



Republic of the Philippines
Autonomous Region in Muslim Mindanao
Department of the Interior and Local Government



CITIZEN'S CHARTER

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Vision

With the guidance of Almighty God, the DILG-ARMM is a unified organization with responsible and committed personnel providing excellent services towards empowered local government units and citizenry led by righteous and responsive leaders in an environment of good governance and lasting peace.

Mission

The DILG-ARMM is mandated to assist the Regional Governor in the exercise of general supervision over local government units, promote peace and order, ensure public safety, develop and strengthen local government capabilities to promote local autonomy, decentralization, community empowerment aimed towards the effective delivery of basic services to inhabitants of the region

Citizen's Charter Objectives

The Department shall provide the following frontline services/assistance to local government officials through the issuance of certificates and documents needed in the discharge of their duties, powers and responsibilities. The guidelines set herein serve to:

1. Establish a systematic set of requirements for efficient and effective delivery of services;
2. Strengthen linkages with local government units by providing them with easy and reliable access to the department.

Performance Pledge

WE, the officials and employees of the DILG ARMM Regional Office pledge to:

Deliver quality public service to our clients with the highest degree of professionalism, integrity and impartiality ;

Be credible, highly-visible, competent, accountable, committed and spiritually-endowed to enhance the image of public service and create a significant difference in the lives of our people.

WITH the Divine Providence who gives us strength and wisdom in rendering what is best for our clientele; for these, in unison, we proudly say,

“Sa Allah, Sa Tao, Serbisyong Totoo!”

Contact Information

For inquiries, you may contact us at Public Assistance/Complaints Desk:

Postal Address	DILG-ARMM, ORC Compound, Cotabato City
Direct Line	064-4211379/064-5528644
Fax Number	064-4211379
Mobile	None
Email-Address	dilgarmm@gmail.com

LIST OF FRONTLINE SERVICES

Regional Office

Application for Travel Authority of Local Officials and Functionaries

Application for Death Benefits Claim of Barangay Officials

Application for Barangay Scholarships

Application for Barangay Official Eligibility

Application for Identification Cards for Local Officials

Request for LGU Profiles

Request for Master list of Local Officials

Request for Secretariat Services to LGUs

LIST OF FRONTLINE SERVICES (Region and Provincial Offices)

<p>Frontline Service: Application for Travel Authority Clients: Local Officials Requirements:</p> <ol style="list-style-type: none"> 1. Letter-request for authority to travel 2. C/MLGOOs endorsement 3. C/POs endorsement 4. Host country/sponsoring agency's invitation letter 5. Affidavit on No Pending Administrative or Criminal Cause 6. Clearance from Money and Property Accountabilities 7. Designation of OIC 8. DTI endorsement for trade and investment purposes 9. Benefits derived from the trip <p>For Personal Travel:</p> <ol style="list-style-type: none"> 1. Approved leave of absence 2. Same as the Official Business requirements except: <ul style="list-style-type: none"> • Invitation from Donor Country/Sponsoring Agency • Letter Endorsement from DTI Central or Regional Office if the travel is for trade and investment <p>Schedule of Availability of Service: Working days 8:00 a.m. to 5p.m. Ramadhan 7:00 a.m to 3:00 p.m.</p> <p>Fees: Free Total Processing Time: 35 minutes</p>					
How to avail of the service:					
Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Submit documents	Receiving/recording of documents	LGOD Focal Point	2 nd floor, LGOD Division DILG Regional Office ARMM, ORG Complex	5 minutes
		Approval from the Regional Secretary	Regional Secretary/Tech. Services Director		10 minutes
		Coordinator/Asst. Coordinator evaluates, processes and prepares the authority to travel	Local Government Operations Division/Ms. Kadiguia Daud		15 minutes
		Secretary's signature	Regional Secretary		

2	Receive Authority to Travel	Release of Authority of Travel	Records Officer		5 minutes
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Frontline Service: **Application for Death Benefits Claim**

Clients: Local Officials (Barangay Level)

Requirements:

1. Death Certificate
2. Certificate of Incumbency (issued by the MLGOO and PD)
3. Marriage Certificate (if the claimant is widower)
4. Birth Certificate of the claimant to show proof of relationship to the deceased barangay official/s duly authenticated by LCR
If single, Birth Certificate of the deceased barangay official or Affidavit of two Disinterested Persons (if the claimant is the parent)

Schedule of Availability of Service: Working days 8:00 a.m. to 5p.m.
 Ramadhan 7:00 a.m to 3:00 p.m.

