



L G R R C

WESTERN VISAYAS

Republic of the Philippines
Department of the Interior and Local Government
Regional Office 6 - Western Visayas
P. Aquino St. Fort San Pedro, Iloilo City

C i t i z e n ' s C h a r t e r



Republic of the Philippines
Department of the Interior and Local Government
Regional Office 6 - Western Visayas
P. Aquino St. Fort San Pedro, Iloilo City

Citizen's Charter

VISION

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

MISSION

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

QUALITY POLICY

We, 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 to promote excellence in local governance and enhance the service delivery of our Regional and Field Offices for the LGUs to become transparent, resilient, socially-protective and competitive, where people in the community live happily.

We commit to continually improve the effectiveness of our Quality Management System compliant with applicable statutory and regulatory requirements and international standards gearing towards organizational efficiency in pursuing our mandate and achieving our client's satisfaction.

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



Republic of the Philippines
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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.			Request party (CSO/NGO)			
Office	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices						
Classification	Highly Technical Transaction		Total Processing Time	14 Working Days, 30 Minutes			
Type of Transaction	G2C - Government to Citizens		Fees to be paid	None			
Who may avail	Non-Governmental Organization and Civil Society Organizations						
Documentary Requirements		Where to secure					
Requirements for those to be engaged in a volunteer capacity (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)	DILG Field Office/ DILG official website						
3. Certification Under Oath stating the following: o 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; o That all the documents submitted in support of the application are genuine and authenticated; o That all information of the Application Form and in the supporting documents are true and correct; o 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 o 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						
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. Accomplished Citizen's Charter Request Form	DILG Field Office/ DILG official website						
2. Application Form (Annex A of DILG MC 2018-89)	DILG Field Office/ DILG official website						
3. Certification Under Oath stating the following: o 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; o That all the documents submitted in support of the application are genuine and authenticated; o That all information in the Application Form and in the supporting documents are true and correct; o 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; o 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)						
4. Certified true copy of the Certificate of Registration form SEC, CDA, DOLE, as the case may be.	SEC, CDA, DOLE						
5. 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)						
6. 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)						
7. 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)						
8. 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)						
Total Processing Time				14 Working Days, 30 Minutes			
END OF TRANSACTION							



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Description of Service	Section 47 and 96 of the Local Government Code of 1991 provides the approving authority for leave of absence and permission to leave station of local government officials and employees. Further, Section 10, of OP Executive Order No. 77 dated March 15, 2019, provides that the Secretary of DILG shall approve the request of local government officials and employees for an authority to travel abroad. Further, to streamline the procedures in the disposition of requests of local government personnel to travel abroad and to promote administrative efficiency in the performance or delivery of functions and service, the Department thru the BLGS established the FTA On-Line System Application. Lastly, adopting the new normal, the Department's Data Management System received request for authority to travel of local government officials and employees.							
Office	Bureau of Local Government Supervision (BLGS); DILG Regional Offices; DILG Field Offices							
Classification	Highly Technical Transaction	Total Processing Time	7 Working Days					
Type of Transaction	G2G - Government to Government	Fees to be paid	None					
Who may avail	All Local Government Units (LGUs)							
Documentary Requirements		Where to secure						
1. Accomplished Citizen's Charter Request Form	DILG Field Office/ DILG official website							
For Study and Non-Study Trip								
2. Endorsement from: <ul style="list-style-type: none"> o the Local Chief Executive (if applicant is a Component and Municipal Mayor, Vice Governor, Vice Mayor, Punong Barangay and LG Employees) o The Vice Governor/Vice Mayor (if applicant is a Sangguniang Panlalawigan Member, Sangguniang Panlungsod and Sangguniang Bayan and Sangguniang employee, as the case maybe) o the Punong Barangay (Sangguniang Barangay Member and Barangay Employees including Sangguniang Kabataan) 	LGU							
3. Invitation Letter from the host country or sponsoring agency	Sponsoring Agency							
4. Acceptance Letter from CHED, TESDA, LGA, organizer or donor, as applicable (for study trip only)	Organizer / Donor / Agencies							
5. Duly notarized affidavit stating the presence or absence of administrative charge or criminal case filed against the applicant, or Oath of Undertaking, if the applicant has a pending case	LGU							
6. Clearance from money and property accountabilities	LGU							
7. Copy or draft of the Memorandum of Agreement, or Memorandum of Understanding, (Attendance to an event that promotes LG Technical Exchange and Cooperation or Sister-City/Town Twinning relations)	Requesting Party							
For Personal Trip of								
Governors, Mayors of Highly Urbanized Cities and Independent Component Cities								
2. Duly accomplished Application Form for Leave of Absence	LGU							
3. Duly notarized affidavit stating the presence or absence of administrative charge or criminal case filed against the applicant, or Oath of Undertaking, if the applicant has a pending case	LGU							
4. Clearance from Money and Property Accountabilities	LGU							
5. Medical certificate (for medical reason)	LGU							
Other Elected Officials and LGU Department Heads when the trip exceeds three (3) calendar months								
2. Approved Leave of Absence	LGU							
3. Duly notarized affidavit stating the presence or absence of administrative charge or criminal case filed against the applicant, or Oath of Undertaking, if the applicant has a pending case	LGU							
4. Clearance from Money and Property Accountabilities	LGU							
5. Medical certificate (for medical reason)	LGU							
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Person in Charge Position Unit / Division	Processing Time					
1. Client accomplishes and submits Citizens Charter Request Form and documentary requirements to the portal – FTA On Line at fta.dilg.gov.ph. If the portal can not be accessed the client may apply through Regional Office at DILG DMS, or email dilg.foreigntravelauthority@gmail.com	1.1. Receive, review the correctness and completeness of the documents. 1.2.1. Receive, evaluate and submit recommendation to the Division Chief, for review 1.2.2. Review the action and/or give comment/ recommendation, and forward the same to the Office of the Director, BLGS 1.2.3. Recommend and forward the Action to the Office of the	C/MLGOO/ Provincial Focal Person Angelica F. Quijano Central Office / Action Officer Division Chief BLGS Director	FO - 1 Working day PO - 1 Working day RO - 1 Working day 1 Working day, 7hours, and 30 minutes					

FEEDBACK AND COMPLAINT MECHANISM

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 Desk located at the lobby, DILG Regional Office 6 P. Aquino St. Fort San Pedro, Iloilo City.
- E-mail us your feedback/issues/complaints through region6.dilg@gmail.com
- You may also reach us at telephone no. (033) 326-0360 or Facebook Page - @dilgregion6
- Talk to our Desk Officer of the Day at the lobby, DILG Regional Office 6 P. Aquino St. Fort San Pedro, Iloilo 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 at the DILG Regional Office 6 lobby, the same shall be forwarded to the designated Focal Person 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

THANK YOU for helping us continuously improve our services.



**Ang DILG ay
Matino,
Mahusay, at
Maaasahan.**