the letter request	None	1 Minute	CSD-PACS receiving officer
	1.2. Review job specifications and assess availability of resources and staff	None	5 Minutes	CSD Photo Section Action Officer
	1.3. Arrange for the logistics with the requesting office	None	5 Minutes	CSD Photo Section Action Officer
	1.4. Assign a photographer to cover the event	None	2 Hours	CSD Photo Section Action Officer
	1.5. Put the event on schedule	None	2 Minutes	CSD Photo Section Action Officer
2. Personally request for the Photo and or Video Files to the Photo Section providing the details of the files being requested. And provide the	2.1. Receive the Request	None	1 Minute	CSD Photo Section Action Officer
	2.2. Determine whose in charge of the coverage	None	3 Minutes	Section Chief/Photo Section
	2.3. Search for the files on the computer or storage device	None	5 Minutes	Section Chief/Photo Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
sufficient storage device for the files.				
3. Submit the request letter to CSD-PACS thru e-mail	3.1. Download the files to the storage provided by the requesting office	None	15 Minutes	Corresponding Photographer
	3.2. Send the files requested via email	None		Corresponding Photographer
	TOTAL	None	2 Hours, 37 Minutes	

23. Facilitation of Personnel Movement

This service refers to the facilitation of movement of personnel (i.e., designation, reassignment, detail) based on CSC rules and regulations and DILG policies, through the issuance of appropriate Department Order.

Office or Division	Personnel Division, Administrative Service
Classification	Complex Transaction
Type of Transaction	G2G - Government to Government
Who May Avail	All DILG Officials and Employees, PNP Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. ***Personnel Movement – Central Office***	
1. Indorsement from operating office/unit concerned 2. Supporting Documents -For Designation: Office Order -For Reassignment/Detail: Request/Approval from receiving office/unit	Operating office/unit concerned
B. Confirmation of Regional Order	
1. Indorsement from Regional Office 2. Regional Order	Regional Office
C. Detail Service of PNP personnel	
1. Indorsement from NAPOLCOM *Note: NAPOLCOM holds records of detail service of PNP personnel* 2. Supporting documents*:* -Indorsement from PNP Chief -Request from receiving agency/office	NAPOLCOM PNP DPRM Requesting Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send indorsement of request for movement of personnel (i.e., designation, reassignment, and detail)	1.1. Receive indorsement with complete documentary requirements *Mode of Receipt of Documents: Physical Document/Scanned Documents may be received through DILG Document Management System, email and/or regular mail*	None	5 Minutes	PD Receiving Clerk/ Action Officer
	1.2. Review completeness and appropriateness of	None	5 Minutes	PD Action Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	administrative requirements			
	1.3. Prepare the appropriate Department Order to implement the request for movement of personnel and transmit to approving authority for approval.	None	10 Minutes	PD Action Officer
	1.4. Review the Department Order a. Division Level b. Service Level c. Assistant Secretary Level	None	15 Minutes	PD Asst. Division Chief & PD Division Chief AS Director ASEC for HRD
	1.5. Approval of Department Order	None	3 Working Days	Approving Authority per Delegation of Authority
	1.6. Upon approval of Department Order, send the approved copy to DILG Central Records Section for numbering and releasing	None	5 Minutes	PD Action Officer
	1.7. Retain approved copy of Department Order in 201 file *(Applicable for Central and Regional Office personnel only; for PNP personnel, the NAPOLCOM keeps records of their detail service)*	None	5 Minutes	PD Action Officer
	TOTAL	None	3 Working Days, 45 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	• Accomplish the Client Satisfaction Survey form after receiving your requested service from our action officers; or • For other concerns, you may send an email at paccrecords@gmail.com, call telephone number (02) 8925-0343.
How feedbacks are processed	• Feedback on our services are immediately attended to by the concerned action officer. • Other feedback and concerns are endorsed by the Public Assistance and Complaints Center (PACC) to the appropriate office. Upon receiving the reply from the concerned office/personnel, the client will be informed via email/phone call/letter.
How to file a complaint	• For walk-ins at the Central Office: Accomplish the Client's Complaint Form available at the DILG Helpdesk at the Ground Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, West Triangle, Quezon City (Central Office). • For walk-ins at the Regional, Provincial, and Field Offices: Approach the Desk Officer of the Day and accomplish the Client's Complaint Form. • Online: Send an email to paccrecords@gmail.com and provide the following details: ○ Name (optional) and contact number of the complainant ○ Narrative/details of the complaint ○ Name of the office/LGU and/or official being complained
How complaints are processed	All complaints received will be reviewed by the PACC or the Desk Officer of the Day and endorsed to the concerned office for a reply or an appropriate action. The PACC or the DILG Regional Office will provide feedback to the complainant via email/letter.
Contact Information of ARTA, PCC, and CCB	Anti-Red Tape Authority PLDT 1-ARTA (12782) (02) 8246-7940 SMART 0920-925-3078 0998-856-8338 www.arta.gov.ph; complaints@arta.gov.ph Presidential Complaint Center (PCC)

