



**DEPARTMENT OF THE INTERIOR AND LOCAL
GOVERNMENT**

REGION 13

CITIZEN'S CHARTER

2020 (2nd EDITION)



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. Vision

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

III. Mission

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



IV. Service Pledge

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

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

- P**ace and Order
- B**usiness-Friendliness and Competitiveness
- E**nvironment-Protection and Climate Change Adaptation
- S**ocially Protective and Safe Communities
- T**ransparency and Accountability


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

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

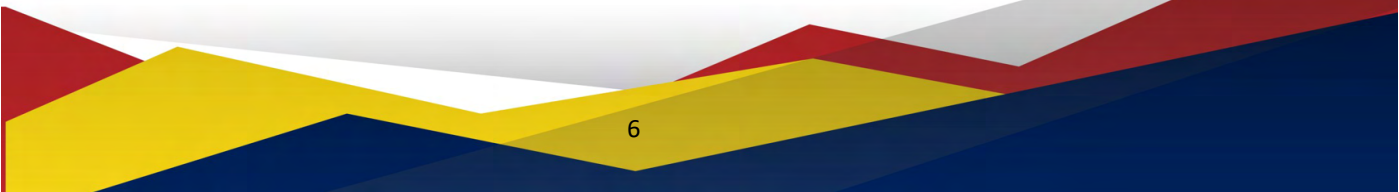


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EXTERNAL SERVICES (REGIONAL OFFICE)



DILG OFFICES
Monday to Friday 8am to 5pm

1.a, Disposal of Plants Properties, Equipment Thru Donation and Transfer Without Cost

Description of Service: To ensure the proper disposal of properties thru donation transfer without cost, pursuant NBC No. 425

Office	Regional Property Unit		
Classification	Highly Technical Transaction	Total Processing Time	9 working days and 1 hour
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	Government Offices (Such as NGAs, Public schools, LGUs and Barangays)		
Documentary requirements		Where to secure	
Head of Office Signed/Approved Deed of Donation		Regional/Provincial DAC Secretariat	
Head of Office Signed/Approved Property Transfer Report		Regional/Provincial DAC Secretariat	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Letter requesting for properties for donation/transfer without cost either personally or email or thru dropbox/ courier.	1.1. Submit Letter requesting for properties for donation/ transfer without cost through email, postal mail/ courier or dropbox.	Records Section/Unit	30 minutes
	1.2. Approves request	Provincial/Regional Director	1 wd
	1.3. Check availability of properties and prepare the list	Provincial/Regional Property officer	1 wd
	1.4. Prepare Disposal and Appraisal Committee (DAC) Resolution for review and approval of the Provincial/Regional Director	DAC Secretariat/ DAC Members/ DAC Chairperson	2 wd
	1.5. Approves DAC Resolution for Donation of Properties	Provincial/Regional Director	1 wd
	1.6. Prepare, review and finalize the Deed of Donation	DAC Secretariat Provincial/ Regional Legal Officer	1 wd
	1.7. Approves the Deed of Donation	Provincial/Regional Director	1 wd
	1.8. Prepare and send letter to requesting office/donee informing of the approved donation	DAC Secretariat	1 wd
2. Receipt of the donated properties	2.1. Release the requested properties	DAC Secretariat Property Officer	30 minutes

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DILG OFFICES
Monday to Friday 8am to 5pm

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.2. Prepare and submit deed of donation to Accounting Section for dropping of the donated properties from the books of account	Property Officer Accounting Section	1 wd
END OF TRANSACTION			

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1.b, Disposal of Plants Properties, Equipment Thru Public Bidding

Description of Service: To ensure the proper disposal of unserviceable properties thru public bidding, pursuant NBC No. 425

Office	Regional Property Unit		
Classification	Highly Technical Transaction	Total Processing Time	10 working days, 1 hour and 35 minutes
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	Private Bidders		
Documentary requirements		Where to secure	
Bidding Documents		Regional/Provincial DAC Secretariat	

Client Action (detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Secure Bid Form and coordinate for the conduct of inspection of disposable properties for public bidding	1.1. With head of office's approved Disposal and Appraisal Committee (DAC) Resolution, advertise the unserviceable properties for disposal thru public bidding	DAC Secretariat	1 wd
	1.2. Issue Bid Forms to bidders with specific calendar of activities for the conduct of public bidding	DAC Secretariat	15 minutes
	1.3. Facilitate the conduct of inspection of the disposable properties for public bidding	DAC Secretariat	1 wd
2. Submit Sealed Bids (together with required documents as stated in the bid form)	2.1. Conduct of Opening of Bids	DAC Chairperson DAC Members DAC Secretariat COA Representative	30 minutes
	2.2. Determine the highest calculated and responsive bid and declare the winning bidder/s	DAC Chairperson DAC Members	1 wd
	2.3. Prepare DAC Resolution declaring the winning bidder/s for approval and signature of the head of office	DAC Secretariat	30 minutes
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 head of office	DAC Secretariat Legal Unit Head of Office	3 wd



Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	3.2. Prepare and send letter to the winning bidder/s	DAC Secretariat	1 wd
	3.3. Furnish the winning bidder of the approved contract	DAC Secretariat	10 minutes
4. Submit the notarized Dead of Sale and pay the contract price to the Regional cashier	4.1. Assist the winning bidder/s to secure the Order of Payment from the Accounting Section and the payment to the Cash Section	DAC Secretariat Accounting Section Cash Section Property Officer	20 minutes
5. Receive the properties for disposal thru public bidding	5.1. Release the properties for disposal thru public bidding	DAC Secretariat Accounting Section Property Officer COA Representative	30 minutes
	5.2. Submit to the Accounting Section the copy of the Release paper, together with the Contract of Sale and DAC Resolutions, for the dropping of the sold properties from the books of account	DAC Secretariat Property Office Accounting Section	1 wd
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

2. Request for Certification for Service Rendered by Local/Barangay official for Application for CSC Eligibility

Description of Service:

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



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client accomplish Citizens Charter Request Form and submits documentary requirements to Field Office Office either personally or thru dropbox/ courier	1.1. Receiving (stamp RECEIVED), and put into records (if in the regional and provincial level, records officer forward the same to the Focal Person)	Regional Focal Person/ Provincial Focal Person/ C/ MLGOO	1 wd
	1.2. Evaluation and Preparation Focal person evaluates the documents and checks the name of official reflected on the duly accomplished request form against the BIS or the masterlist of Local/ Barangay Officials. If found to be in order, prepares the CSC-ERPO-BOE Form 1 (a) or (b); or CSC SME Form 1, March 2013; and/ portion of the Masterlist of Barangay and Local Official with cover letter for CSC.	Regional Focal Person/ Provincial Focal Person/ C/ MLGOO	
	1.3. Review and Approval The Divisions Chief / Section Chief reviews and affixes his/ her initials on the prepared documents and the Regional Director/ Provincial or HUC Director / CMLGOO signs the certification	Regional Director/ Provincial Director/ HUC Director/ C/MLGOO	1 wd
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Field Office/ Regional Office/ Central Office/ DILG official website	2.1. Record and Release Records personnel records and releases the duly signed certification, including the attached documents to client	Records Officer/ C/MLGOO	1 wd
END OF TRANSACTION			

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



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

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

Description of Service:

Office	Field Office		
Classification	Simple Transaction	Total Processing Time	3 working days
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	All Local Government Units		
Documentary requirements		Where to secure	
1. Accomplished Citizen's Charter Request Form		DILG Field Office/ DILG official website	
2. Letter request			
3. Photocopy of valid ID of the official		Requesting Party/ Agency	
4. Certification of Services Rendered issued by the barangay (For Barangay Officials only)		DILG Field Office	
In case of discrepancy in the name, client must secure any of the following:			
• Oath of Office			
• Joint Affidavit of Two (2) Disinterested Persons			
• Photocopy of Birth Certificate/Marriage Certificate			

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client accomplishes Citizens Charter Request Form/Client and submits letter requests for the issuance of Certificate of Incumbency to the Field Office either personally or email or thru dropbox/ courier	1.1, Receive and Initial Review stamp RECEIVED), and put into records (if in the regional and Provincial/HUC level, records officer forward the same to the Provincial/HUC FP)	Regional Focal Person/ Provincial Focal Person/ C/ MLGOO	4 hours
	1.2, Evaluation and Preparation C/MLGOO/Focal Person to verify from the master list and prepares certificate of incumbency after verification,	C/MLGOO HUC/ Provincial Focal Person/ City Director (in the case of HUCs & ICC)	1 wd

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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.3, Review and Approval of the Certificate of Incumbency	C/MLGOO HUC/ Provincial Focal Person City Director (in the case of HUCs & ICC) Provincial Director (in the case of Prov'l Gov't)	1 wd
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Field Office/ Regional Office/ Central Office/ DILG official website	2.1, Record and Release Records personnel records and released the duly signed certification	C/MLGOO HUC/ Provincial Focal Person RFP/PFP Records PD (in the case of Prov'l Gov't)	4 hours
END OF TRANSACTION			

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

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

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

Description of Service:

Guided by DILG Memorandum Circular No. 2018-89 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 participate in planning, implementation, monitoring and evaluation of initiated programs and project through this service.