Fees: Free

Total Processing Time: 2 hours and 54 minute

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Submit documents	Receive documents	LGOD BA Focal Point Person	2 nd floor, LGOD Division DILG Regional Office ARMM, ORG Complex	
		Verify records in the Masterlist of Barangay officials	Local Government Development Division / Ms. Kadiguia Daud		3 minutes
		Review submitted applications and supporting documents			3 minutes
		Prepare consolidated list of deceased Barangay officials and corresponding amount necessary for the settlement of claims			30 minutes
		Prepare endorsement and submission of the list to NBOO-DILG for funding by the DBM			30 minutes
		<i>IF FUNDING IS READY:</i>			5 minutes

		Evaluate and process submitted papers			
		Prepare vouchers			3 minutes
		Process vouchers	Finance and Management Division/ Ms. Medelina Esperat		30 minutes
		Issue Checks	Finance and Management Division/ Mr. Heinji Halud	Ground floor, Finance Division DILG Regional Office ARMM, ORG Complex	5 minutes
2	Receive Checks	Release Checks			5 minutes

**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
AUTONOMOUS REGION IN MUSLIM MINDANAO
ARMM Complex, Cotabato City**

Website: <http://www.dilg-armm.ph> Email address: dilgarmm@gmail.com

Telefax: 064-421 1379/4218644

CCDC 2014-001

APPLICATION FOR DEATH CLAIMS BENEFIT CHECKLIST FORM
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Name of deceased Barangay Official : _____

Address : _____

Position : _____

Date elected/appointed : _____

Name of Claimant : _____

Relationship : _____

Address : _____

Barangay City Province

Documentary Requirements	
	1. Death Certificate
	2. Certificate of Incumbency (Issued by DILG MLGOO/CLGOO/PD)
	3. Marriage Certificate (If claimant is the widow/widower)
	4. Birth Certificate of the claimant to show proof of relationship to the deceased Barangay Official duly authenticated by Local Civil Registrar
	5. Birth Certificate of the deceased (If single, or Affidavit of Two Disinterested Parties (If the claimant is a parent)
Validated By:	Date
<hr style="border: 1px solid black;"/> <p align="center">Signature above Printed Name</p>	

CERTIFICATION

I hereby certify that the deceased Barangay Official was indeed the person who served as _____ in _____ up to the time of his death.

City/Mun Mayor/Punong Barangay

Date

I hereby certify to the correctness of information and genuineness of the above submitted documents.

Name and signature of the claimant

Date

Frontline Service: **Application for Barangay Scholarships**

Clients: Local Officials (Barangay Level)

Requirements:

1. Certification from the following:
 - a. Punong Barangay
 - b. MLGOO
 - c. Provincial Director
2. Birth Certificate of the scholar

Schedule of Availability of Service: Working days 8:00 a.m. to 5p.m.
 Ramadhan 7:00 a.m to 3:00 p.m.

Fees: Free

Total Processing Time: 15 minutes

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Submit documents	Receive documents	LGOD BA Focal Point	2 nd Floor LGDD div. DILG Regional Office ARMM, ORG Complex	
		Review submitted documents	Local Government Development Division		5 minutes
		Verify names from the Masterlist of Barangays	Ms. Kadiguia Daud		2 minutes
		Prepare Certification	Regional Secretary		5 minutes
		Secretary's signature	Records Officer		
2	Receive certification	Release certification to the client			3 minutes

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CCBS 2014-001

BARANGAY SCHOLARSHIP CHECKLIST FORM
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Barangay Scholarship Can be Availed by:

1. Barangay Official (elected and appointed)
2. Legitimate depended Children (Son or Daughter , HS graduate, ready to enter college)
Attending State College or University, located within the province/municipality or city)