FEEDBACK AND COMPLAINTS MECHANISM	
	pcc@malacanang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621 Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908–881–6565

CONTACT INFORMATION

Office	Address	Contact Information
Office of the Secretary	19th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	bcabalosjr@dilg.gov.ph 8925-8888 8876-3454 loc. 1001
Office of the Head Executive Assistant	19th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	krcarpeso@dilg.gov.ph 8876-3454 loc. 1004
Office of the Undersecretary for Local Government	26th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	mliringan@dilg.gov.ph 8925-0347; 8925-0361 8876-3454 loc. 2101
Office of the Undersecretary for Operations	26th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	lavillanueva@dilg.gov.ph 8925-1135 8876-3454 loc. 2201
Office of the Undersecretary for and Programs	27th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	jdtan@dilg.gov.ph 8925-0382 8876-3454 loc. 2601
Office of the Undersecretary for Peace and Order	26th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	ofvalenzuela@dilg.gov.ph 8723-0401 loc. 6228
Office of the Undersecretary for Public Safety	27th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	spbarrettojr@dilg.gov.ph 8925-9114 8876-3454 loc. 2701
Office of Undersecretary for Barangay Affairs	26th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	favalmocina@dilg.gov.ph 8920-7753 8876-3454 loc. 2401
Office of Undersecretary for External and Legislative Affairs	11th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	jrllamas@dilg.gov.ph 8876-3454 loc. 2501
Office of Undersecretary for Project Development Management	10th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	olpasaraba@dilg.gov.ph 8876-3454 loc. 3701
Office of Undersecretary for Mindanao Affairs and Special Concerns	10th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	afbayan@dilg.gov.ph 8925-0359 8876-3454 loc. 2901
Office of Assistant Secretary for Administration, Finance and Comptrollership	22nd Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	eaaldana@dilg.gov.ph 8925-0375; 8925-0334 8876-3454 loc. 3102
Office of Assistant Secretary for Plans and Programs	26th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	frcruz@dilg.gov.ph 8876-3454 loc. 3301
Office of Assistant Secretary for Human Resource Development	23rd Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	dilg.oashrd@gmail.com 8876-3454 loc. 3002
Office of Assistant Secretary for International Relations	19th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	mdeleon@dilg.gov.ph 8876-3454 loc. 3601

