



BUREAU OF LOCAL GOVERNMENT FINANCE – CAR

3RD F TG HOME BUILDERS BLDG., NO. 75 FERGUSON ROAD, BAGUIO CITY

CITIZENS CHARTER

ISSUANCE OF OPINIONS/RULINGS ON QUERIES ON LOCAL TAXATION, LOCAL TREASURY OPERATIONS AND REAL PROPERTY APPRAISAL AND ASSESSMENT AND OTHER LOCAL FINANCE RELATED QUERIES/ COMMUNICATION

The Bureau of Local Government Finance issues opinions/rulings on queries or requests relative to property values and tax assessments, provisions of the Local Tax Code or local tax ordinances.

The procedure below defines the steps to be undertaken in the issuance of opinions/rulings, clarification and replies to queries/issues concerning provisions of the Local Tax Code or local tax ordinances, from the time the queries or other forms of communication are received to the time the responses are recorded.

Availability of Service: Monday to Friday from 8:00AM to 5:00 PM except on holidays.

Clientele : Local Government Units Corporations Taxpayers

Duration : 495 minutes

How to Avail of the Service:

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form/ Document
1	Customer/Client submits query or communication to BLGF Records Unit		10 minutes			Query/ Communication
2		Record incoming communication, affix barcode and upload to Data Management and Archiving System (DMAS)	10 minutes	Records Officer	None	Logbook/ Data Management and Archiving System (DMAS)

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Ac- tivity (Un- der Nor- mal Circum- stances)	Division/Person In-Charge	Fees	Form/ Document
3		Prepare and issue acknowledgement receipt.	15 minutes	Records Officer	None	Acknowledgement Receipt
4		Routes communication/ letter to concerned unit/ individual	20 minutes	Records Officer	None	Logbook/ DMAS
5		Receive the letter/ communication and affix initial/ signature in the logbook . Accept communication in the DMAS.	5minutes	Concerned Staff/Action Officer (Depending on the type of query)	None	Logbook/ DMAS
6		Prepare draft response and submit to Section Chief concerned for review. Forward draft response to action officer in the DMAS.	3 days	Action Officer	None	Draft response
7		Accept draft response in the DMAS. Review and render comment on the draft response. <ul style="list-style-type: none"> In case of corrections/ comments, the letter or communication is returned to concerned action officer for re-typing and initials of concerned Section chief 	2 days	Section Chief	None	Draft response with comments/ corrections

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Ac- tivity (Un- der Nor- mal Circum- stances)	Division/Person In-Charge	Fees	Form/ Document
		<ul style="list-style-type: none"> In case there are no corrections/ comments, Regional Director affixes his/her initial 				
8		Finalize draft response for signature of the Regional Director.	1 day	Action Officer	None	Final Draft Letter
9		<p>Accept draft response in the DMAS. Review and render comment on the draft response.</p> <ul style="list-style-type: none"> In case of corrections/ comments, the letter or communication is returned to concerned action officer for re-typing and initials of concerned Section chief In case there are no corrections/ comments, Regional Director affixes his/her initials 	2 days	<p>Regional Director</p> <p>Regional Director</p>	None	<p>Final Draft letter with comments/ corrections</p> <p>Final Draft letter with initials of Section Chief affixed.</p>
10		Record and release signed response to concerned client/s.	1 day	Records Officer	None	Logbook/ DMAS
11		Files copy and maintains records. Archive in i2ms.	15 minutes	Records Officer	None	
END of TRANSACTION						

Issuance of Designation / Extension Orders of OICs / ICOs and Acting Assistant in the Local Treasury Offices

All ranking officials/personnel of local treasury offices, who meet the minimum qualification requirements of the position, except the residence requirement, in case of a dearth of recommendees, and must belong to the local treasury service over which the Secretary of Finance, through the Bureau of Local Government Finance, exercises administrative and technical supervision. In the absence of qualified and ranking personnel from the local treasury service, the ranking and qualified personnel coming from the local accounting office and other related office, may be considered but they must first be detailed by the appointing authority concerned with the Treasury Office to which the recommendee will be assigned before the designation can be effected.

Availability of Service: Monday to Friday from 8:00AM to 5:00 PM except on holidays.