Office	DILG Field Offices/ Regional Offices/ CO-Bureau of Local Government Supervision		
Classification	Highly Technical Transaction	Total Processing Time	14 working days and 1 hour
Type of Transaction	Government to Citizens	Fees to be paid	None
Who may avail	Non-Governmental Organization and Civil Society Organizations		
Documentary requirements		Where to secure	
Requirements for those to be engaged in a volunteer capacity (Annex C of DILG MC 2018-89):			
1. Accomplished Citizen's Charter Request Form		DILG Field Office/ DILG official website	
2. Application Form (Annex A of DILG MC 2018-89)			
3. Certification Under Oath stating the following: a) That the individual filing the application and whose name and signature appears in the Application Form has been duly authorized by the CSO to do so on its behalf; b) That all the documents submitted in support of the application are genuine and authenticated; c) That all information of the Application Form and in the supporting documents are true and correct; d) That the CSO Authorizes that DILG or its authorized representatives to conduct, if needed, ocular inspection of their office/s and to conduct interviews with any representative from their organization or previous partner and e) That the CSO fully understand and agrees to abide by all provision stated in the DILG Memorandum Circular 2018- 89(Guidelines on Engagement with Civil Society Organization)		Request party (CSO/NGO)	
4. Certified true copy of the Certificate of Registration from SEC, CDA, DOLE, if available.		SEC, CDA, DOLE	



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Documentary requirements	Where to secure
5. Organizational Chart of the CSO and a Data Sheet of the CSO containing the names, addresses, updated contact details and photographs of its current directors, trustees, officers and key personnel.	Request party (CSO/NGO)
6. 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)
7. Original Sworn Certification, issued by the chief executive officer or equivalent officer of the CSO, (refer to Annex C of DILG MC 2018-89 for detailed contents of the Certification)	Request party (CSO/NGO)
8. Original Certificate of Good Standing, issued not more than three (3) months before the date of application, by the responsible officer of any umbrella organization, federation, coalition, to which the CSO may belong if applicable.	Request party (CSO/NGO)
9. Certificates of Recognitions and/or other commendations awarded to the CSO may be attached.	Request party (CSO/NGO)
Requirements for those to be engaged as provider of goods and services (Annex B of DILG MC 2018-89)	
1. Certification Under Oath stating the following: 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)
2. Certified true copy of the Certificate of Registration form SEC, CDA, DOLE, as the case may be	SEC, CDA, DOLE



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Documentary requirements	Where to secure
3. 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)
4. 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)
5. Original Certification of No Derogatory Record, issued not more than 3 months before the date of application by the SEC, CDA, or DOLE, as the case may be.	Request party (CSO/NGO)
6. 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)
7. Original Sworn Certification, issued by the chief executive officer or equivalent officer of the CSO, stating that the CSO is not in default or delay in liquidating any funds received from any Government Agency, that neither the CSO nor any of its past or present directors, trustees, officers or key personnel has been blacklisted by any Government Agency, or is a defendant respondent or accused in any civil, administrative or criminal case arising from or involving the use of public funds received by the CSO.	Request party (CSO/NGO)
8. Original Sworn Certification, issued by the chief executive officer or equivalent officer of the CSO, stating that the CSO does not have any directors, trustees, officers and the key personnel related within the fourth civil degree of consanguinity or affinity to any DILG officials involved in the processing of their application for accreditation, or any official of the government agency funding or implementing the program or project to be implemented.	Request party (CSO/NGO)
9. Original Sworn Certification, issued not more than three (3) months before the date of application, by the Head of each Government Agency And Local Chief Executive appearing in the Application Form, stating the programs and projects that the CSO implemented or implementing with the Government Agency and that the CSO has no derogatory record with the Government Agency.	Request party (CSO/NGO)
10. Written Internal Policy of the CSO On monitoring and evaluation system to ensure that public funds received are used for its intended purpose.	Request party (CSO/NGO)

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Documentary requirements	Where to secure
11. Certified true copy of Certificate of Affiliation issued by the responsible officer of any umbrella organization, federation, coalition, to which the CSO may belong, if applicable.	Request party (CSO/NGO)
12. Original Certificate of Good Standing, issued not more than three (3) months before the date of application, by the responsible officer of any umbrella organization, federation, coalition, to which the CSO may belong, if applicable.	Request party (CSO/NGO)
13. Photocopy of profiles of at least three (3) individuals in the organization that have technical expertise in the program or project being applied for.	Request party (CSO/NGO)
14. Certificates of Recognitions and/or other commendation awarded to the CSO may be attached.	Request party (CSO/NGO)

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Client submits complete documentary requirements to concerned office (Field Office, or Provincial Office, or Regional Office, or Central Office) either personally or email or thru dropbox/courier	1.1, Receive and Initial Review Receives, records and scans documents/ letter request and assigns to action officer	Admin Staff	30 minutes
	1.2, Assessment Concerned secretariat assesses correctness and completeness of the documents and forwards to concerned PMO for evaluation	N/R/PAC Secretariat Action Officer	2 wd
	1.3, Evaluation PMO evaluates application based on technical expertise, and recommends approval/denial of application	Concerned PMO	6 wd
	1.4, Preparation of Certificate of Accreditation/Certification or Declination Notice	N/R/PAC Secretariat N/R/PAC	2 wd
	1.5, Signs the certificate of accreditation/certification or Declination Notice	SILG/RD/PD	4 wd
2. Receives the Certification and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Field Office/ Regional Office/ Central Office/ DILG official website	2.1, Record and Release Records and releases the certificate to the Client along with the Customer Satisfaction Feedback Form thru the Records Section	Records Officer	30 minutes

END OF TRANSACTION

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

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INTERNAL SERVICES (REGIONAL OFFICE)



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

1. Action on Legal Queries

Description of Service: To provide appropriate legal services

Office	Office of the Regional Director – Legal Service Unit		
Classification	Simple, Complex and Highly Technical Transaction	Total Processing Time	Simple: Three (3) working days Complex: Seven (7) working days Highly Technical: 20 working days
Type of Transaction	Government to Citizens, Government to Government	Fees to be paid	None
Who may avail	DILG employees, General Public, LGUS, NGAs, CSOs		
Documentary requirements		Where to secure	
Written Query		Not Applicable	

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submits the written legal query either personally or mail (registered/ commercial/ electronically)	1.1. Receives and records the letter-inquiry	Regional Records Officer	10 minutes
	1.2. Routes to the Office of the Regional Director for actions to be taken	Regional Records Officer	5 minutes
	1.3. Provides instruction/directives for the legal officer's action	Regional Director/ Officer-in-Charge	1 hour
	1.4. Records and routes the letter-query with the attached instruction/directive to the ORD-Legal Unit	Secretary to the Regional Director	5 minutes
	1.5. Reviews the legal query and prepares letter-reply in accordance with existing laws, policies and rules and regulations or prepare indorsement letter to CO-Legal Service for questions to new policies, memorandum or order.	Attorney IV	Simple: 3 wd Complex: 7 wd Highly Technical: 20 wd
	1.6. Reviews, approves and sign the letter-reply/indorsement	Regional Director	1 hour and 12 minutes