Office	Address	Contact Information
Office of Assistant Secretary for Communications and External Affairs	19th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	dilgoasela@gmail.com 8876-3454 loc. 3402
Office of Assistant Secretary for Legal and Legislative Affairs	11th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	8876-3454 loc. 3901
Office of Assistant Secretary for Public Safety		fmbernabe@dilg.gov.ph 876-3454 loc. 3201
Office of Assistant Secretary for Community Participation	10th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	enlopezdeleon@dilg.gov.ph 8876-3454 loc. 3501
Office of Assistant Secretary for Peace and Order		jpracho@dilg.gov.ph 8723-0401 8876-3454 loc. 6233
Bureau of Local Government Development		
Office of the Director	25th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	afbonagua@dilg.gov.ph annalizabonagua@yahoo.com odblgd@gmail.com 8929-9235; 8927-7852 8876-3454 loc. 4101
Local Administrative Development Division		grmacatangay@dilg.gov.ph 8925-0356 8876-3454 loc. 4106
Local Development Planning Division		apfajardo@dilg.gov.ph 8929-9235 8876-3454 loc. 4108
Local Fiscal Resource Development Division		zimasangkay@dilg.gov.ph 8925-0356 876-3454 loc. 4104
Bureau of Local Government Supervision		
Office of the Director	25th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	dttorres@dilg.gov.ph 8928-9181 876-3454 loc. 4201
Policy Compliance Monitoring Division		mrflores@dilg.gov.ph 8876-3454 loc. 4210
Local Government Relations Division		dmbaldonado@dilg.gov.ph 8925-1151 8876-3454 loc. 4206
Local Governance Performance Management Division		mfquiton@dilg.gov.ph 8876-3454 loc.4208
Recognition and Awards Division		jqcalo@dilg.gov.ph 8876-3454 loc. 4204
Office of Project Development Services		
Office of the Director	24th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	aamaralli@dilg.gov.ph 8929-9601 88763454 loc. 4301

Office	Address	Contact Information
Project Monitoring and Evaluation Division		caflores@dilg.gov.ph 8929-9601; 8929-9406 8876-3454 loc. 4306
Project Capacity Development Division		mhconcepcion@dilg.gov.ph 8929-9601; 8929-9406 8876-3454 loc. 4304
National Barangay Operations Office		
Office of the Director	24th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	ddvillasenor@dilg.gov.ph 8876-3454 loc. 4401
Community Capacity Development Division		rccusi@dilg.gov.ph nbooccdd2022@gmail.com 8925-0328 8876-3454 loc. 4403
Research and Profiling Division		ctnavarro@dilg.gov.ph 8925-1139 8876-3454 loc. 4405
Citizens Affairs and Political Development Division		avpombuena@dilg.gov.ph 8925-0371 8876-3454 loc. 4407
Administrative Service		
Office of the Director	23rd Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	eavelasco@dilg.gov.ph 8876-3454 loc. 5102
Personnel Division		vbmacabate@dilg.gov.ph 8920-7918 8876-3454 loc. 5103
General Services Division		rlneo@dilg.gov.ph 8920-0365 8876-3454 loc. 5107
Human Resource Management Division		eavelasco@dilg.gov.ph 8920-7921 8876-3454 loc. 5105
Procurement Management Division		pmdas.dilgco@gmail.com 8876-3454 loc. 5109
Security Section		jbbalinquit@dilg.gov.ph 8925-0389; 8928-2436 8876-3454 loc. 5114
Information Systems and Technology Management Service		
Office of the Director	21st Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	lslinson@dilg.gov.ph 8876-3454 loc. 5505
Network and Technology Management Division		dtam@dilg.gov.ph 8876-3454 loc. 5507
Information Systems, Planning, Development & Project Management Division		ndmadrelijos@dilg.gov.ph 8876-3454 loc. 5507

Office	Address	Contact Information
Technical and Operations Support Division		ymgarcia@dilg.gov.ph 8876-3454 loc. 5503
Financial and Management Service		
Office of the Director	22nd Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	smcerezo@dilg.gov.ph 8876-3454 Loc. 5201
Budget Division		glapostol@dilg.gov.ph 8928-2447 8876-3454 loc. 5202
Accounting Division		dflores@dilg.gov.ph 8929-9491 876-3454 loc. 5202
Management Division		rbpanganiban@dilg.gov.ph 8925-0338 8876-3454 loc. 5206
Internal Audit Service		
Office of the Director	21st Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	mlvilchez@dilg.gov.ph 8876-3454 Loc. 5301
Internal Audit Division I (Local Government Sector)		bjzabala@dilg.gov.ph 8925-6552 8876-3454 loc. 5303
Internal Audit Division II (Interior Sector)		8925-6552 8876-3454 loc. 5305
Legal and Legislative Liaison Service		
Office of the Director	21st Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	jslanete@dilg.gov.ph 8876-3454 loc. 5401
Appeals Division		8876-3454 loc. 5404
Trial and Investigation Division		maquebral@dilg.gov.ph 8925-3847 8876-3454 loc. 5407
Legal Research, Assistance and Legislative Liaison Division		clpulido@dilg.gov.ph 8920-8016 8876-3454 loc. 5405
Planning Service		
Office of the Director	22nd Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	vpsuansing@dilg.gov.ph 8927-4112; 8925-0337 8876-3454 loc. 5601
Monitoring and Evaluation Division		rttaliping@dilg.gov.ph 8927-4112 876-3454 loc. 5603
Planning and Programming Division		rgdeclaro@dilg.gov.ph 8927-4112 8876-3454 loc. 5605
Public Affairs and Communication Service		
Office of the Director		8925-0349 8876-3454 loc. 5701

