



LGA's SPEED (Simple Processes for Effective and Efficient Delivery of) SERVICES

(LGA's Citizens' Charter)

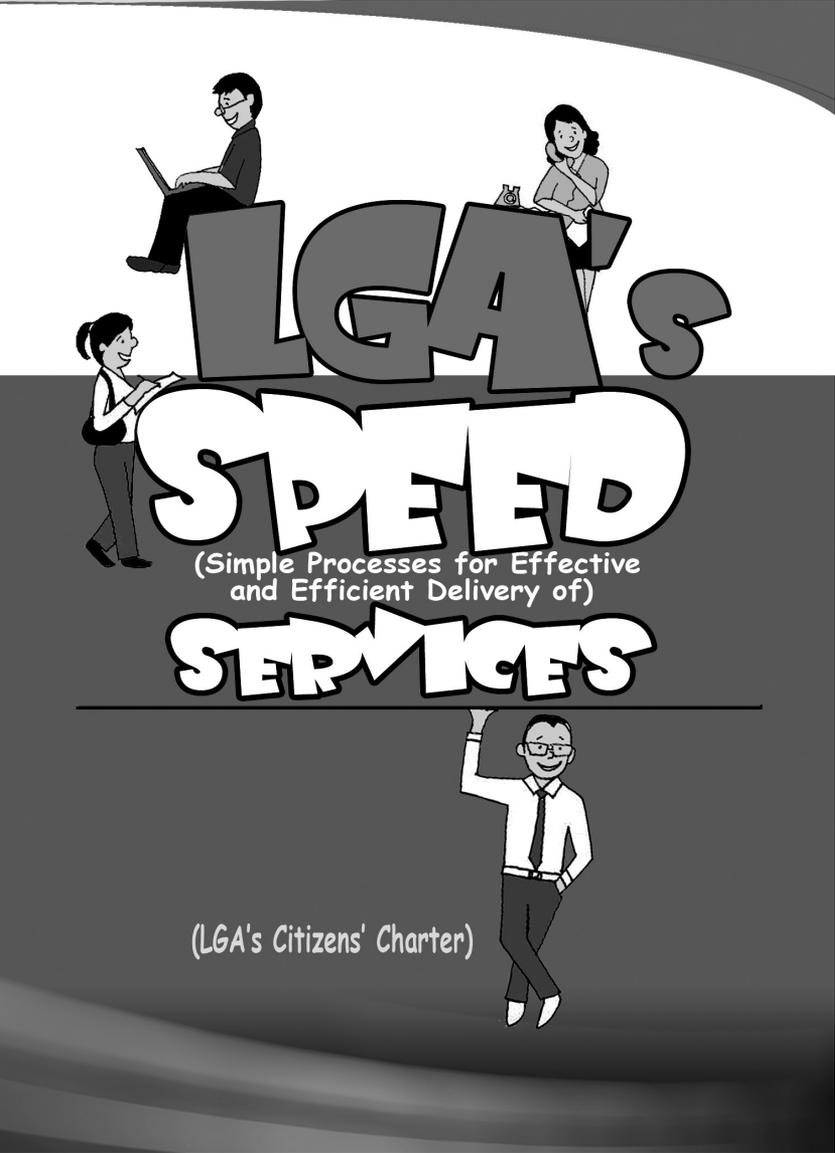


OUR COVER AND LAYOUT

Sketched and designed by LGA's in-house artist Iris Igrobay, our inside-layout and cover serves as a modest representation of our adherence to simplicity, innovation and excellence. The contents were presented in a comics-strip-type format that ventures away from the typical step-by-step and chronologically numbered text-heavy documents, which in most instances, discourages readers and alike from browsing or even worse from taking notice. This technique was therefore adopted to encourage comprehension of the important details encapsulated in the dialogue boxes, thus aiding the audience and/or reader to note only what are deemed relevant.

However, this publication does not assume that the comics-strips are stand alone guide and is better appreciated in such format. Hence, included in the annexes are the matrices and the forms needed in the completion of each transaction.

Trivia: The artist based the cartographic sketch of some of the characters in the comics-strip from members of the LGA family like Ate Mina, Manong Apen, Manong Gil and many others.



(LGA's Citizens' Charter)

FOREWORD

As part of the Local Government Academy's commitment to accountability and good governance this citizens' charter was developed and designed as a mechanism to eliminate bureaucratic red tape and to promote transparency in every transaction.

Known as *SPEED Services* or *Simple Processes for Effective and Efficient Delivery of Services*, this comics-strip-type guide streamlines LGA's business processes to ensure optimum client satisfaction via shortened transaction time and client-friendly measures. This guide offers options and flexible steps that built on the experiences, standards and systems in the delivery of our frontline services in the past. Nonetheless, innovative measures are prescribed herein to meet the emerging trends and cope with the future expectations and requirements that will be encountered by LGA as a more robust and competitive organization. The rationale underlining the development of the *SPEED Services* is to therefore help develop an environment striving for excellence and to build adequate and formal system for LGA personnel to improve the level of service standards given the current strategic trend that the LGA is pursuing. Simply put this document serves as a living document which is sensitive to LGA's past and is responsive to the future.