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Receives and acknowledge the letter-reply	2.1. Receives, records and send the letter-reply to the recipient	Regional Records Officer	10 minutes
END OF TRANSACTION			

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

2. Action on Job Application/Promotion

Description of Service: This service facilitates job application to vacant permanent/plantilla positions based on CSC Rules and Regulations and DILG Policies

Office	<ul style="list-style-type: none">Personnel Section, Finance and Administrative Division (Regional Office)Finance and Administrative Section (Provincial/City Offices)		
Classification	N/A	Total Processing Time	Within 9 months upon publication of item
Type of Transaction	Government to Citizens, Government to Government	Fees to be paid	None
Who may avail	All Qualified Persons Interested to Apply to Vacant Permanent/ Plantilla Position		
Documentary requirements		Where to secure	
Upon Application			
1. One (1) Signed Application Letter			
2. One (1) Updated Personnel Data Sheet CSC Form 212 with Passport-sized Photo and Thumbmark		Form accessible at the CSC and DILG Regional Websites	
3. One (1) Photocopy of Transcript of Records		School were the applicant graduated	
4. One (1) Photocopy of Certificate of Eligibility		CSC, PRC, SC	
5. One (1) Photocopy of Performance Rating in the present position one year (if applicable)		Agency/Company where the applicant is currently employed (if applicable)	
Upon Appointment (Applicants for hiring, after passing all recruitment activities) per		CSC 2017 OHRA-ORA (Revised 2018) and DILG RMC No. 2018-011	
1. Four (4) Notarized Updated Personnel Data Sheet CSC Form 212 with Passport-sized Photo and Thumbmark		Form accessible at the CSC and DILG Regional Websites	
2. One (1) Certified Copy of Diploma		School were the applicant graduated	
3. One (1) Certified Copy of Transcript of Records		School were the applicant graduated	
4. One (1) Original Authenticated copy of Certificate of Eligibility		CSC, PRC, SC	
5 Four (4) Notarized Accomplished Statement of Assets Liabilities and Networth		Form accessible at the Ombudsman	
6. One (1) Original Valid NBI Clearance – Employer's Copy		NBI	
7. One (1) Photocopy of Clearance from Previous Employer		Agency/ Company where the applicant is currently employed (if applicable)	

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Documentary requirements	Where to secure
8. One (1) Certified Copy of Marriage Contract	PSA
9. One (1) Original Birth Certificate	PSA
10. One (1) Photocopy of Certificate of Trainings, Seminars, etc.	
11. One (1) Original Medical Certificate CSC form 211 signed by Government Physician with laboratory results as attachment	Government Physician
Upon Appointment (Applicants for promotion) per DILG RMC No. 2018-011	
1. Four (4) Notarized Updated Personnel Data Sheet CSC Form 212 with Passport-sized Photo and Thumbmark	Form accessible at the CSC
2. One (1) Certified True Copy of Certificate of Eligibility	CSC, PRC, SC

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit job application letter with complete supporting documents either personally or email or thru dropbox/ courier • To the Regional Office for applicants to vacant positions at the Regional Office • To the Provincial/City Offices for applicants to the vacant positions at the Provincial/City Offices	1.1. Check completeness and correctness and receive job application letter with supporting documents	Designated Records Officer (Provincial/City Offices) Administrative Officer III/ V (Records Unit/Personnel Section, Regional Office)	10 minutes
	1.2. Screen and evaluate job applications	Designated HRM Officer (Provincial/City Offices) Administrative Officer IV/ V (Personnel Section, Regional Office)	1 wd
2. Attend Provincial HRMSPB Deliberation (for applicants to vacant positions in the provincial offices)	2.1. Conduct Provincial HRMSPB Deliberation either physically or online	Provincial HRMSPB Members and Secretariat (Provincial Offices)	1 wd
	2.2. Endorse to Take Pre-Qualifying Exam as deemed qualified	LGDO VIII/ Provincial Director (Provincial Offices) Director IV/Regional Director (Regional Office)	1 wd
3. Take Pre-Qualifying Exam (for qualified applicants)	3.1. Conduct Pre-Qualifying Exam either physically or online	DILG Central Office	1 wd

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
4. Receive Results of Pre-Qualifying Exam	4.1, Notify Results of Pre-Qualifying Exam	Administrative Service Director (Central Office) Director IV/ Regional Director (Regional Office) LGOO VIII/ Provincial Director (Provincial Offices)	4 hours
5. Attend Pre-Admission Test (for Technical Pre-Qualifying Exam passers)	5.1, Conduct Pre-Admission Test either physically or online		
	5.1.a, Conduct Pre-Admission Test Component I: Written Examination	Administrative Officer IV/ V (Personnel Section, Regional Office)	1 wd
	5.1.b, Conduct Pre-Admission Test Component II: Oral and Group Dynamics Examination	Regional Assessment Committee (Regional Office)	1 wd
6. Attend Regional HRMSPB Deliberation • Applicants to vacant positions at the Regional Office who passed the Prequalifying Exam • Applicants to the vacant positions at the Provincial/City Offices who passed the Prequalifying Exam and Pre-Admission Test (technical positions)	6.1, Conduct Regional HRMSPB Deliberation either physically or online	Regional HRMSPB Members and Secretariat (Provincial Offices)	1 wd
	6.2, Conduct Background Investigation (BI) for external applicants and new entrants	Administrative Officer IV/V (Personnel Section, Regional Office)	2 wd
	6.3, Submit HRMSPB Assessment Results to the Appointing Authority	Director III/Assistant Regional Director/Regional HRMSPB Chairperson (Regional Office)	1 wd
7. Attend Final Interview	7.1, Conduct Final Interview either physically or online	Director IV/ Regional Director (Regional Office)	1 wd
8. Receive final results of application	8.1, Notify Results to applicants		
	8.1.a, Applicants for hiring, after passing all recruitment activities	Director IV/ Regional Director (Regional Office)	4 hours
	8.1.b, Applicants who are not considered for appointment		



DILG OFFICES HOUR
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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
9. Submit mandatory employment requirements for applicants for hiring, after passing all recruitment activities	9.1, Check completeness and correctness and receive employment requirements	Administrative Aide IV (Regional Office)	1 hour
10. Sign Appointment documents and other CSC forms	10.1, Prepare Appointment documents and other CSC forms	Administrative Aide IV (Regional Office)	1 wd
11. Attend Oath Taking	11.1, Conduct of Oath Taking Ceremony either physically or online	Director IV/ Regional Director (Regional Office)	1 wd
12. Attend Onboarding/Orientation Activity and accomplish the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website	12.1, Conduct Onboarding/Orientation Activity	Administrative Officer IV/ V (Personnel Section, Regional Office)	1 wd
	12.2, Submit of Signed/Approved Appointments to CSC-FO for attestation	Administrative Aide IV (Regional Office)	4 hours
	12.3, File records at 201 of personnel	Administrative Aide IV (Regional Office)	30 Minutes
END OF TRANSACTION			

*** CSC 2017 Omnibus Rules on Appointments and Other Human Resource Actions (Revised 2018) – Rule VII Publication and Posting of Vacant Positions Section 29. "The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published. Should no appointment be issued within the nine-month period, the agency has to cause re-publication and re-posting of vacant position".