Office	Address	Contact Information
Information and Communication Research Division	21st Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	akcariaso@dilg.gov.ph 8925-0349 8876-3454 loc. 5703
Public Relations Division		mtvergara@dilg.gov.ph 8925-7343 8876-3454 loc. 5705
Creative Services Division		lnmuni@dilg.gov.ph 876-3454 loc. 5707
Emergency 911 National Office		
Office of the Executive Director	20th Floor, DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, Quezon City	8925-9111; 8928-7281 8876-3454 loc. 6103
Region I - Ilocos Region		
Office of the Regional Director	Aguila Rd., Sevilla, San Fernando City, La Union	8876-3454 loc. 7101
Finance and Administration Division		8876-3454 loc. 7103
Local Government Capability Development Division		8876-3454 loc. 7104
Local Government Monitoring and Evaluation Division		8876-3454 loc. 7105
La Union		8876-3454 loc. 7131
Ilocos Norte	Asuncion Compund Brgy 7B, D.Samonte St.,Laoag City, Ilocos Norte	8876-3454 loc. 7111
Ilocos Sur	Liga ng mga Barangay Bldg.,Bantay, Ilocos Sur	8876-3454 loc. 7121
Pangasinan	Alvear St., Lingayen, Pangasinan	8876-3454 loc. 7141
Region II - Cagayan Valley Region		
Office of the Regional Director		8876-3454 loc. 7201
Finance and Administration Division	Regional Government Center Carig Sur, Tuguegarao City, Cagayan	8876-3454 loc. 7203
Local Government Capability Development Division		8876-3454 loc. 7204
Local Government Monitoring and Evaluation Division		8876-3454 loc. 7205
Batanes	Capitol Compound, Brgy. Kayhuvokan, Basco, Batanes	8876-3454 loc. 7211
Cagayan	Regional Government Center Carig Sur, Tuguegarao City, Cagayan	8876-3454 loc. 7221

Office	Address	Contact Information
Isabela	Provincial Capitol, Brgy. Alibagu, City of Ilagan, Isabela	8876-3454 loc. 7231
Nueva Vizcaya	Rtc Building, Capitol Street, Bayombong, Nueva Vizcaya	8876-3454 loc. 7241
Quirino	Capitol Hills, San Marcos, Cabarroguis, Quiri	8876-3454 loc. 7251
Region III – Central Luzon		
Office of the Regional Director	Diosdado Macapagal Government Center Maimpis, City of San Fernando, Pampanga	8876-3454 loc. 7301
Finance and Administration Division		8876-3454 loc. 7303
Local Government Capability Development Division	Regional Government Center Carig Sur, Tuguegarao City, Cagayan	8876-3454 loc. 7304
Local Government Monitoring and Evaluation Division		8876-3454 loc. 7305
Aurora	DILG Provincial Office, Burgos Ext., Brgy. 05, Baler, Aurora	8876-3454 loc. 7311
Bataan	Capitol Compound, Tenejero, City of Balanga, Bataan	8876-3454 loc. 7321
Bulacan	Capitol Compound, Guinhawa, City of Malolos, Bulacan	8876-3454 loc. 7331
Nueva Ecija	Ramoso St.,Old Capitol Compound, Cabanatuan City, Nueva Ecija	8876-3454 loc. 7341
Pampanga	DILG Pampanga Provincial Office, Brgy. Sto Nino, City of San Fernando, Pampanga	8876-3454 loc. 7351
Tarlac	Macabulos Drive, Tarlac City, Tarlac	8876-3454 loc. 7361
Zambales	DILG Provincial Office, Rizal St., Zone V, Iba, Zambales	8876-3454 loc. 7371
Region IV-A – CALABARZON		
Office of the Regional Director	3/F Andenson Bldg. 1, National Highway, Brgy. Parian, City of Calamba, Laguna	8876-3454 loc. 7401
Local Government Capability Development Division		8876-3454 loc. 7304
Local Government Monitoring and Evaluation Division		8876-3454 loc. 7305
Cavite	Municipal Compound, Congressional Rd, Poblacion 1, General Mariano Alvarez, Cavite	8876-3454 loc. 7421