As implied in the acronym *SPEED Services*, it prescribes simple and doable instructions in doing business with our organization, which our valued clients and partners may follow. It also suggests forms, tools, technologies and techniques that the *LGA* personnel may utilize in performing specific tasks and functions. This Charter is thus an innovative approach written as a testament to our dedication to address the problems of service delivery in the local governance capacity building sector.

However, we wish not to overstate that the *SPEED Service* is a final account version of how to transact business in *LGA* and what specific standards are expected from us. It is anticipated that this will undergo many iterations before it will settle firmly as a kit that caters to excellence in performance and service. This is a pioneering venture designed to eventually gather within its pages the continuing experience and growing wisdom of the *LGA* while seeking to further transform itself into an exceptional organization that embodies excellence, nobility of purpose and stability.

MESSAGE OF THE DIRECTOR

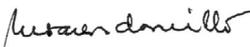
The Local Government Academy is embarking on its thrust to be a network manager of capacity development providers for local governments in the Philippines. It is on this note that the creation of the LGA Citizen's Charter, as mandated by Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007, would set standards for the delivery basic services for its clients.

This timely improvement of these services sets the tone for re-engineering the processes and re-structuring the whole system for better service provision.

Through this Citizen's Charter, we hope to strengthen our ties with the clients, the elected local government officials, the DILG officers, the international and local partner institutions, and individuals who would want to avail of such services.

The transformation of the Local Government Academy from a provider of training programs into standard setter for capacity development for local governments is hinged on these service standards which we hope would increase efficacy and effectiveness of the Academy.

Indeed, it is an honor to offer this Citizen's Charter of the Local Government Academy, known as LGA's SPEED SERVICES, for the Filipino people.


Marivel C. Sacendoncillo, CESO III
Executive Director

LGA's SPEED (Simple Processes for Effective and Efficient Delivery of) Services

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The LGA is the premiere training and development institution for capability building towards innovative and effective local governance.



"As we advance towards our vision, we the LGA family, reiterate our commitments to all our stakeholders.

- The Local Officials - we shall ensure availability of appropriate education and training services.
- The Functionaries - we shall continuously ensure the availability of appropriate training and development services directed to specific needs.
- The DILG Personnel - we are committed to continuously upgrade the capability of the DILG personnel towards excellence in the performance of their functions and responsibilities.
- The LGA Personnel - we are committed to continuously upgrade and promote capability of the Academy as a training development institution.
- The Partners - we shall strengthen networking and collaborate efforts to deliver our commitments to our clients.

PERFORMANCE PLEDGE

We, the LGA family, commit to:

Serve you **P**romptly with **E**fficacy and **E**fficiency
along with our **D**edicated
Staff, **E**nsuring **R**esponsiveness, guided by our **V**alues
of **I**ntegrity, **C**ommitment and **E**xcellence.

FEEDBACK MECHANISM

We appreciate receiving your feedback by any of the following:

- Completing our Feedback Form and place in the drop box at the Public Assistance and Complaints Desk.
- Sending your feedback through email at execdir@lga.gov.ph or mail it to the Executive Director, Local Government Academy, 8F Agustin I Bldg., F. Ortigas Jr. Rd., Ortigas Center, Pasig City
- Talking to the Public Assistance and Complaints Desk Officer.

Our sincerest gratitude for your feedback in helping us improve our services

FRONTLINE SERVICES

Frontline
Service **1** Reservation and Usage of Training Center Facilities

About the Service:

The LGA has a training center located at the campus of the University of the Philippines in Los Baños, Laguna. The training center is open to all individuals and groups for any occasion or event on a first-come-first-served basis.

Fees:

A reservation fee of P500.00 or 10 % of the total contract price whichever is higher.

Reservation Procedures

For phone-in reservations you may call our office at the LGA Training Center in Los Banos at telephone number (049) 536-3346. Our desk officer will inform you about the rates and availability of our facilities.

For walk-in reservations:

STEP # 1



1
minute

Register with the guard. You will be provided with a visitor's ID



STEP # 2



5
minutes

Proceed to admin office and make clarificatory inquiries. You will be briefed on the services of the training center.



STEP # 3



10
minutes

You may request to be toured around the vicinity to see the facilities and amenities that go with the services.



STEP # 4

Should you decide to avail of the services, fill-up the reservation form. The training center manager will finalize the agreements and will sign the reservation form for confirmation.



STEP # 5



3
minutes

Pay reservation fee and ask for the official receipt.



3
minutes

For online reservations:

STEP # 1

Log on to the LGA website (www.lga.gov.ph), click on the LGATC reservation icon and fill up the online reservation form.



STEP # 2

Pay the reservation fee through our depository bank within 24 hours. Failure to deposit the amount will automatically forfeit your reservation.



