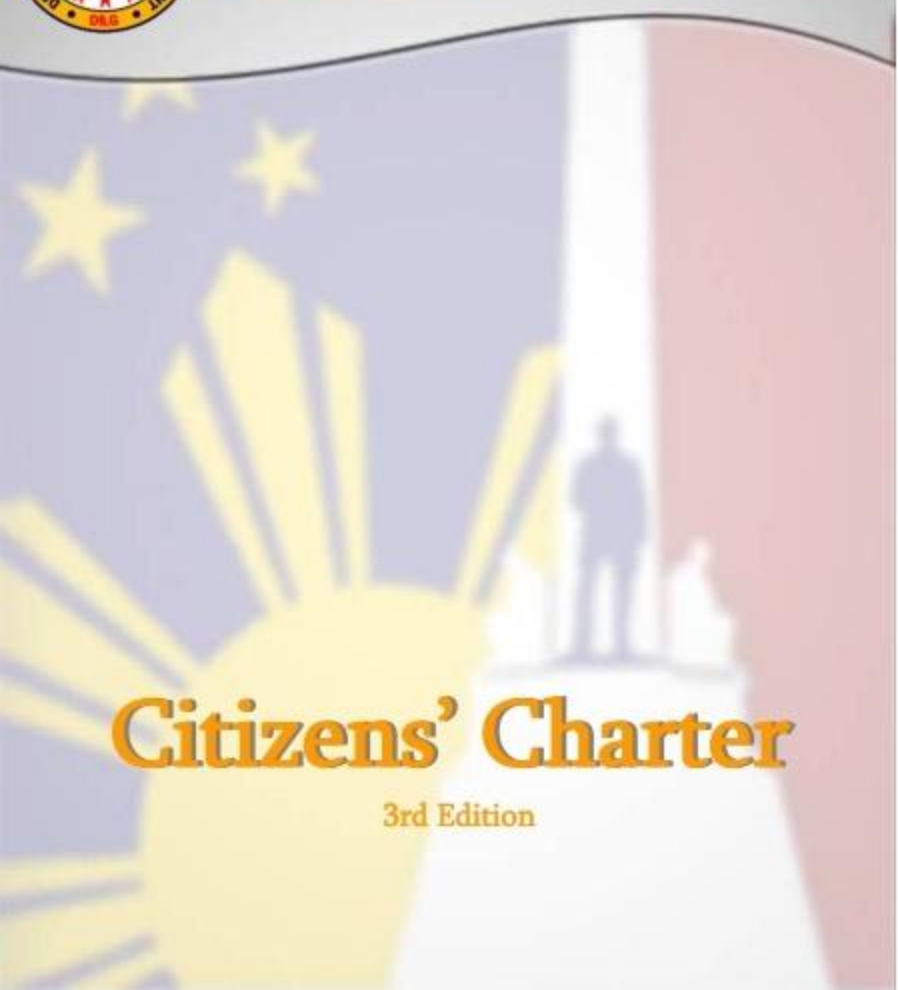




Republic of the Philippines

Department of the Interior and Local Government

Region XIII (Caraga)



Citizens' Charter

3rd Edition

About the Cover:



FOREWORD

In accordance to the Anti-Red Tape Law (RA 9485), we have endeavored once again to revisit and improve our Citizen's Charter. To date, this is the third iteration of our Citizen Charter and yet we are ceaseless in our attempt to continually strive in improving our services to our clients.

This ensures that our clients are updated and accordingly guided of the Programs, Projects and Activities of the Department along with the policies and guidelines for fast and efficient delivery of public service.

I enjoin all officials and personnel of DILG Caraga to look upon this with deeper commitment and greater pride as members of this respected organization with the unwavering zeal and passion to serve our bosses—the people.

Lilibeth A. Famacion, CESO IV
Regional Director



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (Caraga Region)
1559 Matimco Bldg., Km. 4, Libertad, Butuan City
Tel. Nos.: (085) 341-1976, 342-2134 & 815-1299



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.

Vision

The Department is primary catalyst for excellence in local governance that nurtures self-reliant, progressive, orderly, safe and globally competitive communities sustained by God-centered and empowered citizenry.

Mission

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

Service Pledge

We the administrative and technical personnel of the Department of the Interior and Local Government – Region XIII, do hereby pledge to :

Provide substantive and accurate information as needed

Render efficient and effective services to clients using available resources.

Observe professional ethics in attending to clients at all times.

Upholds the dedication and responsibility of every technical and administrative personnel in pursuing the Department's mandate, mission and vision.

Demonstrate personal integrity and professional competence in the discharge of official duties.

We are PROUD to serve you!

Program / Projects / Activities

Outcome 1: Business-Friendly and Competitive LGUs

PPAs

**SKILLS TRAINING FOR
ACCELERATED
GROWTH IN LOCAL
GOVERNANCE (STAG-
LG)**

**BUILDING BUSINESS
FRIENDLY AND
COMPETITIVE LGUS**

**STREAMLINING OF
BUSINESS PERMITS
AND LICENSING
SYSTEM (BPLS) AND
OTHER REGULATORY
SERVICES**

**PROVINCIAL ROAD
MANAGEMENT
FACILITY (PRMF)**

**SPECIAL LOCAL ROAD
FUND (SLRF)**



Program / Projects / Activities

Outcome 2: Environment-Protective , Climate Change-Adaptive and Disaster-Resilient LGUs