Office	Address	Contact Information
Laguna	3/F Andenson Bldg. 1, National Highway, Brgy. Parian, City of Calamba, Laguna	8876-3454 loc. 7431
Batangas	Capitol Site, Kumintang Ibaba, Batangas City, Batangas	8876-3454 loc. 7411
Rizal	Manuel L Quezon Ave, Angono, 1920 Rizal	8876-3454 loc. 7451
Quezon Province	Lucena, 4301 Quezon	8876-3454 loc. 7441
Lucena City	Old City Hall, Old Manila South Road, Lucena	8876-3454 loc. 7455
Region V – BICOL		
Office of the Regional Director	Rizal Avenue, Old Albay District, Legazpi City, 4500 Albay	8876-3454 loc. 7501
Finance and Administration Division		8876-3454 loc. 7503
Local Government Capability Development Division		8876-3454 loc. 7504
Local Government Monitoring and Evaluation Division		8876-3454 loc. 7505
Albay	Capitol Annex, Old Albay District, Albay, Legazpi City	8876-3454 loc. 7511
Camarines Norte	2nd Floor Siennas Bldg., Binanuaan, Talisay, Camarines Norte	8876-3454 loc. 7521
Camarines Sur	2nd Floor, J&A Abucar Bldg., Maharlika Highway, Mabolo, Naga City	8876-3454 loc. 7531
Catanduanes	Capitol Compound, Bgy. Francia, Virac, Catanduanes	8876-3454 loc. 7541
Masbate	Capitol Road F, Masbate City	8876-3454 loc. 7551
Sorsogon	City Hall Compound, Bgy. Cabin-An, Sorsogon City	8876-3454 loc. 7561
Region VI – WESTERN VISAYAS		
Office of the Regional Director	Pepita Aquino Street Fort San Pedro, Iloilo City 5000	8876-3454 loc. 7601
Finance and Administration Division		8876-3454 loc. 7603
Local Government Capability Development Division		8876-3454 loc. 7604
Local Government Monitoring and Evaluation Division		8876-3454 loc. 7605
Aklan	Capitol Site, Estancia, Kalibo, Aklan	8876-3454 loc. 7611