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

3. Leave Application

Description of Service: This service facilitates different types of leave application based on CSC Rules and Regulations and DILG Policies

Office	<ul style="list-style-type: none">Personnel Section, Finance and Administrative Division (Regional Office)Finance and Administrative Section (Provincial/City Offices)		
Classification	Simple Transaction	Total Processing Time	2 working days, 1 hour and 20 minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Employees		
Documentary requirements		Where to secure	
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)			
Maternity Leave			
1. Two (2) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
2. One (1) Original Medical Certificate signed by licensed physician (for miscarriage)		Form accessible at the CSC and DILG Regional Websites	
Paternity Leave			
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
2. One (1) Photocopy of Medical Certificate signed by licensed physician or One (1) Photocopy of Child's Birth Certificate			
Rehabilitation Leave			
1. Two (2) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
2. One (1) Photocopy of Medical Certificate signed by licensed physician			
3. One (1) Original Letter-request availing leave			
'Magna Carta for Women' Leave			
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
2. One (1) Original Medical Certificate signed by licensed physician (indicating gynecological disorder)			

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Documentary requirements	Where to secure
3. One (1) Original Letter-request availing leave	
'Anti-VAWC' Leave	
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)	Form accessible at the CSC and DILG Regional Websites
2. One (1) Original Medical Certificate signed by licensed physician	
3. One (1) Certified True Copy of Complaint/Report filed in the Barangay, Police or the Court	Barangay, PNP, Any applicable judicial court
4. One (1) Original Letter-request availing leave	
Solo Parent Leave	
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)	Form accessible at the CSC and DILG Regional Websites
2. One (1) Photocopy of One (1) Photocopy Solo Parent ID	LGU, DWSD
Calamity Leave	
1. One (1) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)	Form accessible at the CSC and DILG Regional Websites
2. One (1) Photocopy of Declaration of State of Calamity	LGU
3. One (1) Original Certification from DRRM Office or Attached Photos of Damages	
4. One (1) Original Letter-request availing leave	
Study Leave	
1. Two (2) Fully-accomplished CSC Form 6 (with signature of immediate supervisor)	Form accessible at the CSC and DILG Regional Websites
2. One (1) Original Letter-request availing leave	

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit leave form with complete supporting documents as necessary either personally or email or thru DMS.	1.1, Check completeness, correctness of leave form and supporting documents as well as its timeliness, and receive leave application	Leave Card Custodian (Provincial Office) Administrative Aide IV (Personnel Section, Regional Office)	10 minutes

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DILG OFFICES HOUR
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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.2, Process leave application and certify leave credits/balances	Designated HR Officer (Provincial Office) Administrative Officer IV/ V (Personnel Section, Regional Office)	30 minutes
	1.3, Evaluate leave and sign leave form (Recommending Approval/Disapproval)	Cluster Team Leader/Program Manager/Section Chief (Provincial Office) Division Chief/Assistant Division Chief/Section Chief (Personnel Section, Regional Office)	1 wd
	1.4, Approve/Disapprove leave application and sign leave form	LGOO VIII/ Provincial Director (Provincial Office) Director IV/ Regional Director (Regional Office)	1 wd
	1.5, Update concerned employee's leave card	Leave Card Custodian (Provincial Office) Administrative Aide IV (Personnel Section, Regional Office)	30 minutes
2. Receive status and/or copy of leave application as approved/disapproved and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website	2.1, Notify employee on the status of leave application and/or provide copy of acted upon leave application	Leave Card Custodian (Provincial Office) Administrative Aide IV (Personnel Section, Regional Office)	10 minutes
END OF TRANSACTION			

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

4. Payment of Claims

Description of Service: To facilitate the processing of claims in accordance with existing accounting and auditing rules and regulations

Office	Budget and Accounting Section, Cash Unit (Cash Section)		
Classification	Complex Transaction	Total Processing Time	6 working days and 6 hours
Type of Transaction	Government to Citizens, Government to Government, Government to Businesses	Fees to be paid	None
Who may avail	<ul style="list-style-type: none"> Financial Institutions (e.g., GSIS, HDMF, EMPC, PHIC, Government Banks) National Government Agencies (NGAs)/Local Government Units (LGUs) State Universities and Colleges (SUCs)/ Civil Society Organizations (CSOs) Suppliers/Dealers Other Claimants 		
Documentary requirements		Where to secure	
1. 2 copies of Disbursement Voucher (DV) –Box A already signed by head of office or authorized official & 1 copy of DV (Region 6) 2. 2 copies of Obligation Request and Status (ORS) applicable – Box A already signed by head of office or authorized official 3. Complete required supporting documents in accordance with specific claims as follows: Salary Claims of Regular Personnel (First Salary) 1. Certified True Copy of Duly Approved Appointment Personnel Section, FAD 2. Original copy of Certificate of Assumption Personnel Section, FAD 3. Certified True Copy of Oath of Office Personnel Section, FAD 4. Copy of Statement of Assets, Liabilities and Net Worth (SALN) Personnel Section, FAD 5. Approved DTR secure form and biometric printouts, if applicable from Personnel Section, FAD 6. Copy of BIR Withholding Tax Certificates from previous employer, if applicable 7. BIR Forms 1902 (Application for Registration) and 2305 (Certificate of Update of Exemption and of Employer and Employees Information)			

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Documentary requirements	Where to secure
Additional Requirements for Transferees: 1. Clearance from money, property & legal accountability. 2. Certified copy of last salary DV and/or certification of last salary received duly verified by the resident auditor of the previous agency 3. BIR form 2316 4. Certificate of Available Leave Credits 5. Service record Salary Claims of Regular Personnel (If Deleted from Payroll) 1. Original Daily Time Record (DTR) duly signed and approved by immediate supervisor supported with copies of approved vacation/sick leave application, if applicable Salary Claims of COS/Jos 1. Certificate of Services rendered signed by immediate supervisor (if exempted from the usage of biometric) 2. Accomplishment Report, noted by immediate supervisor IPCR format 3. Copy of duly approved and notarized Contract (to be attached for the first salary within the contract period) Personnel Section, FAD 4. Approved DTR Personnel Section, FAD 5. Copy of BIR Certifications (BIR Forms 1901/0605, Certificate of Registration), if applicable (to be attached for the first salary within the contract period) 6. Proof of remittance to PHILHEALTH and SSS (once a month) - (R6) Salaries Under Payroll 1. Approved Daily Time Record (DTR) 2. Duly approved Payroll for the period Terminal Leave Benefits (TLB) 1. Approved Terminal Leave Application Personnel Section, FAD 2. GSIS Retirement Application 3. Original Copy of Central and Regional Clearances/Provincial Clearance for Field Officers Personnel Section, FAD 4. Service Record Personnel Section, FAD	



Documentary requirements	Where to secure
5. Copy of Statements of Assets, Liabilities and Net worth as of date of retirement & previous year (R6) 6. Certified True Copy of Latest Appointment Personnel Section, FAD 7. Computation of Terminal Leave Benefits duly signed/certified by Personnel Officer & Chief Admin. Officer Personnel Section, FAD 8. Certified True Copy of NOSA/NOSI Personnel Section, FAD 9. RO Certification of forced leave deduction Personnel Section, FAD 10. Copy of leave cards verified by COA Personnel Section, FAD 11. Original copy of Affidavit to deduct all financial obligations with the employer/Agency 12. Original copy of Certification of no pending Administrative Case Affidavit of applicant of no pending criminal investigation or prosecution against him/her (R6) Personnel Section, FAD 13. Declaration of Pendency/Non-Pendency of Case (R6) 14. In case of resignation, Employee's Resignation Letter duly accepted by the agency head Personnel Section, FAD Additional Requirements In Case of Death of Claimant for TLB: 1. Death Certificate issued by NSO 2. Marriage contract issued by NSO, if applicable 3. Birth Certificate of all Surviving Heirs issued by NSO 4. Waiver of Rights of Children 18 years old and below, if applicable Cash Advances for Travelling Expenses 1. Duly Approved Itinerary of Travel 2. Invitation, in case of Foreign Travels Reimbursement/ Liquidation of Travelling Expenses for Local Travels 1. Approved TO/RO/DO 2. Copy of Cash Advance and Liquidation Report (if made) which may be secured from Accounting Division 3. Approved Itinerary of Travel 4. Certificate of Travel Completed signed by the immediate supervisor 5. Certificate of Appearance (original) and no erasures 6. E-Tickets Boarding Pass (Airlines) Terminal Fee Tickets Bus Tickets 7. Certification of Expenses not Requiring Receipts (COA Circular No. 2017-001 dated June 19, 2017) for Php 300.00 and below	