Date of Receipt : _____

Name of Scholarship Applicant : _____

Address : _____

Mobile No. Email Address : _____

Name of Barangay Official : _____

Barangay, Municipality,Province : _____

Date elected/appointed : _____

Applicant's Relationship to Barangay Official : _____

Name of State College or State University: _____

Checklist of Requirements: **Validated by:** _____ **Date** _____

	Document	Validated by	Date
	1.Birth Certificate of the applicant duly authenticated by NSO		
	2.Name of Official is included in the Master list of Barangay Officials as duly notarized and submitted to the Regional Office		
	3.Certification from the following:		
	a. Barangay Chairman		
	b. MLGOO		
	c. Provincial Director		
	d. Regional Secretary		
	4.Letter of transmittal from Regional Office to SUC		

Frontline Service: **Application for CSBOE (Civil Service Barangay Officials Eligibility)**

Clients: Local Officials (Barangay Level)

Requirements:

1. CSC Form 101 duly accomplished with recent 4 copies 1x1 ID picture
2. Php 150.00 Filing Fee to CSC
3. Original Oath of Office, if photocopy duly certified by the proper authority
4. Personal Data Sheet
5. Certification from the following:
 - a. Punong Barangay
 - b. MLGOO and PD
6. Sworn affidavit if the applicant did not employ in government during his/her term of office
7. Appointment as Barangay Secretary/Treasurer
8. Resolution duly concurred by the Barangay Officials
9. Original and photocopy of at least one (1) valid ID with picture and signature of the applicant

Schedule of Availability of Service: Working days 8:00 a.m. to 5p.m.
 Ramadhan 7:00 a.m to 3:00 p.m.

Fees: Free

Total Processing Time: 16 minutes

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Submit Documents	Receive documents	LGOD Focal Point	2 nd Floor LGOD div. DILG Regional Office ARMM, ORG Complex	5 minutes
		Review submitted applications and supporting documents			
		Verify Masterlist of Barangay Officials as to the name of the applicant	Local Government Development Division/		3 minutes
		Prepare endorsement to Civil Service Commission	Ms. Kaiduia Daud		5 minutes
		Sign the document	Regional Secretary		
2	Receive endorsement	Release the endorsement	Records Officer		3 minutes

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APPLICATION FOR BARANGAY ELIBILITY CHECKLIST FORM
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Date of Receipt : _____

Name of Applicant : _____

Position : _____

Date elected/appointed : _____

Address : _____

Barangay, Municipality, Province : _____

Mobile No./Email address : _____

Who May Avail	Qualifications
1. Barangay Official (elected and appointed); or	1. Elective Official (Punong Barangay, Barangay Kagawad, SK Chairman)
	2. Appointive Official (Barangay Secretary and Barangay Treasurer)
	3. Completed the term of office specified in the prevailing law
	4. Name of applicant is included in the corresponding Master list issued by the DILG Office

CSC DOCUMENTARY REQUIREMENTS (Applicant shall submit the documents in triplicate copies):

Check	Document
	1. Properly accomplished CSC Form 101-E Revised April 2012
	2. Four (4) pieces of identical recent ID pictures
	3. Original and photocopy of any of the following I.D. cards which must be valid (not expired)
	4. Current office ID, School ID, Passport, BIR ID, GSIS, UMID, SSS ID Drivers License, PRC License Barangay ID, Voters ID, Postal ID, Philhealth etc.
	5. Original and photocopy of Birth Certificate of the applicant authenticated by the NSO
	6. For Female married applicants, original and photocopy of Marriage Certificate authenticated/issued by NSO
	7. Certification issued by the applicant that he/she has no pending administrative and/or

Frontline Service: **Application for Sanggunian Member Eligibility**

Clients: Local Officials

Requirements:

1. CSC Form 101 duly accomplished with recent 4 copies 1x1 ID picture
2. Php 150.00 Filing Fee to CSC
3. Original Oath of Office, if photocopy duly certified by the proper authority
4. Personal Data Sheet
5. Certification from the following:
 - c. Municipal/City Mayor
 - d. MLGOO and PD
6. Sworn affidavit if the applicant did not employ in government during his/her term of office
7. Original and photocopy of at least one (1) valid ID with picture and signature of the applicant

Schedule of Availability of Service: Working days 8:00 a.m. to 5p.m.
 Ramadhan 7:00 a.m to 3:00 p.m.