TITLE OF TRAINING

**FORMULATION OF LOCAL
CLIMATE CHANGE ACTION
PLAN (LCCAP)**

**TRAINING ON THE
ESTABLISHMENT OF Q-GIS**

**MAINSTREAMING DRR-CCA
IN COMPREHENSIVE
DEVELOPMENT PLAN**

**POST DISASTER
MANAGEMENT STRATEGIES**

INFRASTRUCTURE AUDIT

CBDRRM

CONTINGENCY PLANNING

**BARANGAY RESCUE &
OPERATIONS**

Monitoring LGUs Compliance on DRR

REQUIREMENTS

Program / Projects / Activities

Outcome 3: Socially-Protective and Safe LGUs

PPAS

PAMANA

MAINSTREAMING OF CONFLICT-SENSITIVE, CHILD-FRIENDLY & GENDER RESPONSIVENESS TO LOCAL PLANS

MONITORING OF LUPON AND BHRAC

TECHNICAL ASSISTANCE IN PROJECT DEVELOPMENT/ PREPARATION AND FINANCIAL SUBSIDY

PROJECT MONITORING

PROVISION OF POTABLE WATER SUPPLY

TRAINING ON PROJECT MANAGEMENT & OPERATION

MONITORING PROJECT IMPLEMENTATION

TECHNICAL ASSISTANCE ON PROGRAM ADVOCACY & FS PREPARATION FOR GPB-WATER SYSTEM PROJECT

MONITORING PROJECT IMPLEMENTATION OF GPB WATER SYSTEM PROJECT

FACILITATION ON THE PREPARATION AND COMPLETION OF LPRAP 2013

ORIENTATION ON THE IMPLEMENTATION PROCEDURES OF GPBP LOCAL ACCESS ROAD

TRAINING ON PREPARATION OF TECHNICAL REQUIREMENTS, PROCUREMENT PROCESS, M&E AND LOCAL ROAD MANAGEMENT

MONITORING PROJECT IMPLEMENTATION OF GPB LOCAL ACCESS ROAD

TECHNICAL ASSISTANCE ON THE PREPARATION OF PEACE AND ORDER AND PUBLIC SAFETY PLAN

MONITORING MDG – FACES PROJECT IMPLEMENTATION

TECHNICAL ASSISTANCE TO LGUs ON THE PROMOTION & FULFILMENT OF WOMEN'S & CHILD'S RIGHTS

MONITORING LGU COMPLIANCE TO GAD-RELATED LAWS AND POLICIES

TECHNICAL ASSISTANCE ON THE IMPLEMENTATION OF HIV/AIDS ADVOCACY PROGRAM



Program / Projects / Activities

Outcome 4: Accountable, Transparent, Participative and Effective Local Governance

	TITLE OF TRAINING
 Seal of Good Local Governance	ORIENTATION ON PERFORMANCE CHALLENGE FUND POLICY
	REVIEW AND VALIDATION OF LGU PROJECT PROPOSALS
	MONITORING PROJECT IMPLEMENTATION
	FULL DISCLOSURE POLICY
	PROVISION OF TA ON THE UPLOADING OF DOCUMENTS TO THE PORTAL
	MONITORING LGU COMPLIANCE
	SEAL OF GOOD LOCAL GOVERNANCE
	ORIENTATION ON SGLG
	DATA COLLECTION REGIONAL VALIDATION
	CSO/PEOPLE'S PARTICIPATION PROGRAM
PAKIKILALA SA KATAWATAN AT KAWESAYAN NG PAMAHALAANG LOKAL	COORDINATION WITH RLIS ON CSIS SURVEY
	TECHNICAL ASSISTANCE ON THE ESTABLISHMENT OF VCDs UNDER THE VIGILANCE TO VOLUNTEERISM PROGRAM
	ASSESSMENT OF NOMINEES FOR LUPONG TAGAPAMAYAPA INCENTIVES AND AWARDS
	SUBMISSION OF RESULTS ON THE ASSESSMENT FOR LUPONG TAGAPAMAYAPA INCENTIVES AND AWARDS
	ORIENTATION ON BNEO PROGRAM
	MONITORING BARANGAY SUBMISSION OF AGAD
	ATTENDANCE TO TRAINERS TRAINING ON KATARUNGANG PAMBARANGAY
	MONITORING BARANGAYS COMPLIANCE ON KP
	ATTENDANCE TO TRAINERS TRAINING ON CBMS

Program / Projects / Activities

Outcome 5: Strengthened Internal Organizational Capacity

TITLE OF ACTIVITY	TARGETS	REMARKS
Strengthening Local Governance Regional Resource Center as Harmonizing Mechanism for Effective Local Governance in the Philippines		
HRMD Plan Popularization and Documentation		



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Frontline Services

Service Title: **ISSUANCE OF CERTIFICATION TO BARANGAY OFFICIALS**

Responsible Division: **LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION (LGMED)**

Service Description: *The purpose of the Certification is to support application for civil service eligibility of barangay officials. It may also be used as supporting document for the availment of free tuition fee privilege for the legitimate dependent children of Barangay officials who are attending State Colleges or Universities .*

Who may Avail: *Barangay Officials of Region XIII*

Requirements:

- a. OATH OF OFFICE**
- b. CERTIFICATION FROM CLGOO / MLGOO**
- c. MASTERLIST OF BARANGAY OFFICIALS IN PRESCRIBED FORMAT**

Availability of Service: *Monday to Friday 8:00 a.m. to 5:00 p.m. (No Noon Break)*

Fees: *No payment required*

How to Avail of the Service:

STEPS	CLIENT ACTIVITY	OFFICE / DIVISION / SECTION / ACTIVITY	DURATION	PERSON IN CHARGE
1.	Proceed to the Receiving Desk.	Receiving clerk refers client to the person in charge.	5 minutes	Bernadette F. Sabayday
2.	Present requirements to person in charge.	Person in charge reviews requirements. Person in charge prepares certification and have it signed by the Regional Director	5 minutes 10-15 minutes	Luth Edmund M. Apresto
3.	Receive Certification	*Records personnel releases certification.	5 minutes	Amelita P. Plati
Total Transaction Time >			30 minutes	