Documentary requirements	Where to secure
<p>8. Official receipts e.g. Taxi receipts</p> <p>9. Report on the travel undertaken (R6)</p> <p>Reimbursement and/or Liquidation of Travelling Expenses for Foreign Travels</p> <p>1. Copy of Department Order (may be acquired from the Records Section, GSD, AS) or Travel Order/Travel Authority signed by SILG or authorized representative</p> <p>2. Copy of Cash Advance and Liquidation Report (if made) which may be secured from Accounting Section, FAD</p> <p>3. Approved Actual Itinerary of Travel signed by immediate supervisor/head of office</p> <p>4. Copy of the invitation Letter (from sponsoring country/agency, if applicable)</p> <p>5. Certificate of Travel Completed signed by immediate supervisor</p> <p>6. Certificate of Appearance (original) or copy of cert. of participation</p> <p>7. Original Tickets:</p> <ul style="list-style-type: none"> • E-Tickets • Boarding Pass (Airlines) • Terminal Fee Tickets <p>8. Certification of Expenses not Requiring Receipts</p> <p>9. (COA Circular No. 2017-001 dated June 19, 2017)</p> <p>10. Copy of Post Travel Report duly noted by supervisors</p> <p>Claims Related to Training Expenses:</p> <p>Honoraria</p> <p>1. Copy of Invitation Letter duly confirmed by the lecturer, resource person and facilitator</p> <p>2. Copy of Actual Program of Activities</p> <p>3. Certificate of Services rendered with no. of hours signed by the Head of Office</p> <p>4. Copy of Proof of Basic Monthly Salary (for Gov't Employees)</p> <p>5. Copy of Curriculum Vitae/Personal Data Sheet</p> <p>6. Terms of Reference (R6)</p> <p>Catering Services</p> <p>1. Purchase Request with attached menu</p> <p>2. Purchase Order</p> <p>3. Copy of Project Procurement Management Plan (PPMP)</p> <p>4. Copy of Approved Activity Design</p> <p>5. Request for Quotations (3)</p> <p>6. Abstract of Quotations</p> <p>7. Original Statement of Account/Billing Statement/ Charge Invoice</p> <p>8. Attendance Sheet (daily)</p>	



Documentary requirements	Where to secure
<p>Hotel Accommodation/ Seminar Venues</p> <p>1. Copy of Project Procurement Management Plan (PPMP)</p> <p>2. Copy of Approved Activity Design</p> <p>3. Request for Quotations (RFQ) from three (3) suppliers/service providers</p> <p>4. Copy of BAC Resolution</p> <p>5. Abstract of Quotations</p> <p>6. Original Copy of Purchase Order</p> <p>7. Original Statement of Account</p> <p>8. Attendance Sheet (daily)</p> <p>9. Guest Folio (All guest availing of the accommodation must sign the guest folio) - R6</p> <p>10. Regional Order, if applicable - R6</p> <p>Gasoline Expenses (Reimbursement for Training Purposes)</p> <p>1. Original Official Receipts</p> <p>2. Driver's Trip Ticket</p> <p>3. Vehicle Trip Log</p> <p>4. Copy of Activity Design with allocation for Gasoline Expenses</p> <p>5. Copy of PPMP</p> <p>6. Approved Purchase Request</p> <p>Meal Expenses (Reimbursement for Training Purposes)</p> <p>1. Attendance Sheet</p> <p>2. Copy of Activity Design</p> <p>3. Copy of PPMP</p> <p>4. 3 Quotations (unless Fast Food Chains)</p> <p>5. Original Official Receipts</p> <p>Registration Fees/Training Fees</p> <p>1. Copy of Department or Regional Order for Attendees Personnel Section, FAD</p> <p>2. Original Official Receipt/s</p> <p>3. Statement of Account (if applicable)</p> <p>4. Copy of Invitation</p> <p>5. Certificate of Attendance to the Training</p> <p>DILG LG Officials and Employees Claims Communication Expenses</p> <p>1. Certification re: Incurred Telephone/Mobile Expenses for the month signed by the claimant</p> <p>2. Statement of Account and Official Receipt, if applicable</p> <p>3. Call Cards and/or Receipts (Call Cards not attached, only receipt of purchase) - R6</p>	



Documentary requirements	Where to secure
<p>Representation Expenses</p> <ol style="list-style-type: none"> Summary of Expenses signed by the Claimant Certification of Expenses signed by the Claimant Original Official Receipt/s <p>Miscellaneous Expenses</p> <ol style="list-style-type: none"> Certification of Expenses signed by the Claimant <p>RATA</p> <p><i>General claims</i></p> <ol style="list-style-type: none"> Approved Payroll for RATA Certificate that claimant did not use government vehicle (for TA only) Approved DTR (note: for individual claims – attach no. 2 & 3 only) <p>Clothing Allowance</p> <ol style="list-style-type: none"> Approved payroll – (for general claims) Certificate of Non-Receipt/Entitlement of Clothing Allowance - (for individual claims) <p>Accounting Section, FAD</p> <p>Monetization</p> <ol style="list-style-type: none"> Approved Leave Application Approved Request Letter with attached proof of billings <p>Overtime Services</p> <ol style="list-style-type: none"> Authority to Render Overtime Stating the necessity & urgency of the work Accomplishment Report noted by the Head of Office or immediate supervisor Duly Approved DTR Duly approved payroll – for general claims <p>Mid-year Bonus/ Year-end Bonus and Cash Gift</p> <ol style="list-style-type: none"> For general claims: Payroll duly approved by Chief FAD/ARD or RD For Individual Claims: Certification of Non-receipt of Bonus/Cash Gift signed by the Chief Accountant <p>Collective Negotiation Agreement (CNA) Incentive</p> <ol style="list-style-type: none"> For Individual Claims: Certification of Non-receipt of CNA signed by the Chief accountant 	



Documentary requirements	Where to secure
<p><i>For General Claims:</i></p> <ul style="list-style-type: none"> Payroll duly certified by the Chief FAD/ARD/RD Copy of the CNA signed and approved by both parties (Management and Union) <p>Performance-Based Bonus (PBB)</p> <p><i>For Individual Claims:</i> Certification of Non-receipt of PBB signed by the Chief Accountant, FAD</p> <p><i>For General Claims:</i> Approved Payroll signed by Chief-FAD, RD or ARD</p> <p>Productivity Enhancement Incentive (PEI)</p> <p><i>For Individual Claims:</i> Certification of Non-receipt of PEI signed by the Chief Accountant, FAD</p> <p><i>For General Claims:</i> Approved Payroll signed by Chief-FAD, RD or ARD</p> <p>Cultural/Sports Allowance</p> <p><i>For Individual Claims:</i> Certification of Non-receipt of Cultural/Sports Allowance signed by the Chief Accountant, FAD</p> <p><i>For General Claims:</i> Approved Payroll signed by Chief-FAD, RD or ARD</p> <p>Loyalty Cash Award/ Incentive</p> <p><i>For Individual Claims:</i> Certification of Non-receipt of Loyalty Cash Award signed by the Personnel Officer, FAD & Service Record</p> <p><i>For General Claims:</i></p> <ul style="list-style-type: none"> Approved Payroll signed by Chief-FAD, RD or ARD Service Record <p>Supplies, Materials and Equipment</p> <ol style="list-style-type: none"> Original copy of Approved Purchase Order /MOA Supply Section Purchase Request End user Original copy of Inspection and Acceptance Report Supply Section Copy of Approved PPMP End user Original Invoice Certified True Copy of Certificate of Sole Distributorship/Dealer, if applicable Abstract of Quotations/3 Quotations 	



Documentary requirements	Where to secure
<p>8. Original Statement of Account</p> <p>Supplies/Materials/Equipment Purchased at DBM-PS</p> <ol style="list-style-type: none"> 1. Copy of Approved Purchase Request 2. Original copy of Purchase Order 3. Copy of Approved PPMP 4. Inspection and Acceptance Report <p>Lease Purchases</p> <ol style="list-style-type: none"> 1. Original copy of the Notarized Contract or Purchase Order 2. Purchase Request 3. 3 Quotations 4. Abstract of Quotations 5. Copy of Approved PPMP 6. Certified True Copy of Certificate of Sole 7.Distributorship/ Exclusive Dealer, if applicable 7. Inspection and Acceptance Report 8. Copy of the Acknowledgement Receipt of Equipment <p>Subscriptions</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Copy of Approved PPMP 3. Copy of Contract/PO 4. Original Statement of Account 5. Original Delivery Receipt/Certification of Delivery <p>Maintenance Services</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Approved Contract or Purchase Order 3. Copy of PPMP 4. Original Billing Statement with statement of services rendered & work undertaken 5. BAC Resolution/Notice to Proceed/ Notice of Award, if applicable 	