Office	Address	Contact Information
Antique	Gen. Fullon St., Brgy. 8, San Jose de Buenavista, Antique	8876-3454 loc. 7621
Capiz	Provincial Park, Roxas City	8876-3454 loc. 7631
Guimaras	San Miguel, Jordan, Guimaras	8876-3454 loc. 7541
Iloilo	Gaisano ICC Mall, Benigno Aquino Ave., Diversion Road, Iloilo City	8876-3454 loc. 7651
Negros Occidental	La Luz Building, Mandalagan Highway, Bacolod City	8876-3454 loc. 7661
Iloilo CIty	5th/F New Iloilo City Hall Plaza Libertad, Iloilo City	(034) 704 2363
Bacolod City	3rd Floor Old City Hall cor. Araneta and Luzuriaga St., Bacolod	(036) 500 8808
Aklan	Capitol Site, Estancia, Kalibo, Aklan	8876-3454 loc. 7611
Region VII – CENTRAL VISAYAS		
Office of the Regional Director	Sudlon, Lahug, Cebu City 6000	8876-3454 loc. 7701
Finance and Administration Division		8876-3454 loc. 7703
Local Government Capability Development Division		8876-3454 loc. 7704
Local Government Monitoring and Evaluation Division		8876-3454 loc. 7705
Bohol	Airport Road, Tagbilaran City, Bohol	8876-3454 loc. 7711
Cebu Province	Capitol Compound, Cebu City	8876-3454 loc. 7721
Negros Oriental	Capitol Area, Dumaguete City	8876-3454 loc. 7731
Siquijor	Siquijor Provincial Capitol, Siquijor	8876-3454 loc. 7741
Cebu City	2nd Floor, Ramos Public Market Gen. Echavez Ext. Cor. D. Jakoslem St., Cogon Ramos, Cebu City	8876-3454 loc. 7725
Mandaue City	Centro Mandaue Mandaue City, Cebu	8876-3454 loc. 7726
Lapu-lapu City	Lapu-lapu City, Cebu	8876-3454 loc. 7727
Region VIII – EASTERN VISAYAS		
Office of the Regional Director	Kanhuraw Hill, Tacloban City, Leyte	8876-3454 loc. 7801
Finance and Administration Division		8876-3454 loc. 7803

Office	Address	Contact Information
Local Government Capability Development Division		8876-3454 loc. 7804
Local Government Monitoring and Evaluation Division		8876-3454 loc. 7805
Biliran	Capitol Compound, Barangay Calumpang, Naval, Biliran	8876-3454 loc. 7811
Eastern Samar	Capitol Site, Borongan City, Eastern Samar	8876-3454 loc. 7821
Leyte	Kanhuraw Hill, Barangay 25, Tacloban City, Leyte	8876-3454 loc. 7831
Northern Samar	Brgy. Dalakit, Catarman, Northern Samar	8876-3454 loc. 7841
Samar (Southern Samar)	Capitol Compound, Catbalogan City, Samar	8876-3454 loc. 7851
Southern Leyte	Capitol Site, Asuncion, Maasin City, Leyte	8876-3454 loc. 7861
Region IX – ZAMBOANGA PENINSULA		
Office of the Regional Director	Pres. Corazon C. Aquino Government Regional Center, Balintawak, Pagadian City	8876-3454 loc. 7901
Finance and Administration Division		8876-3454 loc. 7903
Local Government Capability Development Division		8876-3454 loc. 7904
Local Government Monitoring and Evaluation Division		8876-3454 loc. 7905
Zamboanga Del Norte	Provincial Capitol Compound, Pagadian City	8876-3454 loc. 7911
Zamboanga Del Sur	Gen. Villamor St., Tirso Babiera, Ipil, Zamboanga Sibugay	8876-3454 loc. 7921
Zamboanga Sibugay	Petit Barracks, Zamboanga City	8876-3454 loc. 7931
Zamboanga City	Isabela City Hall Building, Sunrise, Isabela City	8876-3454 loc. 7911
Isabela City	Meriterio St., Dawo, Dapitan City	8876-3454 loc. 7911
Dapitan City	Pagadian City Hall Building, Gatas, Pagadian City	8876-3454 loc. 7911
Pagadian City	Bonifacio Street, Dipolog City	8876-3454 loc. 7911
Dipolog City	Provincial Capitol Compound, Pagadian City	8876-3454 loc. 7911
Region X – NORTHERN MINDANAO		