Frontline Services

Service Title:	ENDORSEMENT OF REQUEST FOR ISSUANCE OF AUTHORITY TO TRAVEL ABROAD (For LG Officials and Employees)
Responsible Division:	LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION (LGMED)
Service Description:	Local Officials and employees travelling abroad on Official or Personal Business are enjoined to seek prior authority, for clearance purposes and to avoid abuse of government funds. In case of official travel, austerity measures should be observed and ensure that such travels shall be limited to those which are urgent, extremely necessary and are expected to bring benefits to the country.
Who may Avail:	Local Government officials and employees.
Requirements:	All requirements should be in at least two copies. Filing period should be at least ten (10) calendar days prior to the actual travel / departure.
	A) Required Documents for All Types of Travel a. Letter request stating the nature and purpose of the travel, indicating also the inclusive dates and place(s) of destination; b. Endorsement from the DILG Regional Director, Provincial Director, City Director, City or Municipal Local Government Operations, as the case maybe; c. Endorsement from the Provincial Governor, City or Municipal Mayor, as the case maybe; d. Sworn statement attesting that no administrative charge or criminal case has been filed against the applicant; e. Clearance from money and property accountability
	B) Additional Documents for Official Travel (Study or Non-study Trip) a. Statement as to the immediate and direct benefits to the local government, when the travel involves the use of public funds; b. In the event of a non-study trip, submit the invitation from the host country, sponsoring agency or organizer, c. In case of study trip, submit endorsement from the TESDA or CHED, and a copy of the acceptance or invitation-letter from the organizer or donor; d. If the travel is for trade and investment purpose, submit endorsement from the DTI Central or Regional Office; and,
	C) Additional Documents for Travel on Personal Nature a. Submit a duly accomplished Application for Leave of Absence, in case applicant is a Provincial Governor or Mayor of Highly Urbanized/Independent Component City,
Availability of Service:	Monday to Friday 8:00 a.m. to 5:00 p.m. (No Noon Break)
Fees:	No payment required.

Frontline Services

How to Avail of the Service:

STEPS	CLIENT ACTIVITY	OFFICE / DIVISION / SECTION / ACTIVITY	DURATION	PERSON IN CHARGE
1.	Proceed to the Receiving Desk.	Receiving clerk refers client to the person in charge.	5 minutes	Bernadette F. Sabayday
2.	Present the required documents to person in charge.	Person in charge reviews the documents presented.	5 minutes	Marlou R. Autor—Salado
		Person in charge prepares the Indorsement Letter and have it signed by the Regional Director	10-15 minutes	- do -
		Records personnel releases the duly signed Indorsement, including the attached documents to DILG Central Office	5 minutes	Amelita P. Plati
3.	Receives Authority to Travel Abroad directly from DILG Central Office		(at least 10 days)	
Total Transaction Time >			30 minutes	

Important Reminder:

1. The Authority to Travel Abroad (ATA) signed by the SILG or his authorized signatory will be directly sent to the applicant, copy furnished Regional Office; however, DILG Regional Office would still exhaust means to ensure that ATA is received by the concerned.
2. Filing of all required documents to the Bureau of Local Government Supervision (BLGS) should be at least ten days prior to the departure of applicant/s, per Advisory dated October 22, 2012; such that,
3. The applicant must wait for at least ten (10) days.

Frontline Services

Service Title: **ISSUANCE OF CERTIFICATION TO SANGGUNIAN MEMBERS**

Responsible Division: **LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION (LGMED)**

Service Description: *To support the application of Sanggunian Members for Civil Service eligibility.*

Who may Avail: *All Sanggunian Members of the Provinces, Cities and Municipalities who have completed at least two (2) terms or an aggregate of six (6) years, and have acquired a minimum of 72 units in the tertiary or baccalaureate level for the First Level Eligibility; and least three (3) terms or an aggregate of nine (9) years, and have completed a Baccalaureate or Bachelors' degree for the Second Level Eligibility.*

Requirements:

- (1) Filled-Up Request Form;*
- (2) Certification from C/MLGOO ;*
- (4) Oath of Office; and,*
- (3) School Transcript of Records (TOR) or Certification on the No. of Earned Units;*

Availability of Service: *Monday to Friday 8:00 a.m. to 5:00 p.m. (No Noon Break)*

Fees: *No payment required.*

How to Avail of the Service:

STEPS	CLIENT ACTIVITY	OFFICE / DIVISION / SECTION / ACTIVITY	DURATION	PERSON IN CHARGE
1.	Proceed to the Receiving Desk.	Receiving clerk refers client to the person in charge.	5 minutes	Bernadette F. Sabayday
2.	Present the required documents to the person in charge.	Person in charge reviews the documents presented.	5 minutes	Luth Edmund M. Apresto
		Person in charge prepares the Certification and have it signed by the Regional Director	10-15 minutes	
3.	Receives Certification	Records personnel releases certification.	5 minutes	Arelita P. Pladil
Total Transaction Time >			30 minutes	

Frontline Services

Service Title:	ISSUANCE OF CERTIFICATION OF COMPLIANCE TO FULL DISCLOSURE POLICY (FDP) FOR ENDORSEMENT TO CENTRAL OFFICE
Responsible Division:	LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION (LGMED)
Service Description:	To facilitate issuance of Certification of Compliance to Full Disclosure Policy by the Central Office, as one of the requirements in the availment of loans and other national program windows by the LGUs.
Who may Avail:	All Provinces, Cities, and Municipalities thru the FDP Focal Persons
Requirements:	a) Letter request stating the purpose; and, b) Certification of Compliance to FDP Issued by DILG Provincial Offices attested by Civil Society Organization.
Availability of Service:	Monday to Friday 8:00 a.m. to 5:00 p.m. (No Noon Break)
Fees:	No payment required.
How to Avail of the Service:	