Documentary requirements	Where to secure
<p>Gasoline Expenses</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Copy of Contract 3. Original billing statement with attached invoices per vehicle 4. Driver's Trip Ticket 5. Vehicle Trip Log 6. Summary of Monthly Consumption of Petroleum Products per vehicle <p>Remittances to Various Financial Institutions</p> <ol style="list-style-type: none"> 1. Remittance List certified correct by the Chief Accountant <p>Janitorial Services</p> <ol style="list-style-type: none"> 1. Purchase Request 2. Approved Contract or Purchase Order 3. Copy of PPMP 4. Original Statement of Account 5. Certificate of Services Rendered 6. Certificate of Acceptance of Satisfactory Services signed by the Chief Administrative Officer, FAD 7. Authority to Increase the number of personnel (if there's any) 8. Quotations and Abstract of Quotations/Bids 9. BAC Resolution/Notice to Proceed/Award, if applicable <p>Awards and Incentives</p> <ol style="list-style-type: none"> 1. Praise Resolution 2. Summary of Rating prepared by the Praise Committee <p>Donations</p> <ol style="list-style-type: none"> 1. Department Order 2. Letter Request <p>Membership, Dues And Contributions To Organizations</p> <ol style="list-style-type: none"> 1. Letter 2. Approval by head of Office 	



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Documentary requirements	Where to secure
Financial Assistance to Municipalities to NGAS 1. Memorandum of Agreement Honoraria of LTIA Board Members 1. Regional Order 2. Accomplishment Report 3. Computation/Basis of amount of honoraria 4. Copy of Curriculum Vitae/PDS 5. Copy of proof of salary received for government employees	

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit 4 copies of ORS and DV together with the required supporting Documents. Claims funded under the Trust Accounts, submit 4 copies of DV together with the required supporting documents.	1.1, Receive , review the completeness of the supporting documents. Assign UACS, ORS control number.	Budgeting Assistant/ Budget Section	1 hour
	1.2, Allocate funds and sign/certify BOX B of the ORS.	Budget Officer/ Budgeting Section	4 hours
	1.3, Release the signed ORS and DV with the required supporting documents to Accounting Section.	Budgeting Assistant/ Budget Section	1 hour
	1.4, Receive, record, and process the claim	Accounting Clerk/ Accounting Section	1 hour
	1.5, Review and process the DV and supporting documents, fill-up the corresponding accounting entry in Box B and sign/certify Box C thereof	Accountant/ Accounting Section	2 wd
	1.6, Submit the processed and signed DV together with complete supporting documents for approval	Accounting Clerk/ Accounting Section	1 hour
	1.7, Sign/approve Box D of DV	RD or ARD	2 hours
	1.8, Release the approved DV together with complete supporting documents to Cash Unit. (Cash Section)	Accounting Clerk/ Accounting Section (ADAS III/ORD)	1 hour
	1.9, Prepare/review LDDAP-ADA, FINDES, ACIC and/or check, as the case maybe	Cashier/Cash Unit (Cash Section)	2 hrs
	1.10, Sign/approve LDDAP-ADA, FINDES, ACIC or check issued.	Cashier, Accountant, FAD Chief/ARD/RD	1 hour

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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.11, Release the check to respective payees and/or transmit the approved LDDAP-ADA to the Government Servicing Bank (LBP) for crediting to payee's bank account within 72 hrs.	AA IV/Cash Unit (ADAS II/ AO III- Cash Section)	3 wd
2. External Clients receives check and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website.			
END OF TRANSACTION			

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

5. Procurement of Goods, Services, Consultancy and Infrastructure

Description of Service: This process starts from the receipt of approved and funded Activity Design to the Memorandum informing the end user of their approved Resolution to prepare payment of the winning supplier/ service provider

Office	Regional Office		
Classification	N/A	Total Processing Time	14 working days
Type of Transaction	Government to Government, Government to Citizens, Government to Business	Fees to be paid	None
Who may avail	Suppliers, Procurement Service-DBM, End-user		
Documentary requirements		Where to secure	
1. Approved and funded Purchase Request (PR)		End-user	
2. Certificate of Availability of Funds		Accounting Section	
3. Market Analysis supported by at least three (3) quotations		Supply Section	
4. Justification (for Lease of Venue)		End-user	
5. Terms of Reference, if applicable		End-user	
6. Distribution List, if applicable		End-user	
7. Request for Contract Review by Legal Unit		Procurement Unit	
8. Other supporting documents as may be required from time to time (e.g. menu, program of activities)		End-user	

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. End-User submits the documentary requirements	1.1. Receive and forward approved PR and supporting documents to GSS for consolidation	Staff of LGMED, PDMU, ORD, LGCDD and FAD	1 wd
	1.2. Prepare Request for Quotation (RFQ) and supporting documents *For procurement of CSE, Prepare Agency Procurement Request (APR) to be accomplished at PhilGEPS Virtual Store	GSS Staff (Procurement)	1 wd
	1.3. Review and affix initial on the RFQ or APR or return to GSS Staff for revision/ correction.	DAC Secretariat	

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Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	1.4. Forward to FAD Chief for signature of RFQ or APR or return to the GSS Staff (Procurement) for revision/correction	FAD Chief	
	1.5. For Purchase Requests with the Approved Budget for the Contract (ABC) of above Fifty Thousand Pesos (Php 50,000.00). Post the RFQ to the Philippine Government Electronic Procurement System (PhilGEPS) website and conspicuous place. • Send soft copy of RFQ to at least three (3) suppliers, service providers, contractors, consultant of known qualifications via electronic mail • Accomplish the Request for Posting Slip and forward to RICTU for Regional Office Website Posting • For Direct Contracting: Send the RFQ to the exclusive supplier • For procurement of CSE through PS-DBM, proceed to step 14	GSS Staff (Procurement)	
	2.1. Gather quotation/s from the supplier/s For Direct Contracting: gather quotation from exclusive supplier Prepare Abstract of Quotation/s	GSS Staff (Procurement)	1 wd
2. Review of Technical Specifications submitted by the supplier/s (if ICT Resources only)	2.2. Sign the Abstract of Quotation/s	Small Shopping Value Procurement Committee (SSVPC) Head and Members:	1 wd
	2.3. Prepare Resolution, Notice of Award (NOA), Purchase Order (PO) or Contract and Notice to Proceed (NTP).	GSS Staff (Procurement)	1 wd
	3.1. Serve the signed NOA, PO or Contract and NTP to the winning supplier/ dealer	GSS Staff (Procurement)	1 wd
3. Winning Supplier to receive the Notice of Award (NOA), Purchase Order (PO) or Contract and Notice to Proceed (NTP)	3.2. Submit copy of Contract of Services/Purchase Order with supporting documents to Commission on Audit (COA)	GSS Staff (Procurement)	
	3.3. GSS to submit the prepared DV and ORS for funding by Budget/ Accounting Section for signature (End of Transaction for Goods and Services through Alternative Modes of Procurement (Small Value Procurement, Shopping, Direct Contracting, Negotiated Procurement - Lease of Venue, Accommodation and/with Food and Small Value Procurement - Catering Services))	GSS Staff (Procurement)	1 wd
	4.1. For procurement of CSE through PS-DBM, Cash Section will deposit the payment to DBM-PS Landbank Account thru LDDAP for pre-payment	Cashier	1 wd