Office	Address	Contact Information
Office of the Regional Director	Masterson Ave, Cagayan de Oro, 9000 Misamis Oriental	8876-3454 loc. 8101
Finance and Administration Division		8876-3454 loc. 8103
Local Government Capability Development Division		8876-3454 loc. 8104
Local Government Monitoring and Evaluation Division		8876-3454 loc. 8105
Bukidnon	9 San Victores St, Malaybalay, Bukidnon	8876-3454 loc. 8011
Camiguin	Old Parola, JP, Jose Rizal St, Poblacion, Mambajao, Camiguin	8876-3454 loc. 8021
Lanao del Norte	HAmza St, Marawi City, Lanao del Norte	8876-3454 loc. 8031
Misamis Occidental	Provincial Engineering Office, Capitol Compound, Capitol Dr, Oroquieta City, 7207 Misamis Occidental	8876-3454 loc. 8041
Misamis Oriental	Masterson Ave, Cagayan de Oro, 9000 Misamis Oriental	8876-3454 loc. 8051
Cagayan de Oro City	Dilg Building, Upper Carmen Street, Cagayan De Oro City, Misamis Oriental	8876-3454 loc. 8055
Iligan City	Iligan City Hall, Buhanginan Hills, Palao Iligan City	8876-3454 loc. 8035
Region XI – DAVAO REGION		
Office of the Regional Director	58 McArthur Highway, Matina, Davao City, 8000, Davao	8876-3454 loc. 8001
Finance and Administration Division		8876-3454 loc. 8003
Local Government Capability Development Division		8876-3454 loc. 8004
Local Government Monitoring and Evaluation Division		8876-3454 loc. 8005
Project Development and Management Unit		8876-3454 loc. 8008
Compostela Valley		8876-3454 loc. 8111
Davao Del Norte	Government Center, Mankilam, Tagum City	8876-3454 loc. 8121
Davao Del Sur		8876-3454 loc. 8131
Davao Occidental		Mobile No.: 0917 655 6134

Office	Address	Contact Information
Davao Oriental		8876-3454 loc. 8141
Davao City	58 McArthur Highway, Matina, Davao City, 8000, Davao del Sur	8876-3454 loc. 8135
Region XII – SOCCSKSARGEN		
Office of the Regional Director	DILG XII Building, Prime Regional Government Center, Carpenter Hill, Koronadal City, 9506	8876-3454 loc. 8201
Finance and Administration Division		8876-3454 loc. 8203
Local Government Capability Development Division		8876-3454 loc. 8204
Local Government Monitoring and Evaluation Division		8876-3454 loc. 8205
South Cotabato	Capitol Compound. Alunan Avenue, 9506 Koronadal City	8876-3454 loc. 8231
North Cotabato	Capitol Compound, Amas, Kidapawan City 9400	8876-3454 loc. 8211
Sultan Kudarat	Municipal Hall Compound, Kalawag III, Isulan, Sultan Kudarat	8876-3454 loc. 8241
Sarangani	Jabilles St., Alabel, Sarangani Province	8876-3454 loc. 8221
General Santos City	2/F City Hall Bldg, City Hall Drive, General Santos City	8876-3454 loc. 8141
Cotabato City	Ground Floor, People's Palace Building, Malagapas, Cotabato City	8876-3454 loc. 8121
Region XIII – CARAGA		
Office of the Regional Director	Barangay Libertad, Butuan City, 8600	8876-3454 loc. 8301
Finance and Administration Division		8876-3454 loc. 8303
Local Government Capability Development Division		8876-3454 loc. 8304
Local Government Monitoring and Evaluation Division		8876-3454 loc. 8305
Agusan Del Norte	Matimco Building, J.C. Aquino Avenue, Libertad, Butuan City, Agusan del Norte	8876-3454 loc. 8311
Agusan Del Sur	Municipality of Prosperidad Hall, National Highway, Prosperidad City, 8500 Agusan del Sur	8876-3454 loc. 8321