Clientele : Local Government Units

Duration : 575 minutes

How to Avail of the Service:

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Cir- cumstances)	Divi- sion/Person In-Charge	Fees	Form/ Docu- ment
1	<p>Submit request of LCE for designation/extension of OIC / ICO Provincial/City/ Municipal Treasurer and acting Assistants together with the documentary requirements.</p> <p>In Case the request for designation/extension is for OIC/ICO Municipal Treasurer and Acting Assistants, it should be recommended/ endorsed by the Provincial Treasurer.</p>					

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Cir- cumstances)	Divi- sion/Person In-Charge	Fees	Form/ Docu- ment
2		Stamp receipt and record in the log-book, affix barcode and upload to DMAS	5 minutes	Records Of- ficer	None	Logbook/ DMAS
3		<p>Accept transmittal through the DMAS and review/check completeness of required documents and qualification of recommendee.</p> <ul style="list-style-type: none"> If recommendee is not qualified and/or required documents are incomplete, prepare letter informing the office/LGU and the PT concerned for reasons of returning the documents without action. Letter for signature of the Regional Director. Forward to records officer through DMAS. If recommendee is qualified, and required documents are complete, prepare RSPO for the Designation/Extension and endorsement to Central Office for confirmation. Accepts routed transmittal through DMAS 	<p>20 minutes</p> <p>20 minutes</p>	<p>Administra- tive Officer/ Action Of- ficer</p> <p>Administra- tive Officer/ Action Of- ficer</p>	<p>None</p> <p>None</p>	<p>Documentary requirements/ DMAS Signed letter/ DMAS</p> <p>RSPO</p>

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Cir- cumstances)	Divi- sion/Person In-Charge	Fees	Form/ Docu- ment
4		Accept through DMAS and review the prepared RSPO for the designation/ extension and endorsement.	10 minutes	Regional Director	None	Signed RSPO
5		Accept through DMAS, record and re-release approved RSPO for the designation/ extension and Endorsement letter and mail to Central Office. <ul style="list-style-type: none"> Furnish copy of the RSPO for the designation/ extension to the Designee, Provincial/City Treasurer concern, Local Chief Executive concerned and Commission on Audit. 	5 minutes 5 minutes	Records Officer Records Officer	None	Signed RSPO
6	Receive copy of signed RSPO from the Regional Office		1 day	Concerned Treasurer	None	Signed RSPO
7		Transfer of accountability for original designation for Provincial/City Treasurers.	5 days	Local Treasury Operations Unit	None	Invoice Receipt of the transfer of accountabilities
8		Likewise, same procedure to be done for the Municipal Treasurers.	2 days	PTO Representative	None	Invoice Receipt of the transfer of accountabilities
9	Receive copy of the confirmed RSPO					
10		Receive confirmed RSPO for the designation/ extension from Central Office, affix barcode and upload to DMAS.	5 minutes	Records Officer	None	Confirmed RSPO/ DMAS

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Cir- cumstances)	Divi- sion/Person In-Charge	Fees	Form/ Docu- ment
11		Accepts through DMAS, prepare en- dorsement of confirmed RSPO for the designation/ extension for signature of the Regional Director.	15 minutes	Administra- tive Officer/ Action Of- ficer	None	Draft Indorse- ment Letter
12		Accepts through DMAS, review, and ap- prove endorsement of confirmed RSPO	5 minutes	Regional Di- rector	None	Signed Indorse- ment Letter
13		Accept through DMAS, record and re- lease endorsement together with the confirmed RSPO to the concerned PT through mail or for pickup	5 minutes	Records Of- ficer	None	Signed Indorse- ment Letter/ Confirmed RSPO
If documents are lacking/ needed to be completed:						
14	Submit lacking documents/qualified recommendee.					
15		Receive and record transmittal and submitted lacking documents/ qualified recommendee.	5 minutes	Records Of- ficer	None	Logbook
	SUMMARY:		575 minutes			
END of TRANSACTION						

What are the Documentary Requirements:

- | | |
|-------------------------------------|--|
| ✚ Updated Personal Data Sheet (PDS) | - Local Treasury Office |
| ✚ Service Record | ✚ Detail Order, if applicable |
| ✚ Latest Approved Appointment | ✚ Consent of the LCE if designee comes from other office or Province |
| ✚ Certificate of Eligibility | ✚ Certificate of no pending administrative case issued by the LCE |
| ✚ Transcript of Records | ✚ Comments and Recommendation of the Regional Director |
| ✚ Plantilla of Personnel | |

REQUEST FOR ACCESS TO INFORMATION

Freedom of information is an indispensable part of true democracy. This is seen as the system in which the people have free access to information contained in government records.