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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	4.2. GSS Staff to bring the original copies of the payment including vouchers (DV/ORS) to PS-DBM for the issuance of Official Receipt and proceed to the ordering of supplies	GSS Staff (Procurement)	1 wd
	4.3. Forward the APR with additional attachments (Official Receipt and Delivery Receipt) to GSS for preparation of the Liquidation Report Review and affix signature on the Liquidation Report or return to GSS Staff for revision/ correction	GSS Staff (Procurement) GSS Chief	1 wd
	4.4. Forward the signed Liquidation Report and attachments to the Accounting Section and Cash Section	GSS Staff Regional Accountant Cashier	1 wd
END OF TRANSACTION			

*** Covered by RA 9184 "Government Procurement Reform Act"



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

6. Request for Authority to Travel Abroad

Description of Service: This service facilitates request for authorization for travel abroad of personal nature based on DILG Policies

Office	<ul style="list-style-type: none"> Personnel Section, Finance and Administrative Division (Regional Office) Finance and Administrative Section (Provincial/City Offices) 		
Classification	Complex Transaction	Total Processing Time	6 working days, 4 hours and 10 minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Employees		
Documentary requirements		Where to secure	
1. One (1) Original Letter-request for authorization			
2. One (1) Original Fully-accomplished CSC Form 6 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
3. One (1) Original Provincial Clearance		Template accessible at the DILG Regional Websites	
4. Two (2) Original Fully-accomplished CSC Form 7 (with signature of immediate supervisor)		Form accessible at the CSC and DILG Regional Websites	
5. One (1) Indorsement Letter (for Provincial/City Offices personnel)			

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Letter-request indicating date and place of travel and leave form either personally or email or thru DMS	1.1. Receive Application Letter and leave form	Designated Records Officer (Provincial/City Offices) Administrative Officer III/V (Records Unit/Personnel Section, Regional Office)	10 minutes
2. Sign Clearance	2.1. Prepare Clearances from Work, Records, and Financial Accountabilities		
	2.1.a. Prepare Provincial/City Clearance (for Provincial/City Offices personnel)	Designated HR Officer (Provincial Office)	1 hour



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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	2.1.b, Prepare Regional Clearance	Administrative Officer IV/V (Personnel Section, Regional Office)	1 hour
	2.2, Sign Clearances	LG00 VIII/ Provincial Director (Provincial Offices) Chief Administrative Officer, LG00 VII-MED and CDD Division Chief, Accountant III, Administrative Officer V (Personnel and General Services Section) Director IV/ Regional Director (Regional Office)	2 wd
	2.3, Endorse request for authorization at the Regional Office along with all original attachments (for Provincial/City Offices personnel)	Designated HR Officer (Provincial Office) LG00 VIII/ Provincial Director (Provincial Offices)	1 wd
	2.4, Process leave application and certify leave credits/balances	Administrative Aide IV (Personnel Section, Regional Office)	30 minutes
	2.5, Draft indorsement to CO	Administrative Officer IV/V (Personnel Section, Regional Office)	30 minutes
	2.6, Approve/Disapprove authorization, leave form, and clearances	Director IV/ Regional Director (Regional Office)	1 wd
	2.7 Forwards indorsement to CO	Regional Records Officer	30 minutes
	2.8 Receive indorsement and review completeness and appropriateness of administrative requirements	Admin. Aide III/ Admin Assistant III CO- Personnel Division	5 minutes

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DILG OFFICES HOUR
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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
3. Receive Authorization to Travel Abroad or Letter (if disapproved) and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website.	2.9 Prepare the Travel Authority and transmit to USLG/SILG for approval	Administrative Officer IV/ Statistician I CO- Personnel Division	10 minutes
	2.10 Signing of Travel Authority	USLG/SILG	2 wd
	2.11 Upon approval of Travel Authority, send the approved copy to DILG Central Records Section for releasing to Regional Office	Admin. Aide III/ Admin Asst. III CO- Personnel Division	5 minutes
	3.1, Release Authorization or Letter (if disapproved)	Administrative Officer IV/V (Personnel Section, Regional Office)	10 minutes
END OF TRANSACTION			

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

7. Request for Certification and Records on Personnel Matters

Description of Service: This service facilitates request for certificates pertaining to employment and other personnel records of active and inactive employees

Office	<ul style="list-style-type: none"> Personnel Section, Finance and Administrative Division (Regional Office) Finance and Administrative Section (Provincial/City Offices) 		
Classification	Simple Transaction	Total Processing Time	3 working days
Type of Transaction	Government to Government, Government to Citizen	Fees to be paid	None
Who may avail	DILG Employees (both presently employees and those separated from the Department)		
Documentary requirements		Where to secure	
1. One (1) Properly filled-out Personnel Records Requisition Form		Form accessible at the DILG Regional Website	

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Personnel Record Requisition Form either personally or email or thru DMS.	1.1. Check the appropriateness and receive filled-out Personnel Records Requisition Form	Administrative Aide IV (Regional Office)	10 minutes
	1.2. Check personnel records and/or gather relevant supporting documents to supply the data for the requested document	Administrative Aide IV (Regional Office)	1 wd
	1.3. Prepare the requested document/s	Administrative Aide IV (Regional Office)	1 wd
	1.4. Check the veracity of the document and submit to signing authority	Administrative Officer IV/V (Personnel Section, Regional Office)	3 hours and 50 minutes
	1.5. Sign the document upon verification	Chief Administrative Officer	3 hours and 50 minutes
3. Claim the requested document/s and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website	2.1. Release the requested document/s	Administrative Aide IV (Regional Office)	10 minutes
END OF TRANSACTION			



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8. Request for Release of Equipment

Description of Service: To monitor the release and return of office equipment.

Office	Finance and Administrative Division, General Service Section		
Classification	Simple Transaction	Total Processing Time	25 minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Regional and Field Office Personnel		
Documentary requirements		Where to secure	
1. Request for Equipment Release Form		Finance and Administrative Division, General Service Section	

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Request for Equipment Release Form signed by their immediate supervisor either personally or email or thru DMS	1.1. Receive and check the details of the Request for Equipment Release Form and the condition of the requested equipment	Administrative Aide IV, GSS	5 minutes
	1.2. Review and approve the Request for Equipment Release Form	GSS Chief FAD Chief	5 minutes
	1.3. Records the details on the logsheet and return the approved Request Form to the requesting employee, indicate time and date of release	Administrative Aide IV, GSS	10 minutes
2. Receive the approved Request Form	2.1. Retain copy of the approved Request Form	Administrative Aide IV, GSS	5 minutes
3. Present and return the borrowed equipment and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website	3.1. Receive and check the details and condition of the returned equipment, indicate the date and time of return	Administrative Aide IV, GSS	10 minutes
END OF TRANSACTION			



DILG OFFICES HOUR
Monday to Friday 8am to 5pm

9. Request for Technical Assistance (TA) on Information and Communications Technology (ICT) Resources

Description of Service: To provide appropriate action on complaints forwarded through 8888 Complaints Hotline and other Media

Office	Regional Information and Communications Technology Unit (RICTU) – Office of the Regional Director		
Classification	Simple Transaction	Total Processing Time	3 working days
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG Regional and Field Office Personnel		
Documentary requirements		Where to secure	
1. Accomplished Technical Assistance Request Form (TARF) (1 Copy)		RICTU/ DILG Office Website	

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submit Duly Accomplished Technical Assistance Request Form (TARF) to RICTU Personnel	1. Receive, record, assess and act on request	Information Technology Officer I/ Office of the Regional Director	
	1.1. Receive and record request and fill out the received date upon checking of the ICT equipment		15 minutes
	1.2. Conduct initial assessment to determine the specific ICT concern or problem		4 hours
	1.3. Conduct troubleshooting based on the initial assessment		2 wd
	a. If within the means of the unit (e.g., installation of available softwares, rebooting of internet connection, etc.), provide resolution/s to ICT concern and conduct testing together (if applicable)		
	a. If beyond the means of the unit (e.g., defective ICT parts), provide recommendations to the end user		
	a. If ICT resource was found to be defective but within warranty period, coordinate with General Services Section to contact the Service Provider for resolution.		
	a. If ICT resource was found to be defective and no longer covered by any warranty, advise end-user to coordinate with General Services Section for outside repair or parts replacement.		