Office	Address	Contact Information
Dinagat Island	Barangay Cuarinta Province, Dinagat Islands, San Jose, Dinagat Islands.	8876-3454 loc. 8331
Surigao Del Norte	Matimco Building, J.C. Aquino Avenue, Libertad, Butuan City, Agusan del Norte	8876-3454 loc. 8341
Surigao Del Sur	Lianga, Surigao del Sur	8876-3454 loc. 8351
CORDILLERA ADMINISTRATIVE REGION		
Office of the Regional Director	Barangay Center, Upper Session Road corner North Drive, Baguio City	8876-3454 loc. 8401
Finance and Administration Division		8876-3454 loc. 8403
Local Government Capability Development Division		8876-3454 loc. 8404
Local Government Monitoring and Evaluation Division		8876-3454 loc. 8405
Abra	Esmer Building, Partelo St., Zone 4, Bangued, Abra	8876-3454 loc. 8311
Apayao	Poblacion, Luna, Apayao	8876-3454 loc. 8321
Benguet	Capitol Compound, La Trinidad, Benguet	8876-3454 loc. 8331
Ifugao	Capitol Compound, Lagawe, Ifugao	8876-3454 loc. 8341
Kalinga	Bulanao, Tabuk, Kalinga	8876-3454 loc. 8351
Mountain Province	Upper Caluttit, Bontoc, Mt. Province	8876-3454 loc. 8461
Baguio City	2nd Floor, Baguio City Hall, Baguio City	8876-3454 loc. 8435
MIMAROPA		
Office of the Regional Director	822 Quezon Ave, Diliman, Quezon City, 1103 Metro Manila	8876-3454 loc. 8501
Finance and Administration Division		8876-3454 loc. 8503
Local Government Capability Development Division		8876-3454 loc. 8504
Local Government Monitoring and Evaluation Division		8876-3454 loc. 8505
Occidental Mindoro	Provincial Capitol Complex. Brgy. Payompon, Mamburao, Occidental Mindoro	8876-3454 loc. 8521
Oriental Mindoro	Provincial Capitol Complex, Brgy. Camilmil, Calapan City	8876-3454 loc. 8531

Office	Address	Contact Information
Marinduque	Bgry, Santol, Boac, Marinduque	8876-3454 loc. 8511
Romblon	S. Faigao St, San Agustin, Romblon	8876-3454 loc. 8551
Palawan	SPS Government Center, Puerto Princesa, Palawan	8876-3454 loc. 8541
NATIONAL CAPITAL REGION		
Office of the Regional Director	822 Quezon Ave, Diliman, Quezon City, 1103 Metro Manila	8876-3454 loc. 8601
Finance and Administration Division		8876-3454 loc. 8603
Local Government Capability Development Division		8876-3454 loc. 8604
Local Government Monitoring and Evaluation Division		8876-3454 loc. 8605
Caloocan	3/F Malapitan Hall, Caloocan City Hall 8th Ave., Caloocan City	336-5597
Las Piñas	2/F Administrative Building, City Hall Compound, Las Piñas City	551-5985
Makati	3/F Annex Building, Muntinlupa City Hall, Putatan, Muntinlupa City5/F Main Building, Makati City Hall J.P Rizal St., Brgy. Poblacion, Makati City	899-8931
Malabon	5/F Malabon City Hall, Brgy. San Agustin, Malabon City	921-7624
Mandaluyong	1/F Old Building, Mandaluyong City Hall Compound, Maysilo Circle, Plainview, Mandaluyong City	535-7305
Manila	G/F Manila Barangay Bureau Bldg. Antonio Villegas St., Ermita, Manila	484-4438
Marikina	3/F New Marikina Public Market, W. Paz Street, Sta. Elena, Marikina City	532-6003
Muntinlupa	3/F Annex Building, Muntinlupa City Hall, Putatan, Muntinlupa City	862-4935
Navotas	Navotas City Hall, Brgy. Sipac Almacen, Navotas City	374-5513

Office	Address	Contact Information
Parañaque	3/F Parañaque City Hall, San Antonio Avenue, SAV1, Brgy. San Antonio, Parañaque City	820-3222
Pasay	Room 414 Pasay City Hall, Harrison St., Pasay City	833-1894
Pasig	8/F Pasig City Hall, Caruncho Avenue, Pasig City	643-1116
Pateros	5/F Pateros Municipal Hall, G. de Borja St., Municipality of Pateros	643-6379
Quezon City	4/F National Government Offices Building, Gate 5, Quezon City Hall, Kalayaan Ave, Quezon City	435-1656
San Juan	2/F Room 205, San Juan Government Center, Pinaglabanan Road, San Juan City	728-9856
Taguig	2/F Left Wing Annex Building, Taguig City Hall, Brgy. Tuktukan, Taguig City	642-4906
Valenzuela	3/F Valenzuela City Trade Center, Mc Arthur Highway, Valenzuela City	352-1000

-END-