The State recognizes such importance, thus under Section 28, Article II of the 1987 Constitution the State implements a policy of full disclosure of all its transactions involving public interest, at the same time Section 7, Article II of the same Constitution guarantees the right of the people to information on matters of public concern.

As the need to fully operationalize the law, His Excellency President Rodrigo Roa Duterte signed on 23 July 2016, Executive Order No. 02 with subject: “OPERATIONALIZING IN THE EXECUTIVE BRANCH THE PEOPLE’S CONSTITUTIONAL RIGHT TO INFORMATION AND THE STATE POLICIES TO FULL PUBLIC DISCLOSURE AND TRANSPARENCY IN THE PUBLIC SERVICE AND PROVIDING GUIDELINES THEREFOR”. EO 02 affirms the Data Privacy Act of 2012 (R.A.), including its implementing Rules and regulations to strengthen the fundamental human right of privacy and communication while ensuring the free flow of information to promote innovation and growth.

The Bureau of Local Government Finance (BLGF) in its observance of transparency and good governance has its own Communication Policy on Disclosure of Information in place, to guarantee that material information is disclosed in a timely, consistent and appropriate manner through identified means. Even prior to the FOI or EO 2, BLGF has been regularly publishing information and data through its website and other means which are of general interest to the public. The BLGF was hailed by the ABS-CBN Investigative and Research Group as one (1) of the ten (10) government agencies providing prompt data on digital format for free.

The procedures below define the steps to be undertaken on requests for information from the time the request is received up to the time the requested information is released to the concerned client.

Availability of Service: Monday to Friday from 8:00AM to 5:00 PM except on holidays.

Clientele: Local Government Units/ Other Agencies/ Taxpayers

Duration: 60 minutes

How to Avail of the Service:

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form/ Document
1	Client/customer submits the request for access to information to the Receiving Officer	Record incoming request for access to information, affix barcode and inputs the details in the DMAS <ul style="list-style-type: none"> If through mail, download FOI application form in the BLGF website. If walk –in clients, secure FOI application form from the records officer 	Fifteen (15) minutes	Records Officer	None	Logbook/ DMAS/ Filled up FOI application form
2		The request for access to information goes to the Regional Director for his/ her information and appropriate delegation. Accept request for access to information in the DMAS.	Fifteen (15) minutes	Regional Director	None	Request for access to information/ DMAS
3		Prepare acknowledgement receipt and advise requester of rights of appeal within fifteen (15) days from receipt of request, in case request is denied	Fifteen (15) minutes	Records Officer	None	Acknowledgement Receipt
4		The request to access for information is referred to the concerned Action Officer for appropriate action			None	

		<ul style="list-style-type: none"> • For information generated for public disclosure • For information/ Documents Classified as confidential • For information not held by the Bureau <ul style="list-style-type: none"> ✓ If the records or information refer to another agency of the government, the relevant portion of the request will be transferred to the concerned and request advised accordingly ✓ If the records or information do not exist <p>Forwards request for access to information to the action officer in the i2ms system.</p>	<p>Fifteen (15) minutes</p> <p>Fifteen (15) Minutes</p> <p>Fifteen (15) minutes</p> <p>Fifteen (15) minutes</p>	<p>Action Officer</p> <p>Action Officer</p> <p>Action Officer</p> <p>Action Officer</p>		<p>Draft letter response with requested documents</p> <p>Draft letter response with advised for appeal within 15 days from receipt of denial.</p> <p>Draft letter response forwarding the requested information to the concerned agency/ Advise to the requester</p> <p>Draft letter response to the requester</p>
5		<p>Release action on the request for access to information</p> <ul style="list-style-type: none"> • If granted (through mail or pick up) • For appeal 	<p>Fifteen (15) minutes</p>	<p>Records Officer</p>	<p>None</p>	<p>Requested Information</p>
	TOTAL:		60 minutes			
End of Transaction						

LIST OF INFORMATION REQUESTED:

I. List Of Information Generated For Public Disclosure

1. Opinions and Rulings
2. LGU Financial Data - Statement of Receipts and Expenditures
3. Income Classification of LGUs
4. Certificate of Net Borrowing Capacity
5. Real Property Assessment Data and Schedule of Market Values
6. Other information which are contained in Bid Documents, Plans and Programs, Accomplishment Reports, Approved Budget, Annual Procurement Plans and Contracts;
7. Budget Operations Statement (BOS)
8. LGUs Fiscal Data for all Provinces/Cities/Municipalities by Region
9. LGUs Annual Regular Income (ARI)
10. LGUs Internal Revenue Allotment (IRA) Dependency
11. LGUs Real Property Tax by Fund
12. Revenue Generation Collection Efficiency by Region
13. Analysis on LGUs Financial Performance
14. Consolidated Public Sector Financial Position
15. Resolved cases and complaints.

II. List Of Information/Documents Classified As Confidential

1. Dockets of Administrative Cases and Complaints, specifically pending cases
2. Salaries and Individual Personal Information pursuant to RA 10123
3. Accounting data and internal financial reports
4. Those covered by non-disclosure agreements with clients/vendors
5. Propriety which include passwords and information on the Bureau's security procedures and all BLGF-developed software codes and programs
6. Standard Operating Procedures used in all parts of the Bureau's business
7. Executive Privilege – EO 464

Requests for Authority to Travel Abroad

Provincial, City and Municipal Treasurers and their Assistants who requests for authority to travel abroad.

Availability of Service: Monday to Friday from 8:00AM to 5:00 PM except on holidays.

Clientele : Local Treasurers and Assistants

Duration : 35 minutes to 15 days and 55 minutes

How to Avail of the Service:

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
1	Submit letter request for authority to travel abroad including all documentary requirements stated therein. In case of Municipal Treasurers, it should be endorsed by the Provincial Treasurer.					
2		Stamp receipt and record in the logbook, affix barcode and upload to DMAS.	5 minutes	Records Officer	None	Logbook/ DMAS
3		Accept through DMAS, Review/ Check completeness of the request with documentary and complying the lead time requirements.	5 minutes	Administrative Officer/ Action Officer	None	Documentary Requirements/ DMAS
4		If documents are incomplete, inform client or prepare letter informing	15 minutes	Administrative Officer/	None	Signed Letter

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
		the official concerned to submit lacking documents. Letter for signature of the Regional Director.		Action Officer		
5		Wait for the reply of the official concerned.	15 days	Administrative Officer/ Action Officer	None	
6	Submit lacking documents.	Receive and record submitted lacking documents.	5 minutes	Records Officer	None	Logbook
7		If documents are complete, accepts in the DMAS, prepare BLGF Travel Authority Order and endorsement to the concerned Provincial Treasurer. Forward through DMAS	15 minutes	Administrative Officer/ Action Officer	None	Draft in-dorsement letter
8		Accept in the DMAS, review and sign BLGF Travel Authority Order and endorsement, forward through DMAS to the concerned employee for mailing to the	5 minutes	Regional Director	None	Signed BLGF Travel Authority Order/ In-dorsement

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
9		Accept in the DMAS, record and release approved BLGF Travel Authority Order and endorsement to Provincial Treasurer concerned through mail or for pick up.	5 minutes	Records Officer	None	Signed BLGF Travel Authority Order/ In-dorsement
	TOTAL:	<ul style="list-style-type: none"> - If documentary requirements are complete - If Incomplete 	35 minutes 15 days, 55 minutes			
END of TRANSACTION						

What are the Documentary Requirements:

- Application for Leave
- Clearance from Money and Property Accountabilities
- Certification of No Pending Case
- Statement of Assets and Liabilities
- Letter Request Stating the destination and purpose of said travel
- Affidavit of Expenses to be incurred/Sworn Statement duly notarized and stating how it will be financed
- Letter of invitation if travel is on Official Business

Approval of Application for Leave of Absences

Provincial, City and Municipal Treasurer and their Assistants who applied for leave of absences.

Availability of Service: Monday to Friday from 8:00 AM to 5:00 PM except on holidays.