STEPS	CLIENT ACTIVITY	OFFICE / DIVISION / SECTION / ACTIVITY	DURATION	PERSON IN CHARGE
1.	Proceed to the Receiving Desk.	Receiving clerk refers client to the person in charge.	5 minutes	Bernadette F. Sabayday
2.	Present requirements to the personnel in charge	Personnel in charge reviews Certification issued by the DILG P.O. and checks the FDP Portal.	30 minutes	Vincent Troy A. Calo
		Personnel in charge prepares Certification to be signed by RD and attested by CSO.	1 day	Vincent Troy A. Calo Ameila P. Plati
		Personnel in charge prepares Indorsement to be signed by RD	5 minutes	Vincent Troy A. Calo
		Release and transmittal of Certification to C.O.	5 minutes	Bernadette F. Sabayday
Total Transaction Time >			1 day & 45 minutes	

Frontline Services

Service Title: **PROVISION OF LOCAL GOVERNANCE REGIONAL RESOURCE CENTER (LGRRC) SERVICES**

Responsible Division: **LOCAL GOVERNMENT CAPACITY DEVELOPMENT DIVISION**

Service Description: To actively respond to requests for provision of technical assistance or coaching services, source of Knowledge Products (KPs) related to the field of governance, or serve as venue for meeting and learning sessions.

Who may Avail: All LGU officials and employees, Other National Government Agencies, Funding agencies, private sector, other institution

Requirements: Letter-request stating the purpose

Availability of Service: Monday to Friday 8:00 a.m. to 5:00 p.m. (No Noon Break)

Fees: No payment required.

How to Avail of the Service:

STEPS	CLIENT ACTIVITY	OFFICE / DIVISION / SECTION / ACTIVITY	DURATION	PERSON IN CHARGE
1.	Proceed to the Receiving Desk.	Receiving clerk refers client to the LGRRC Librarian.	5 minutes	Bernadette F. Sabayday
2.	Log in at the LGRRC guest book.	LGRRC Librarian facilitate signing-in of LGRRC guestbook.	5 minutes	Merinda A. Lagos
3.	Present letter request or state purpose to the Librarian.	Librarian assesses the request; and, a) in case of Technical Assistance/Coaching: a.i. Librarian refers client to the Program in-charge for appropriate action.	5 minutes	- do -
4.	4.1 Sit down with Program in- charge for the necessary activity.	a.ii. Program in-charge facilitate necessary activity	* varies; as scheduled	Program in-charge
	4.2 Accomplish Borrower's Slip, in case of materials to be taken out of the LGRRC.	b) in case of Need to Borrow KPs: b.i. Librarian checks availability of needed KPs or materials; end, b.ii. Provides same to client.	5 minutes	Merinda A. Lagos
	4.3 Accomplish Reservation Form, in case of request to use LGRRC as venue of activity.	Librarian facilitate approval and calendar the schedule/ title of the activity.	5 minutes	- do -
Total Transaction Time >			30 minutes ~	

Frontline Services

Service Title: **ENDORSEMENT OF THE APPLICATION FOR FOREIGN SCHOLARSHIP OF LOCAL GOVERNMENT OFFICIALS AND EMPLOYEES**

Responsible Division: **LOCAL GOVERNMENT CAPACITY DEVELOPMENT DIVISION (LGCD)**

Service Description: *An indorsement from the Regional Office is one of the requirements for the assessment and processing application for scholarships of local government officials and employees.*

Who may Avail: *All LGU officials and employees*

Requirements: *Relevant documents, as follows:*

1. Resume / Curriculum Vitae
2. Certified true copy of Transcript of Records
3. Certified true copy of college Diploma
4. List of trainings / seminars attended
5. Updated Service Record
6. Certificate of Actual Duties and Responsibilities
7. Certificate of no pending criminal and /or administrative case
8. Certificate of no pending nomination in local and foreign scholarship
9. Written consent of spouse, if married
10. Certificate of no service obligation from local or foreign scholarship program
11. Performance rating for the last two (2) rating periods
12. Endorsement from the City Director or Municipal Local Government Operations Officer
13. Endorsement from the Local Chief Executive (LCE)

Availability of Service: *Monday to Friday 8:00 a.m. to 5:00 p.m. (No Noon Break)*

Fees: *No payment required.*

How to Avail of the Service:

STEPS	CLIENT ACTIVITY	OFFICE / DIVISION / SECTION / ACTIVITY	DURATION	PERSON IN CHARGE
1.	Proceed to the Receiving Desk.	Receiving clerk refers client to the person in charge	5 minutes	Bernadette F. Sabayday
2.	Present the required documents to the person in charge	Personnel in charge reviews the documents presented	5 - 10 minutes	Bryan F. Edulzura
		Person in charge prepares Indorsement and have it signed by the Reg'l. Director	5 minutes	- do -
3.	Receive indorsement, in case client will personally take the next processing steps.	Records personnel releases Indorsement to client or Scholarship Committee/DILG Central	5 minutes	Bernadette F. Sabayday
Total Transaction Time >			30 minutes	

Frontline Services

Service Title: ***PROVISION OF LEGAL OPINION***

Responsible Division: ***OFFICE OF THE REGIONAL DIRECTOR***
(Legal Section)

Service Description: *To address queries through legal opinions based on the Local Government Code, previous DiLG opinions, and other legal instruments.*

Who may Avail: *All Local Government Units, Private Sector and Community Members*

Requirements: ***Written Copy of Legal Query***

Availability of Service: *Monday to Friday 8:00 a.m. to 5:00 pm. (No Noon Break)*

Fees* *No payment required*

How to Avail of the Service:

STEPS	CLIENT ACTIVITY	OFFICE / DIVISION / SECTION / ACTIVITY	DURATION	PERSON IN CHARGE
1.	Proceed to the Receiving Desk.	Receiving clerk refers client to the Legal Officer.	5 minutes	Bernadette F. Sabayday
2.	Present letter to the Legal Officer	Legal Officer assesses query	10 -15 minutes	Atty. Allen M. Gasulas
		Legal Officer advises client when he will get an official opinion on his query. (5-10 days)	5 minutes	- do -
Total Transaction Time >			35 minutes	

Feedback and Redress Mechanisms

We appreciate your comments/suggestions on how we serve you. Please let us know by doing the following:

- Accomplish our Feedback Form (provided by our Desk Officer)*
- Visit our website at <http://caraga.dilg.gov.ph> or email us at official@caraga.dilg.gov.ph*
- Call our Desk Officer for assistance using contact numbers: (085) 342-2045 / 341-1976*
- Contact / Communicate through the Municipal / City / Provincial Offices of DILG-Region XIII.*

Thank you for encouraging us to continually seek for better ways and means to serve you better!

Hotline Numbers

DILG Region XIII Offices

Regional Office

Front Desk	(085) 342-2045
Administrative Division	(085) 341-1976
Telefax	(085) 342-2134 / 815-1299

Butuan City

City Office / Telefax	(085) 300-3101
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Agusan del Norte

Provincial Office / Telefax	(085) 341-3732
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Agusan del Sur

Provincial Office / Telefax	(086) 343-7179
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Surigao del Norte

Provincial Office / Telefax	(086) 826-0167
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Province of Dinagat Islands

Provincial Office / Telefax	None
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Surigao del Sur

Provincial Office / Telefax	(086) 211-3470
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Surigao City

City Office / Telefax	(086) 826-0082
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Bislig City

City Office / Telefax	(086) 853-5413
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Cabadbaran City

City Office / Telefax	(085) 343-0110
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Bayugan City

City Office / Telefax	None; c/o Prov'l. Ofc.
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Tandag City

City Office / Telefax	None; c/o Prov'l. Ofc.
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Client Complaint Form

Name of Complainant: _____

Email Address (if any): _____

Home Address: _____

Office Address: _____

Contact No.: _____

Nature of Complaint: _____

Date Happened: _____

Suggested Action from our Office:

Signature: _____

Name of Action Officer _____

Date: _____

Client Compliment Form

Name: _____

Address: _____

Contact No.: _____

Email Address (if any): _____

Name of Person(s) Complimented: _____

Nature of Compliment: _____

Signature: _____

Date: _____

Client's Feedback Form

Name: _____ Date: _____

Address: _____ Contact No.: _____

Kind of transaction with the Office: (Use check mark (✓) to indicate your response)

- ☐ Authority to travel abroad
☐ Certificate of Incumbency
☐ Other Services (Please specify name of program/project/activity):

Name of PACD Officer: _____ Name of Attending Officer: _____

Kindly rate the assistance provided by our office using the following scale:

Very Poor (VP)

Satisfactory (S)

Outstanding (O)

Poor (P)

Very Satisfactory (VS)

(Please check your response)

Comments/Suggestions:

- | | | | | | |
|---------------------|-----------------------------|----------------------------|----------------------------|-----------------------------|----------------------------|
| • Desk Officer | ☐ VP | ☐ P | ☐ S | ☐ VS | ☐ O |
| • Attending Officer | ☐ VP | ☐ P | ☐ S | ☐ VS | ☐ O |

Thank you for encouraging us to continually seek for better ways and means to extend quality service!

Client's Feedback Form (Visayan Version)

Pangalan sa Kliyente: _____ Numero sa Telepono: _____

Ahensya: _____ Address: _____

Klase sa Transaksyon (Palihog pagbutang ug tsek sa inyong tubag):

- ☐ Pagtagot sa Pagbiyahe sa laing Nasud
☐ Sertipiko sa Pagpangatundanan
☐ Ubang Serbisyo (Palihug sa pagpadayag sa katuyoan o programa):

Pangalan sa Empleyado nga nag atiman kanimu: _____

Among ikalipay nga mahibaloan ang inyong pagtan-aw sa serbisyo nga among gihatag pinaagi sa mga mosunod. (Palihog ug tsek sa kahon nga nauyon sa inyong tubag).

<i>Outstanding (O)</i>	<i>– Kina-maayohan</i>
<i>Very Satisfactory (VS)</i>	<i>– Maayo Kaayo</i>
<i>Satisfactory (S)</i>	<i>– Maayo</i>
<i>Poor (P)</i>	<i>– Dili Maayo</i>
<i>Very Poor (VP)</i>	<i>– Kina-walay Ayo</i>

- | | | | | | |
|---------------------|-----------------------------|----------------------------|----------------------------|-----------------------------|----------------------------|
| • Desk Officer | ☐ VP | ☐ P | ☐ S | ☐ VS | ☐ O |
| • Attending Officer | ☐ VP | ☐ P | ☐ S | ☐ VS | ☐ O |

Komento o Suhestyon:

Daghang salamat sa makanunayong suporta ug sa higayon nga gihatag ninyo kanamo arun magpadayun kami nga mangita ug paagi alang sa paghatag ug mas tin-aw ug maayong pag-serbisyo para sa tanan.