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
2. Acknowledges the Completion of Request for Technical Assistance and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website	2.1. Provide Completion Status on the Request for Technical Assistance and Administer Customer Satisfaction Survey Tool	Information Technology Officer I/ Office of the Regional Director	
	2.1. Discuss with client the status of request		3 hours and 15 minutes
	2.b. Administer Customer Satisfaction Survey Tool		30 minutes
END OF TRANSACTION			

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DILG OFFICES HOUR
Monday to Friday 8am to 5pm

10. Request for Technical Assistance (TA) on Local Governance

Description of Service: To provide technical assistance as Resource Speaker or Facilitator or conduct of Capacity Development

Office	Regional and Field Offices		
Classification	Simple, Complex Transaction	Total Processing Time	Simple – 3 days (receives directly from client) Complex – 7 days (endorsed by C/MLGOO and/or City/Province)
Type of Transaction	Government to Citizens, Government to Government	Fees to be paid	None
Who may avail	DILG employees, LGUs, CSOs, NGAs		
Documentary requirements		Where to secure	
1. Request Letter		Not Applicable	

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submits the request letter to any of the DILG Offices within the region through electronic mail or personal appearance	1.1, Receives and records the request	C/MLGOOs/ City Records Officer/ Provincial Records Officer/ Regional Records Officer	10 minutes
	1.2, Routes the request to concerned section/unit/division NOTE: As to the Office of the C/MLGOO, this step is skipped.	City Records Officer/ Provincial Records Officer/ Regional Records Officer	5 minutes
	1.3, Assigns personnel to review and evaluate the request NOTE: Request for the C/MLGOO's technical assistance., this step is skipped.	City/Provincial Director/ Division Chief/ Officer-in-Charge	5 minutes
	1.4, Determines if the requested technical assistance is within the: a. technical capacity/expertise of the subject matter; and b. availability of the Resource Speaker on the requested date	C/MLGOOs/ Assigned personnel (for city/provincial/ regional offices)	2 wd and 4 hours
	1.5, Prepares a letter-reply as to: a. acceptance of the request which includes the scope, training requirements, and other administrative requirements; or	C/MLGOOs/ Assigned personnel (for city/ provincial/regional offices)	2 hours

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Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
	b. rejection of the request which includes any of the following: i. no technical experts on the requested subject matter; or ii. unavailability of the Resource Speaker(s) within the requested date; or iii. request is endorsed to the next higher office; or iv. suggests for agency/(ies)/ institution/(s) that can be tapped for the requested subject matter.		
	1.6, Reviews and forwards the letter-reply to the approving authority NOTE: As to the Office of the C/MLGOO, this step is skipped	for City/Provincial Offices: Program Manager/ Outcome Manager/ Officer-in-Charge for Regional Office Division/Unit/Section Chief/ Officer-in-Charge	1 hour
	1.7, Reviews and signs the letter	C/MLGOO/ City/Provincial Director/ Regional Director	30 minutes
2. Receives and acknowledges the letter -reply and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website	2.1, Records and sends it to the recipient through mail (electronic or courier). NOTE: If request is endorsed to next higher office, actions are repeated starting from Step 1 to Step 7.	C/MLGOOs/ City Records Officer/ Provincial Records Officer/ Regional Records Officer	10 minutes
END OF TRANSACTION			

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11. Request for Vehicular Support Service

Description of Service: To provide transport assistance to all personnel of DILG Regional and Field Offices

Office	Regional and Provincial Offices		
Classification	Simple Transaction	Total Processing Time	31 Minutes
Type of Transaction	Government to Government	Fees to be paid	None
Who may avail	DILG employees		
Documentary requirements		Where to secure	
1. Request for Vehicular Support Service (RVSS) Form		Supply and General Services Section (SGSS) – Finance and Administrative Division	

Client Action (Detailed steps)	Agency action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time
1. Submits the request letter to any of the DILG Offices within the region through electronic mail or personal appearance	1.1, Receives and records the request	SGSS Staff (RO) FAS Staff (PO/CO)	1 Minute
2. Submit the filled-out form	2.1, Receive duly accomplished request form and evaluate based on the following: a. Official nature of the trip, b. Availability of driver, and c. Availability of vehicle (based on the capacity of vehicle) NOTE: If there is no available driver/vehicle, proceed to step 5	SGSS Staff (RO) FAS Staff (PO/CO)	10 Minutes
	2.2, Review and approve request	GSS Chief (RO) City/Provincial Director (CO/PO)	10 Minutes
	2.3, Record the approved request and inform the driver on the details of the trip	SGSS Staff (RO) FAS Staff (PO/CO)	5 Minutes
3. Receive the result of the request and accomplishes the Customer Satisfaction Feedback Form accessible at DILG Regional Office/ DILG official website	3.1, Inform requesting personnel of the status of request. If approved, provide details of driver and vehicle.	SGSS Staff (RO) FAS Staff (PO/CO)	5 Minutes
END OF TRANSACTION			

FEEDBACK AND COMPLAINTS

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

- Accomplish the Feedback/Complaint form available in our DILG Public Assistance and Complaint Center at the 2nd floor, DILG Regional Office Building, Purok 1-A, Baranggay Doongan, Butuan City.
- E-mail us your feedback/issues/complaints through official@caraga.dilg.gov.ph
- You may also reach us at telephone no.975-9832 or Facebook Page – DILG Caraga Region.
- Talk to our Desk Officer of the Day at 2nd floor, DILG Regional Office Building, Purok 1-A, Baranggay Doongan, Butuan City.

Feedback/issues/complaints which may be written or verbal shall be immediately attended to by the Desk Officer of the Day Stationed at our Public Assistance and Complaint Desk. The same shall be forwarded to the DILG Task Force on Citizen's Charter for appropriate action.

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

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

THANK YOU for helping us continuously improve our services.

LIST OF OFFICERS DILG REGION XIII (CARAGA)

PUROK 1-A, BARANGAY DOONGAN, BUTUAN CITY

Officers	Contact Information	Email Address
LILIBETH A. FAMACION, CESO III Regional Director	Trunkline: (085) 975 9830 to 34	official@caraga.dilg.gov.ph
ENGR. DONALD A. SERONAY Assistant Regional Director	Trunkline: (085) 975 9830 to 34	official@caraga.dilg.gov.ph
RAY GREGORY F. JARANILLA Chief, LGMED	Trunkline: (085) 975 9830 to 34 Loc. 104	official@caraga.dilg.gov.ph
ANNABEL F. YANGSON Chief, LGCDD	Trunkline: (085) 975 9830 to 34 Loc. 104	official@caraga.dilg.gov.ph
JOCELYN C. JAYOMA Chief, FAD	Trunkline: (085) 975 9830 to 34 Loc. 103	official@caraga.dilg.gov.ph

DILG Provincial and City Directors

PROVINCE/ CITY	Officers	Contact Information	Email Address	Address
DILG- Agusan del Norte	ELLEN VEE P. CHUA Provincial Director	Phone: (085) 817 1720	dilgadn@gmail.com	Provincial Capitol Compound, Butuan City
DILG-Agusan del Sur	ARLEEN ANN R. SANCHEZ Provincial Director	Phone: (085) 343 7179	documents.dilgadspon@gmail.com	Provincial Capitol, Prosperidad, Agusan del Sur
DILG- Dinagat Islands	DOMINGO E. BULABOG Provincial Director		dilgpdidocuments@gmail.com	San Jose, Dinagat Islands
DILG- Surigao Del Norte	JOHN REYL L. MOSQUITO Provincial Director	Phone: (086) 826 0167	documents.dilgsdn@gmail.com	Provincial Capitol Compound, Barangay Washington, Surigao City
DILG- Surigao del Sur	PEDRITO P. ALACABA, CESO V Provincial Director	Phone: (086) 211 3470	sdsdilg2016@gmail.com	Provincial Capitol, Tandag City, Surigao del Sur
Butuan City	CHARISSA T. GUERTA, CESO V City Director	Phone: (085) 817 1424	documents.dilgbutuancity@gmail.com	Butuan City Hall Complex, Doongan Butuan City