Clientele : Local Treasurers and their Assistants

Duration : 50 minutes

How to Avail of the Service:

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Nor- mal Circum- stances)	Division/Person In-Charge	Fees	Form / Doc- ument
1	Submit Application for Leave including all the documentary requirements stated therein					
2		Stamp receipt and record in the logbook, affix barcode and upload to DMAS	5 minutes	Records Officer	None	Logbook/ DMAS
3		For terminal, travel abroad and sick leave, accept in the DMAS and review/ check completeness of documentary requirements of the application. <ul style="list-style-type: none"> • If documentary requirements are incomplete, prepare letter informing the Official concerned to submit lacking documents. Letter for signature of the Regional Director. 	5 minutes 10 minutes	Administrative Officer Administrative Officer	None None	Documentary Requirements Signed Letter

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
		<ul style="list-style-type: none"> If documentary requirements are complete, prepare endorsement letter for signature of the Regional Director 	10 minutes	Administrative Officer	None	Draft Indorsement letter
4		Accept in the DMAS, review and sign Application and indorsement and forward to concerned officer through the DMAS.	5 minutes	Regional Director	None	Approved Application for leave/ Signed Indorsement Letter
5		Accepts in the DMAS, record and release the Approved Application for leave and mail to the Officials concerned copy furnished the Central Office/ attach to designation.	5 minutes	Records Officer	None	Approved application for leave/ signed indorsement letter
6		For incomplete documentary requirements, wait for the reply of the Official concerned.	15 days	Administrative Officer	None	
7	Submit lacking documents	Receive and record transmittal together with the lacking documents. (Follow step 3-5)	5 minutes	Records Officer	None	Transmittal/ Lacking Documents
	TOTAL:		50 minutes			
END of TRANSACTION						

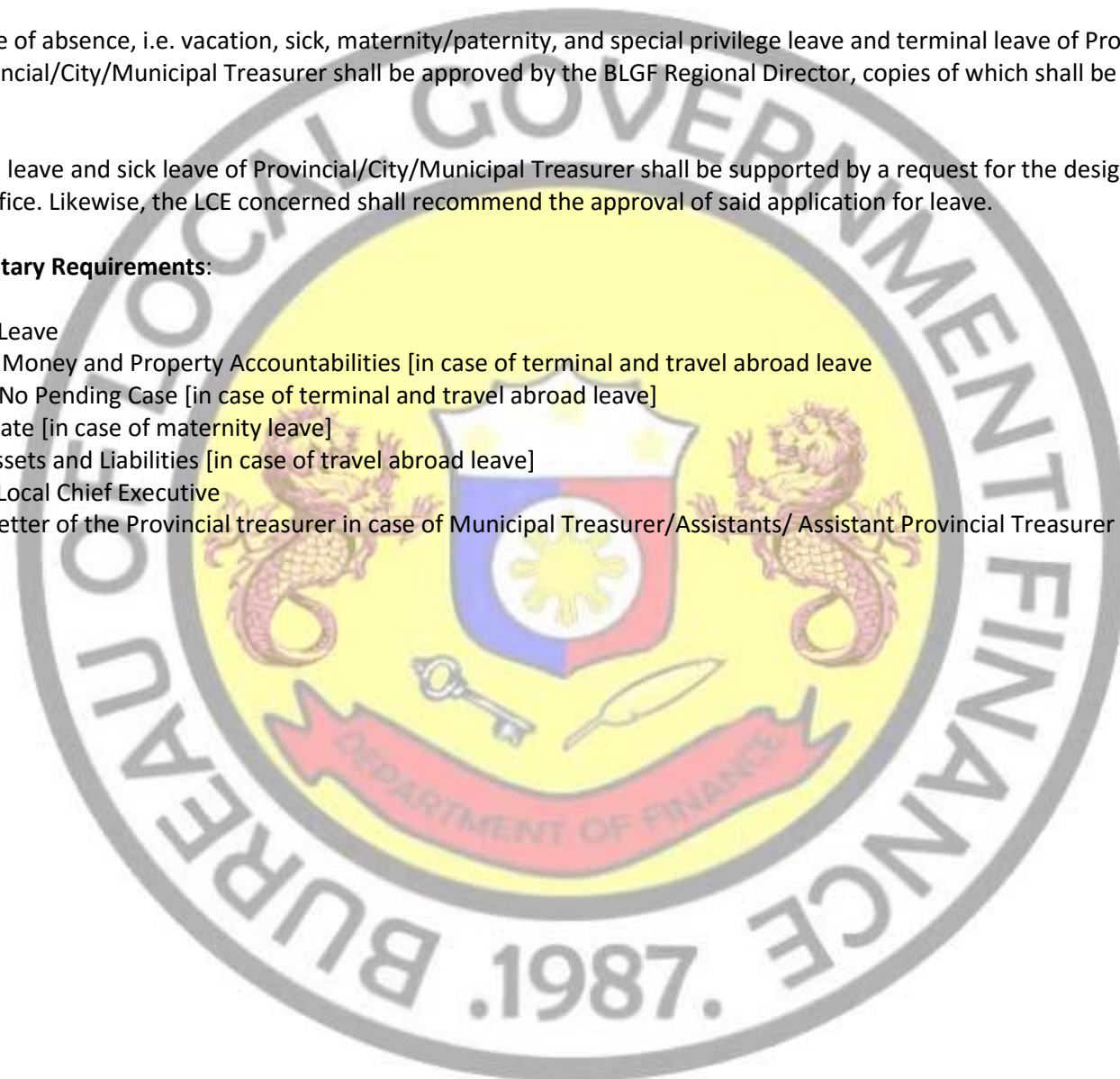
Pursuant to Section 21, Chapter II of Local Treasury Operations Manual