Tracking Form of Clients' Feedbacks

COMPLIMENTS/ COMPLAINTS	CONCERNED PERSONNEL/ DIVISION	SUGGESTIONS/ RECOMMENDATIONS	ACTION TAKEN
1			
2			
3			
4			
5			

Prepared by:

Noted by:

Position

LILIBETH A. FAMACION, CESO IV

Regional Director

Sample of Request Forms



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

1550 NATIVIDAD Bldg., Km. 4, Libertad, Butuan City
Tel Nos. (DRI) 341-1976, 342-2134 & 815-1299
www.dilg.gov.ph



Sanggunian Member Eligibility DILG Certification Request Form
(To be filled-up by the applicant)

Name of Sanggunian Member : _____

LGU : _____

Terms of Office : _____

: _____

: _____

No. of Units Earned in College : _____

Name of School/University : _____

Signature of Applicant over printed name : _____

Date filed : _____

Recommended by:

☐ 1st level Eligibility

☐ 2nd level Eligibility

Requirements presented:

☐ Certification from C/MOORO

☐ Oath of Office

☐ School Transcript of Records or
Certification of Number of Units
earned



LOCAL GOVERNANCE RESOURCE CENTER

Providing a Platform of Learning, Training, Assistance to Local Governments

RESERVATION SLIP

DATE TO BE RESERVED: _____

INCLUSIVE TIME: _____

ACTIVITY: _____

EXPECTED NUMBERS

OF PARTICIPANTS: _____

REMARKS: _____

RESERVED BY

APPROVED BY

DATE

DATE

DILG Region XIII (Caraga) Directory

LILIBETH A. FAMACION, CESO IV
Regional Director

DONALD A. SERONAY
OIC-Assistant Regional Director

OFFICE OF THE REGIONAL DIRECTOR

<i>Atty. Allen M. Gasulas</i>	<i>Attorney IV</i>
<i>Jason Ryan R. Lam</i>	<i>LGOO V</i>
<i>Neil B. Beluan</i>	<i>LGOO II</i>
<i>John Cris C. Malupa</i>	<i>LGOO II</i>
<i>Monet C. Bullecer</i>	<i>Admin. Asst. III</i>

REGIONAL PEACE & ORDER COUNCIL (RPOC) SECRETARIAT

<i>Annabelle Ivy R. Boquiren</i>	<i>LGOO V</i>
<i>Elenita S. Mandap</i>	<i>Planning Officer III</i>
<i>Carolyn S. Jaya</i>	<i>Admin. Aide VI</i>

LOCAL GOVERNMENT CAPABILITY & DEVELOPMENT DIVISION (LGCDD)

<i>Charissa T. Guerta</i>	<i>LGOO VII/ Division Chief</i>
<i>Cecilia B. Besona</i>	<i>LGOO VI</i>
<i>Jeffrey A. Ramo</i>	<i>LGOO V</i>
<i>Melinda A. Lagua</i>	<i>LGOO V</i>
<i>Demedesis E. Evanoso</i>	<i>LGOO V</i>
<i>Florian Faith Jr. P. Bayawa,</i>	<i>LGOO II</i>
<i>Bryan F. Edulzura</i>	<i>LGOO II</i>
<i>Don Manuelo O. Patrimonio</i>	<i>LGOO II</i>
<i>Eric James J. Brasileño</i>	<i>Admin. Asst. II</i>

LOCAL GOVERNMENT MONITORING & EVALUATION DIVISION (LGMED)

<i>Ray Gregory F. Jaranilla</i>	<i>LGOO VII/ Division Chief</i>
<i>Jocelyn C. Jayoma</i>	<i>LGOO VI</i>
<i>Lolita H. Savaria-Go</i>	<i>LGOO V</i>
<i>Emmylou P. Burias</i>	<i>LGOO V</i>
<i>Marilou R. Autor-Salado</i>	<i>LGOO V</i>
<i>Luth Edmund A. Apresto</i>	<i>LGOO II</i>
<i>Amelita P. Platil</i>	<i>Admin. Aide VI</i>

DILG Region XIII (Caraga) Directory

FINANCE & ADMINISTRATIVE DIVISION(FAD)

<i>Donald A. Seronay</i>	<i>Chief, Admin. Officer</i>
<i>Lucia B. Garrido</i>	<i>Supervising Admin. Officer</i>

GENERAL SERVICES SECTION

<i>Edgardo T. Cubillas</i>	<i>Admin. Officer V</i>
<i>Charlie E. Cogolio</i>	<i>Admin. Asst. III</i>
<i>Carlito A. Saga</i>	<i>Admin. Aide VI</i>
<i>Ruben K. Burdeos</i>	<i>Admin. Aide VI</i>
<i>Vicente A. Luengas</i>	<i>Admin. Aide IV</i>
<i>Jorem J. Luzon</i>	<i>Admin. Aide IV</i>

BUDGET SECTION

<i>Primadonna M. Lincuna</i>	<i>Admin. Officer V</i>
<i>Kristine Jean E. Forsuelo</i>	<i>Admin. Officer IV</i>
<i>Jaimelyn S. Cobrado</i>	<i>Admin. Asst. II</i>

ACCOUNTING SECTION

<i>Roche Lynne L. Cunanan</i>	<i>Accountant II</i>
<i>Felicidad A. Fuertes</i>	<i>Admin. Asst. III</i>
<i>Lorjezza S. Quimzon</i>	<i>Admin. Aide IV</i>

CASH SECTION

<i>Imelda L. Endencia</i>	<i>Admin. Officer III</i>
<i>Dustin B. Albos</i>	<i>Admin. Aide IV</i>

PERSONNEL & RECORDS SECTION

<i>Marie Joy S. Luengas</i>	<i>Admin. Officer IV</i>
<i>Karen Grace G. Delco</i>	<i>Admin. Aide IV</i>
<i>Bernadette F. Sabayday</i>	<i>Admin. Aide VI</i>

CONTRACTUAL PERSONNEL

<i>Vincent Troy A. Calo</i>	<i>Information Technology</i>
<i>Jocelyn D. Malubay</i>	<i>Engineer</i>
<i>Mark Anthony C. Obani</i>	<i>Engineer</i>
<i>Eirene C. Mahusay</i>	<i>BUB Staff</i>
<i>Kervin T. Tesiorna</i>	<i>Utility Worker</i>
<i>Joel R. Burgos</i>	<i>Driver</i>
<i>Reneboy C. Ultiano</i>	<i>COA Staff</i>