Fees: Free

Total Processing Time: 16 minutes

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Submit Documents	Receive documents	LGOD Focal Point	2 nd Floor LGDD div. DILG Regional Office ARMM, ORG Complex	
		Review submitted applications and supporting documents			5 minutes
		Verify Masterlist of LCE Officials as to the name of the applicant	Local Government Development Division/		3 minutes
		Prepare endorsement to Civil Service Commission	Ms. Luzminda Halud		5 minutes
		Sign the document	Regional Secretary		

2	Receive endorsement	Release the endorsement	Records Officer		3 minutes
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 Telefax: 064-421 1379/552-8644

CCSME 2014-001

APPLICATION FOR SANGUNIAN MEMBER ELIBILITY CHECKLIST FORM
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Date of Receipt : _____

Name of Applicant : _____

Position : _____

Date elected/appointed : _____

Address : _____

Barangay, Municipality, Province : _____

Mobile No. /Email address : _____

QUALIFICATIONS FOR THE GRANT OF SANGGUNIAN MEMBER ELIGIBILITY (SME)			
A. Checklist of Qualifications			
1.Sanggunian Member Positions Held		Vice Governor	City/Municipal Vice-Mayor
		City/Municipal/ Provincial Council	
		For SME (First Level) Served as Sanggunian Member for an aggregate period of six (6) years. Specify, if more than 6 years _____ Completed at least 72 units leading to a baccalaureate/bachelor's degree	
		For SME (Second level) Served as Sanggunian Member for an aggregate period of nine (9) years. Specify, if more than 9 years _____ Completed a baccalaureate/bachelor's degree	
		Name of applicant is included in the corresponding Master List issued by the DILG Office concerned	
B. Evaluation on Qualification for the Grant of Eligibility			
		<input type="checkbox"/> Qualified (all Qualifications set are met) Application for approval.	
		<input type="checkbox"/> Not qualified. Application for disapproval. Specify qualifications/s not met _____	
II. CSC DOCUMENTARY REQUIREMENTS FOR SUBMISSION (To be accomplished only for qualified applications;			
Put (x) for lacking items and/or "n/a for items not applicable):			
A. Checklist of GENERAL REQUIREMENTS			
		1. Properly accomplished CSC Form 101-J March 2013 (all fields properly filled out, with n/a indicated in all fields not applicable to the applicant	
		2. Three (3) of identical ID pictures with the following specifications:	
			Colored with white background
			Taken within three (3) months prior to filing application

	Taken in full face view directly facing the camera	Showing left and right ears
	With neutral face expression and both eyes open	
	In bare face (with no eyeglasses or any accessories that may cover the facial features)	
	In standard close-up shot (from shoulder level up with head and face occupying at least 80% of the picture and with the name tag positioned at approximately 1inch or 2.54 cm below the chin)	
	With full and handwritten (not computer –generated) name tag in the format: First Name, Middle Initial , Last Name and Extension Name (if any, Peter S. Cruz Jr) and signature over printed name.	
	3.Original and photocopy of any of the following ID cards which must be valid (not expired upon filing of application)	
	*Current office ID	* GSIS ID * Philhealth ID
	*School ID (must be duly validated for current school year)	* SSS ID *Voters ID
	*Passport (with signature of the applicant)	* Postal ID * Barangay ID
	*BIR ID	* Drivers License *Police Clearance
	with picture	
	4.For Female married applicants, original and photocopy of Marriage Certificate authenticated/issued by NSO. In case NSO Marriage certificate is not legible, the applicant shall, in addition submit the original and photocopy of her Marriage Certificate authenticated /issued by the Local Registrar.	
	5.Certification of No pending Administrative/Criminal case (Use CSC SPEL Form,1, April 2013)	
	6.If filing of application is through a representative:	Authorization Letter executed by the applicant; and
		Original and photocopy of one (1) Valid ID card of representative
B. Checklist of SPECIFIC REQUIREMENTS:		
	7. Certification of services rendered by the Sanggunian Member duly signed by authorized official at the DILG regional level where he/she rendered as Sanggunian Member. Use CSC SME Form, March 2013	
	8. For applicant who is a baccalaureate/bachelor’s degree holder, original/authenticate photocopy of Transcript of Record.	
	9. For Sanggunian Member First Level Eligibility applicant who is not a baccalaureate/bachelor’s degree holder, certification duly signed by authorized official /registrar of the university/college on the number of units earned and the specific baccalaureate/bachelor’s degree being has pursued (see attached sample certification).	
	10. Original and dry sealed Master List of qualified Sanggunian Member issued by the DILG (agency to Agency concern).	
	11. Other documents as may be deemed necessary by the CSC in verifying authenticity of information supplied by the applicant	
	16. Transmittal of applicant’s attached documentary requirements by DILG Regional Office for submission to the CSC Regional Office	
	Evaluated by:	Date