All applications for leave of absence, i.e. vacation, sick, maternity/paternity, and special privilege leave and terminal leave of Provincial/City/Municipal Treasurer and Assistant Provincial/City/Municipal Treasurer shall be approved by the BLGF Regional Director, copies of which shall be furnished to the BLGF Central Office.

Application for vacation leave and sick leave of Provincial/City/Municipal Treasurer shall be supported by a request for the designation of an Officer-in-Charge or In-Charge of Office. Likewise, the LCE concerned shall recommend the approval of said application for leave.

What are the Documentary Requirements:

1. Application for Leave
2. Clearance from Money and Property Accountabilities [in case of terminal and travel abroad leave]
3. Certification of No Pending Case [in case of terminal and travel abroad leave]
4. Medical Certificate [in case of maternity leave]
5. Statement of Assets and Liabilities [in case of travel abroad leave]
6. Consent of the Local Chief Executive
7. Indorsement/ Letter of the Provincial treasurer in case of Municipal Treasurer/Assistants/ Assistant Provincial Treasurer



Issuance of Certification of Borrowing and Debt Service Capacity

Provinces, Cities and Municipalities who wants to secure Certification of Borrowing and Debt Service Capacity in order to avail loans from lending institutions.

Availability of Service: Monday to Friday from 8:00AM to 5:00 PM except on holidays.

Clientele : Local Government Units

Duration : 40 minutes

How to Avail of the Service:

STEP	Customer/Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Divi- sion/Per- son In- Charge	Fees	Form/ Document
1	Submit letter request from the LCE, indicating the lending institution where to apply for a loan and the purpose of the loan together with the documentary requirements for the certification of borrowing and debt service capacity					
2		Stamp receipt and record in the logbook, affix barcode and upload to DMAS	5 minutes	Receiving Clerk	None	Logbook/ DMAS
3		Accepts request through DMAS. Reviews completeness of required documents.	10 minutes	Financial Analyst	None	Documen- tary Re- quirements
4		Prepare of response letter if documents are incomplete, inform client to submit lacking documents. Forward draft response through DMAS.	1 day from receipt	Financial Analyst	None	

STEP	Customer/Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Divi- sion/Per- son In- Charge	Fees	Form/ Document
						Draft re- sponse let- ter
5		Wait for the submission of lacking documents.	15 minutes	Financial Analyst	None	Lacking Documentary requirements
6		Accept request through the DMAS and Prepare endorsement letter if documents are complete	10 minutes	Financial Analyst	None	Draft in- dorsement letter
7		Accept draft endorsement letter, review and sign the prepared endorsement	5 minutes	Regional Director	None	Signed In- dorsement letter
8		Accept signed endorsement letter and record in the logbook before release.	5 minutes	Records Officer	None	Logbook/ DMAS
9		Release the original copy of the Indorsement together with the supporting documents to client or mail to Central Office for final action and issuance of certification.	5 minutes	Records Officer	None	Indorse- ment Let- ter/ Certifi- cate of Bor- rowing and Debt Ser- vice Capac- ity
	TOTAL:		40 minutes			
END of TRANSACTION						