DILG Region XIII (Caraga) Directory

AGUSAN DEL NORTE

ROMEO A. SOLIS

Provincial Director

<i>Ellen Vee P. Chua</i>	<i>LGOO VI/Provincial Office</i>
<i>Annabella O. Cadigal</i>	<i>LGOO VI/Provincial Office</i>
<i>Ormela Mae B. Lagapa</i>	<i>LGOO V/Provincial Office</i>
<i>Mary Christine Anthonette S. Punzalan</i>	<i>LGOO V/Carmen</i>
<i>Cynthia T. Binondo</i>	<i>LGOO V/Jabonga</i>
<i>Karolus Joseph A. Fuertes</i>	<i>LGOO V/Santiago</i>
<i>Melchora L. Grana</i>	<i>LGOO V/RTR</i>
<i>Yul O. Guerta</i>	<i>LGOO V/Tubay</i>
<i>Myrna B. Libao</i>	<i>LGOO V/Las Nieves</i>
<i>Mariles S. Oclarit</i>	<i>LGOO V/Magallanes</i>
<i>Laarni Beauty C. Sepe</i>	<i>LGOO V/Nasipit</i>
<i>Sonia T. Tinampay</i>	<i>LGOO V/Kitcharao</i>
<i>Cherry N. Vitor</i>	<i>LGOO V/Buenavista</i>
<i>Michelle V. Calo</i>	<i>LGOO II/Provincial Office</i>
<i>Arvin R. Silvosa</i>	<i>LGOO II/Provincial Office</i>
<i>Mary Jean C. Burdeos</i>	<i>Admin. Asst. II</i>
<i>Nena R. Pabia</i>	<i>Admin. Asst. II</i>
<i>Margie D. Montero</i>	<i>Admin. Aide IV</i>
<i>Mary Jean L. Panchito</i>	<i>Admin. Aide IV</i>
<i>Noel S. Reños</i>	<i>Admin. Aide III</i>
<i>Rodolfo M. Remeticado</i>	<i>Admin. Aide I</i>

CABADBARAN CITY

<i>Annabel F. Yangson</i>	<i>LGOO VI / CLGOO</i>
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DILG Region XIII (Caraga) Directory

AGUSAN DEL SUR

ARLEEN ANN R. SANCHEZ

Provincial Director

<i>Roberto E. Sion</i>	<i>LG00 VI/Provincial Office</i>
<i>Elva Theresa D. Velmonte</i>	<i>LG00 VI/Provincial Office</i>
<i>Renelou F. Jaranilla</i>	<i>LG00 V/ Provincial Office</i>
<i>Rizza D. Sion</i>	<i>LG00 V/Trento</i>
<i>Mary Nol P. Aban</i>	<i>LG00 V/San Francisco</i>
<i>Arturo O. Bombeo, Jr.</i>	<i>LG00 V/Rosario</i>
<i>Feliviv C. Cuanan</i>	<i>LG00 V/Loreto</i>
<i>Maricel G. Dumanglas</i>	<i>LG00 V/Talacogon</i>
<i>Shiela D. Jaramillo</i>	<i>LG00 V/Esperanza</i>
<i>Daniel P. Longaquit</i>	<i>LG00 V/Sibagat</i>
<i>Rena L. Naguita</i>	<i>LG00 V / Sta. Josefa</i>
<i>Sherwin C. Obien</i>	<i>LG00 V/Veruela</i>
<i>Cecilia M. Ohiman</i>	<i>LG00 V/Prosperidad</i>
<i>Alice B. Robles</i>	<i>LG00 V/San Luis</i>
<i>Maricel G. Torreon</i>	<i>LG00 V/La Paz</i>
<i>Charles V. Lim, Jr.</i>	<i>LG00 V/Bunawan</i>
<i>Redgy V. Panilan</i>	<i>LG00 II/Provincial Office</i>
<i>Hazel Anne C. Baluca</i>	<i>LG00 II/Provincial Office</i>
<i>Nathaniel T. Obenza</i>	<i>LG00 II/Provincial Office</i>
<i>Leny M. Auxtero</i>	<i>Admin. Asst. II</i>
<i>Reynarose M. Tago</i>	<i>Admin. Asst. II</i>
<i>Cenen C. Alburo</i>	<i>Admin. Aide III</i>

BAYUGAN CITY

<i>Madolyn V. Lim</i>	<i>LG00 VI / CLGOO</i>
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DILG Region XIII (Caraga) Directory