	Signature Above Printed Name	

Frontline Service: **Application for Identification Cards for Local Officials**

Clients: Local Officials (Barangay Level)

Requirements: Local Official's Information Sheet with ID picture

Schedule of Availability of Service: Working days 8:00 a.m. to 5p.m.
Ramadhan 7:00 a.m to 3:00 p.m.

Fees: Free

Total Processing Time: 161 minutes

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Submit the Local Official Information Sheet	Receive the Local Official Information Sheet	Records Officer	2 nd Floor LGOD div. DILG Regional Office ARMM, ORG Complex	3 minutes
		Verify names from the Masterlist of Local Officials	Local Government Operations Division/ Mr. Ferduasiah Abdullah		3 minutes
		Assign Control Numbers on Identification Cards			2 minutes
		Information Sheet brought to the printing press for processing of the IDs	Administrative Division Driver/Messenger		120 minutes
	Received IDs through mail (for the far away provinces) with transmittal	Release IDs through mail (for the far away provinces) with transmittal	Local Government Development Division Ms. Kadiguia Daud		30 minutes

6	Received IDs for walk-in clients (LGUs)	Release IDs for walk-in clients (LGUs)			3 minutes
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Frontline Service: Request for LGU Profiles

Clients: Clients: Individual, Private Organization, NGO and Government Agency

Requirements: Letter-request from the requesting person/agency

Schedule of Availability of Service: Working days 8:00 a.m. to 5p.m.
Ramadhan 7:00 a.m to 3:00 p.m.

Fees: Free

Total Processing Time: 15 minutes

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Submit Letter Request	Receive letter-request	Records Officer	2 nd Floor LGRRC DILG Regional Office ARMM, ORG Complex	2 minutes
		Evaluate the letter-request by the division chief	Local Government Operations Division		5 minutes
		Prepare/print the requested data	Mr. Tohammi Abas		5 minutes
2	Receive the requested data	Release the requested data	Records Officer		3 minutes

Frontline Service: [Request for Master lists of Local Officials](#)

Clients: Clients: Individual, Private Organization, NGO and Government Agency

Requirements: Letter-request from the requesting person/agency

Schedule of Availability of Service: Working days 8:00 a.m. to 5p.m.
 Ramadhan 7:00 a.m to 3:00 p.m.

Fees: Free

Total Processing Time: 12 minutes

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Submit letter-request	Receive letter-request	Records Officer	2 nd Floor LGOD div. DILG Regional Office ARMM, ORG Complex	2 minutes
		Prepare/print the requested data	Local Government Operations Division/ Mr. Ferdausiah Abdullah		5 minutes
2	Receive requested data	Release the requested data	Records Officer		5 minutes

Frontline Service: Request for Secretariat Services to LGUs

Clients: Local Government Units (Local Officials)

Requirements: Request Letter from LGU/s

Schedule of Availability of Service: Working days 8:00 a.m. to 5p.m.
 Ramadhan 7:00 a.m to 3:00 p.m.