What are the Documentary Requirements:

- + Letter request from the Local Chief Executive, indicating:
 - ❖ The lending institution where to apply for a loan
 - ❖ Terms and conditions of the proposed loan; and
 - ❖ The purpose of the loan
- + Statement of Receipts and Expenditures for the past three (3) years uploaded and approved by the BLGF Central Office
- + Certification of existing / absence of loan/loans duly certified by the Local Treasurer with the following details:
 - ❖ Type of Loans & Other Obligations contracted
 - ❖ Purpose of Loans & Other Obligations contracted
 - ❖ Name of the Lending Institution
 - ❖ Date of approval and maturity
 - ❖ Terms & Conditions (Interest rate & No. of years to pay)
 - ❖ Remaining balances of loans and other obligations
 - ❖ Annual amortization schedules (segregating the principal from the interest) issued by the lending institution
- + Commission on Audit (COA) Annual Audit Certificate for the past three (3) fiscal years showing no adverse finding against the LGU which is supported by the following year – end financial reports:
 - ❖ Pre-Closing trial balance (General Fund)
 - ❖ Balance sheet (General Fund)
 - ❖ Statement of Income and expenses
 - ❖ COA Audit Report
- + Certification by the Local Accountant that the LGU has not incurred any default in the payment of the amortization of an existing loan
- + Certification from the Secretary of the Sanggunian or the Local Legislative body that the proposed project to be finance by the loan is included in the Approved Annual Investment Plan for the current year.
- + Authenticated copy of the Resolution/ Ordinance authorizing the Local Chief Executive to negotiate and contract a loan in behalf of the LGU
- + For Loan application in relation to foreign assisted project:
 - ❖ Certified Statement of Income
 - ❖ Statement of Fund Operation
- + Certification issued by the lending institution stating that it shall not require LGU deposits as compensating balance for loan
- + DILG Seal of Good Housekeeping for awarded LGUs
- + Proof of Compliance with the Full Disclosure Policy of the DILG as embodied in DILG Memorandum Circular No. 2010-83

Issuance of Certification of No Pending Administrative Case

The service is to institutionalize courtesy, efficiency, and ensure quick or prompt action on certification requested by local treasurers, their assistants and/or other government employees under the Treasurer's Office of different Local Government Units as supporting document for appointment and/or retirement and travel abroad.

Any local treasurer in the Province, City and Municipality of Region, who were:

1. Recommended for appointment;
2. Applying for retirement; and
3. Traveling abroad

Requirements:

Application for retirement/request authority to travel abroad/proposed appointment

Availability of Service: Monday to Friday from 8:00 AM to 5:00 PM except holidays.

Clientele : Local Treasurers and Assistants

Duration : 15 minutes

How to Avail of the Service:

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
1	Client request Certification of no pending administrative case either by walk-in or letter.					
2		Stamp receive and assign to action officer.	5 minutes	Records Officer	None	Letter Request

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
4		Prepare and sign certification.	5 minutes	Special Investi- gator III	None	Signed Certificate of No pending Adminis- trative Case
5		Attach Certificate to application for re- tirement/ request authority to travel abroad/proposed appointment as sup- porting document for mailing to Central Office	5 minutes	Records Officer	None	
	TOTAL:		15 minutes			
END of TRANSACTION						

Filing of Complaints/Administrative Case/ Resolution of Complaints Filed

The service is a determination of whether a Prima Facie Evidence exists against the erring officials complained of and the eventual issuance of Formal Charge as the case maybe, which seeks to institutionalize efficiency, and ensures quick or prompt action on complaints received from the public.

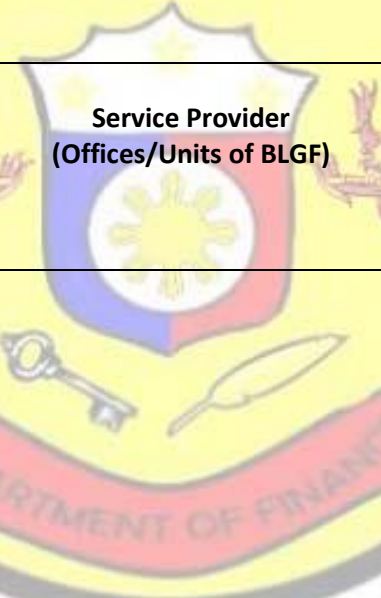
Any government official/employee, private person or organization may file a complaint against erring Local Treasurers and their Assistants.