SURIGAO DEL NORTE

JOHN REYL L. MOSQUITO

OIC-Provincial Director

<i>Lydia S. Bajan</i>	<i>LG00 VI/ Provincial Office</i>
<i>Marceliano Ali C. Tabacon III</i>	<i>LG00 VI/ Provincial Office</i>
<i>Milariza L. Beniga</i>	<i>LG00 V/ Provincial Office</i>
<i>Mary Jane V. Centeno</i>	<i>LG00 V/ Provincial Office</i>
<i>Welivie C. Diola</i>	<i>LG00 V/ Provincial Office</i>
<i>Sheila H. Gesta</i>	<i>LG00 V/ Provincial Office</i>
<i>Mary Grace O. Santos</i>	<i>LG00 V/ detailed in Region 12</i>
<i>Mary Ann S. Tomate</i>	<i>LG00 V/ Alegria</i>
<i>Jimylen H. Ballicud</i>	<i>LG00 V/ Mainit</i>
<i>Catherine A. Gealogo</i>	<i>LG00 V/ Placer</i>
<i>Ian Jun A. Gesta</i>	<i>LG00 V/ Dapa</i>
<i>Nova D. Hilig</i>	<i>LG00 V/ General Luna</i>
<i>Jenita T. Ladres</i>	<i>LG00 V/ Malimono</i>
<i>Richard C. Lasala</i>	<i>LG00 V/ San Isidro</i>
<i>Wenefredo R. Lasala, Jr.</i>	<i>LG00 V/ Socorro</i>
<i>Emma B. Lopez</i>	<i>LG00 V/ Sison</i>
<i>Liza L. Montaner</i>	<i>LG00 V/ Tubod</i>
<i>Roberto E. Patayon, Jr.</i>	<i>LG00 V/ Claver</i>
<i>Roberto A. Reyna, Jr.</i>	<i>LG00 V/ San Francisco</i>
<i>Nellie M. Rocolcol</i>	<i>LG00 V/ Bacuag</i>
<i>Rosalina A. Sering</i>	<i>LG00 V/ Gigaquit</i>
<i>Sundry P. Sembrano</i>	<i>LG00 V/ Tagana-an</i>
<i>Crisologo L. Virtudazo</i>	<i>LG00 V/ Del Carmen</i>
<i>Joemar S. Salmoro</i>	<i>LG00 II/ Burgos w/radiation in Sta. Monica</i>
<i>Genalin C. Pegarro</i>	<i>LG00 II/ Pilar</i>
<i>Jacky A. Mellorin</i>	<i>LG00 II/ San Benito</i>
<i>Baltazar G. Camporedondo</i>	<i>LG00 II/ Provincial Office</i>
<i>Elsa D. Dumaguít</i>	<i>Admin. Asst. II</i>
<i>Letecia S. Olvez</i>	<i>Admin. Asst. II</i>
<i>Lydia S. Tinio</i>	<i>Admin. Aide VI</i>
<i>Vergel U. Tomate</i>	<i>Admin. Aide IV</i>
<i>Florentino E. Miones</i>	<i>Admin. Aide III</i>
<i>Dionisio A. Espanto</i>	<i>Admin Aide I</i>

DILG Region XIII (Caraga) Directory

SURIGAO CITY

JOHN REYL L. MOSQUITO

City Local Government Operations Officer

Marilou A. Alovera

LGOO V

Adela O. Aurora

Admin. Aide II

PROVINCE OF DINAGAT ISLANDS

DOMINGO E. BULABOG

Provincial Director

Rowena S. Acabal

LGOO VI / Provincial Office w/radiation

Kim L. Suan

LGOO V / Libjo

Ma. Rosario M. Ambray

*LGOO II / OIC-MLGOO Loreto w/radiation
in Tubajon*

Desiree S. Bajan

*LGOO II / Provincial Office w/ radiation in
San Jose*

Gretchen N. Dumanjog

*LGOO II / OIC- MLGOO Cagdianao w/
radiation in Provincial Office*

Kyrle Faye G. Ortega

Admin. Asst. II

BUTUAN CITY

ROMEO A. SOLIS

OIC-City Director

Marissa M. Mones

LGOO V

Dulce Amor M. Moran

LGOO V

Alma M. Tiempo

LGOO V

Vincent Angelo M. Balansag

Admin. Aide IV

DILG Region XIII (Caraga) Directory

SURIGAO DEL SUR

PEDRITO P. ALACABA, CEO VI

Provincial Director

<i>Ma. Lourdes C. Martinez</i>	<i>LG00 VI/Provincial Office</i>
<i>Mayonito Fernan E. Ramos</i>	<i>LG00 V/Marihatag</i>
<i>Ma. Prosiebelle Llywellyn P. Abejuela</i>	<i>LG00 V/Lianga</i>
<i>Noel L. Arreza</i>	<i>LG00 V/Cantilan</i>
<i>Lourdanita G. Aya-ay</i>	<i>LG00 V/San Miguel</i>
<i>Roel J. Camba</i>	<i>LG00 V/Hinatuan</i>
<i>Julius R. Carrido</i>	<i>LG00 V/Lingig</i>
<i>Julieto O. Curayag</i>	<i>LG00 V/Madrid</i>
<i>Arman M. Decena</i>	<i>LG00 V/San Agustin</i>
<i>Bella C. Decena</i>	<i>LG00 V/Cortes</i>
<i>Merrill B. Espenido</i>	<i>LG00 V/Carmen</i>
<i>Camelia A. Ruaza</i>	<i>LG00 V/Tago</i>
<i>Ellen G. Sullano</i>	<i>LG00 V/Bayabas</i>
<i>Joseph L. Urgel</i>	<i>LG00 V/Carrascal</i>
<i>Ernie Y. Gultiano</i>	<i>LG00 V/Lanuza</i>
<i>Marichelle O. Gultiano</i>	<i>LG00 V/Cagwait</i>
<i>Jane G. Moreno</i>	<i>LG00 V/Barobo & Tagbina</i>
<i>Ferdy Benigno R. Avila</i>	<i>LG00 II/Provincial Office</i>
<i>Ian Reigh M. Elimanco</i>	<i>LG00 II/Provincial Office</i>
<i>Joselito E. Ramos</i>	<i>LG00 II/ Provincial Office</i>
<i>Nerie R. Arizobal</i>	<i>Admin. Asst. II</i>
<i>Marichu M. Suba</i>	<i>Admin. Aide IV</i>
<i>Fernando A. Ruaza</i>	<i>Admin. Aide III</i>
<i>Richard S. Falcon</i>	<i>Admin. Aide I</i>

BISLIG CITY

<i>Olivia P. Bagasbas</i>	<i>LG00 VI / CLG00</i>
<i>Ezhraim Jon C. Maymay</i>	<i>Admin. Aide IV</i>

TANDAG CITY

<i>Joseph G. Porgatorio</i>	<i>LG00 VI / CLG00</i>
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