Fees: Free

Total Processing Time: 40 minutes

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Submit letter of request/ invitation	Receive of letter-request/invitation	Records Officer	2 nd Floor LGOD div. DILG Regional Office ARMM, ORG Complex	2 minutes
		Await directive from Technical Services Director	Office of the Technical Services Director Ms. Faudziah Romancap		13 minutes
		Prepare letter re: attendance and provision of Secretariat services to the activity	Local Government Operations Division Ms. Faudziah Romancap		5 minutes
		Sign the letter	Office of the Regional Secretary		
	Receive notification of the result of the request	Release of letter	Records Officer		2 minutes

Frontline Service: Request for LGRRC (Local Government Regional Resource Center) Materials

Clients: General Public

Requirements: Submission of letter for borrowing books and other materials to LGRRC in-charge/Librarian

Schedule of Availability of Service: Working days 8:00 a.m. to 5p.m.
Ramadhan 7:00 a.m to 3:00 p.m.

Fees: Free

Total Processing Time: 15 minutes

How to avail of the service:

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Fill up of the LGRRC acknowledgment form	Receive acknowledgement form	LGRRC Librarian designated	2 nd floor, LGRRC, DILG	2 minutes
2	Sign/Receive of LGRRC materials	Release LGRRC materials	PFO/District Officer/MLGOO	Regional Office ARMM, ORG Complex	13 minutes

Client's Feedback Forms are available at the lobby beside the suggestion box. Please take time to fill up the form and drop at the suggestion box located at the lobby. We welcome your observations and recommendations to improve our service.

CLIENT'S FEEDBACK FORM

It was an honor and pleasure to have served you. Since we want to serve you better, please accomplish this form by checking the appropriate space and drop it in the suggestion box located at the lobby.

Name (Optional): _____

Address: _____

Service Availed: _____

THE OFFICE	YES	NO
Is the office easy to locate?	_____	_____
Is there an appropriate signage of Direction?	_____	_____
Is the office clean and orderly?	_____	_____
Did you feel comfortable?	_____	_____

THE PERSON-RESPONSIBLE		
Is the person-responsible available?	_____	_____
Is the person-responsible knowledgeable?	_____	_____
Is the person-responsible facilitative?	_____	_____
Is the person-responsible friendly and accommodating?	_____	_____
Is the person-responsible in proper dress code and wearing & ID?	_____	_____

THIS SERVICE

What is the level of your satisfaction on the quality of service rendered?

- _____ Highly Satisfied
- _____ Moderately Satisfied
- _____ Satisfied
- _____ Slightly Satisfied
- _____ Not Satisfied

What is the level of your satisfaction on the time allocation in acquiring the service?

- Highly Satisfied
- Moderately Satisfied
- Satisfied
- Slightly Satisfied
- Not Satisfied

Comments/Suggestions/Complaints:

Thank you very much.

Procedure of Filing Complaints/Feedback and Redress Mechanism

FEEDBACK AND REDRESS MECHANISM

We are committed to provide high quality services to our clients. However, if and when you feel that we have not provided the expected service, we encourage you to undertake the following Steps:

Step One:

You may present your concern directly to the person responsible or in case you do not want to do so, please discuss the matter with the Personnel Officer (PO) or the Asst. Personnel Officer (APO).

Step Two:

In case you are not satisfied with the result of Step One, you may request the PO / APO to:

- a) arrange a dialogue with the person responsible or; refer you to the Division Chief concerned who shall call the attention of the person responsible to discuss the matter with you.
- b) refer you to the Division Chief concerned who shall call the attention of the person responsible to discuss the matter with you.

Step Three:

If you are not fully satisfied with the actions taken, you may personally bring the matter to the Regional Secretary / Asst. Regional Secretary or write a letter and send it to:

DILG Regional Office ARMM
ORG/ARMM, Complex, Cotabato City

or e-mail at dilgarmm@gmail.com or (064) 421-13-79
You may also call (064) 552-86-44

Should there be any failure on the part of DILG-ARMM to meet the requirements of the Citizen's Charter, the agency shall issue an official apology at the minimum. Other types of redress shall be considered based on the gravity and impact of the failure to comply with the conditions of the charter.

SUKRAN for helping us continuously improve our service.