1. Have observed or witnessed irregularities in the performance of the Local Treasurers and their Assistants' duties and functions.
2. Have general knowledge of any undesirable acts/activities of said officials.

Availability of Service: Monday to Friday from 8:00 AM to 5:00 PM except on holidays.

Clientele : Local Government Units

How to Avail of the Service:

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
1. Filing of Complaint/ Administrative Case	Proceed to the BLGF Regional Office. Submit a complaint against Local Treasurers/ Regional Office employees in writing and subscribed and sworn by the complainant. *COA will indorse the audit report against an erring Treasurers					

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
2.		Receive complaint and other documents or direct evidence and record in logbook, affix barcode and upload in the DMAS	5 minutes	Records Officer	None	Letter complaint and documentary evidence/ DMAS
3. Action on the complaint		Upon review of a complaint which is sufficient in form and substance, the disciplining authority shall require the person complained of to submit a Counter-Affidavit/ Comment under oath	Within 5 days from receipt	Special Investigator III/ Regional Director	None	Counter Affidavit/ Comment
4. Preliminary Investigation		An ex-parte examination of record and documents submitted, as well as documents readily available from other government offices	Commence not later than five (5) days from receipt of the complaint by the disciplining authority and shall be terminated within thirty (30) days thereafter.	Special Investigator III	None	
5. Investigative Report		Investigating Officer will submit the Investigation Report and the complete records of the case to the Disciplining authority	Within five (5) days from the termination of the preliminary investigation	Special Investigator III	None	Preliminary Investigation Report
6. Decision of Resolution after Preliminary Investigation		If prima-facie case is established during the investigation, a formal charge shall be	5 days from receipt of Investigation Report	Special Investigator III /	None	Formal charge

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
		issued by the disciplining authority. A formal investigation shall follow.		Regional Director		
7. Formal Charge		The Disciplining Authority shall formally charge the person complained after finding a Prima-Facie case. A directive to answer the charge(s) in writing under oath	1 day	Regional Director	None	
8. Answer			In not less than seventy-two (72) hours from receipt thereof (Formal Charge)	Respondent	None	
9. Preventive suspension		Preventive Suspension may be issued to temporarily remove the respondent from the scene of his misfeasance or malfeasance and to preclude the possibility of exerting undue influence or pressure on the witnesses against him or tampering of documentary evidence on file with his/ her office.	Period of ninety (90) days	Regional Director	None	

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
10. Conduct of Formal Investigation		Conduct Formal investigation if the merits of the case cannot be decided judiciously without conducting such investigation	Shall be held not earlier than five (5) days nor later than ten (10) days from receipt of the respondent's answer. Shall be finished within thirty (30) days from issuance of the formal charge or the receipt of the answer unless the period is extended by the disciplining authority in meritorious cases.	Special Investigator III	None	
11. Pre-Hearing Conference		Parties may submit position paper/memoranda and submit the case for resolution based on the result of the pre-hearing conference without any need of further hearing.		Special Investigator III	None	
12. Continuous Hearing Until Termination		Hearing shall be conducted on the hearing dates set by the Hearing Officer or as agreed upon during the pre-hearing conference.	The parties, their counsel and witnesses, if any, shall be given a notice at least five (5) days before the first schedule hearing specifying the time, date and place of the said		None	

STEP	Customer/ Client	Service Provider (Offices/Units of BLGF)	Duration of Activity (Under Normal Circumstances)	Division/Person In-Charge	Fees	Form / Document
			hearing and subsequent hearings.			
13. Formal Investigation Report		A report containing a narration of the material facts established during the investigation, the findings and the evidence supporting said findings as well as the recommendations shall be submitted by the Hearing Officer with the Disciplining Authority. The complete records of the case shall be attached to the Report of Investigation.		Special Investigator III	None	
14. When Case is Decided		The disciplining authority shall render his decision on the case to be forwarded to the Central Office for confirmation/final action.		Regional Director	None	
	TOTAL:		148 days			
END of TRANSACTION						

Requirements:

1. Written complaint and signed by the complainant.
2. Adequate information and other documentary facts and pieces of evidence that will support the complaint.