STEP # 3

 **1 hour**
upon receipt
of deposit
slip



An official receipt will be issued upon receipt of the deposit slip. You may fax a copy of the deposit slip to the LGATC at fax number (049)536-2852.

STEP # 4

Confirmation of your reservation will be sent through your email address indicated in the reservation form.



 **1 hour**
upon receipt
of deposit
slip

STEP # 1



Present proof of payment of reservation at the front desk.

Billeting Procedures

STEP # 2



2 minutes

Fill up registration form. Our front desk officer will provide you the room assignments.

STEP # 3



3 minutes

After you have registered, our front desk officer will escort you to your assigned rooms.

Settlement of Bills

STEP # 1



5 minutes

Check out at the front desk and fill up feedback form. You will be asked to wait while our staff will check the vacated room for any left belongings.

STEP # 2



2 minutes

Proceed to business center located at the west wing of the main building and settle the payment balance as reflected in the billing statement. You will be issued the official receipt upon payment.

Frontline
Service **2** Processing of Request for the
Management and Conduct of
Learning Events

About the Service:

The LGA manages and conducts training and other learning events such as fora, symposia and knowledge sharing activities. The LGA designs, customizes, manages and conducts any learning events based on the requirements of the client LGU, NGA or other partners.

Requirement:

Capacity Development (CapDev) Agenda

Fees:

May vary depending on the counter parting scheme to be agreed upon by the parties involved

STEP # 1

Submit a letter of request to the Executive Director **MARIVEL C. SACENDONCILLO** through this office address: **DILG-Local Government Academy, 8/F Agustin I Bldg., F. Ortigas Jr. Road, Ortigas Center, Pasig City** or email execdir@lga.gov.ph.



Our records officer will acknowledge receipt of the letter and will forward it to the Office of the Executive Director.



STEP # 2

3 minutes



The Office of the Director will forward the letter to the concerned division

STEP # 3



Within **2** days upon receipt of complete information from the requesting party

The project officer will design/customize the activity based on your request.

STEP # 4



Will depend on the number of days the client can provide comments

The LGA will provide you a copy of the activity design for comments

STEP # 5

20

minutes

Send back the activity design to us, with your comments, for us to prepare the agreements.



STEP # 6

3
working
days



After a final agreement has been reached, you, as first party will sign an agreement (may be through a Memorandum of Agreement/ Understanding) with us, as second party.

STEP # 7

1

minute



You will be asked to pay the corresponding fee as stipulated in the agreement, after which we will issue the official receipt.



Processing of Scholarship Endorsement

About the Service:

As secretariat to the DILG Scholarship committee, LGA ensures completeness of documents being submitted by LGU applicants to foreign scholarships before endorsing to TESDA/CHED. The LGA is also responsible for informing applicants about the results of their application.

Requirements:

Resume with 2pcs. 2 x 2 picture

Transcript (certified true copy)

Diploma (certified true copy)

List of trainings/seminars attended

Updated service record

Certified actual duties and responsibilities

Performance ratings for the last 2 rating periods

Certificate of no pending administrative and criminal case

Certificate of no pending nomination from local/int'l scholarship programs

Certificate of no service obligation from local/int'l scholarship programs

Written consent of spouse (if married)

Endorsement from RD and LCE

Fees:

No fees are being collected for this service.

STEP # 1


5
minutes



Submit the requirements listed above. The scholarship coordinator will screen/evaluate the documents as to the completeness and compliance.

STEP # 2

The scholarship coordinator will review the documents and prepare the assessment matrix for submission to the LGSC.



STEP # 3


10
minutes

upon receipt of the assessment matrix from the LGSC



The scholarship coordinator will then endorse to TESDA/CHED the selected nominee/s for interview. You will be notified through mail if you qualify for interview or not.

STEP # 4



minutes

upon receipt of
notification from
TESDA/CHED



If you are notified for interview, proceed to TESDA Manila or CHED on the date and time of your interview schedule.

You will be notified of the result of the interview through phone or mail.

STEP # 5



minutes

upon receipt of
notification from
TESDA/CHED



If you pass the interview, you will still be advised to wait for the decision of the sponsoring agency. The scholarship coordinator will inform you in writing of the final decision.

Frontline
Service **4** **Approval of Request to
Access Library Services**

About the Service:

The LGA has a wide array of knowledge products collection available online and at the physical library located in the LGATC in Los Baños, Laguna. Clients will have unlimited access of these knowledge products upon membership. Computers and internet services are also available at a minimal cost.

Requirement:

Library card

Fees:

PhP 500.00	-	1 year membership
		Computer rental
PhP 50.00/hour	-	Internet
PhP 10.00/hour	-	In excess of 1 hour
PhP 5.00/page	-	Printing

Browsing of Library Materials

STEP # 1a



Fill up application form and pay the membership fee. You will be issued a library card, the official receipt and an access code for the e-library.

STEP # 1b



For online membership application, log on to www.lga.lgrc.gov.ph, click on ILMS to register and pay the membership fee through our depository bank within 24 hours. You will be given the access code which will be activated upon receipt of proof of payment.

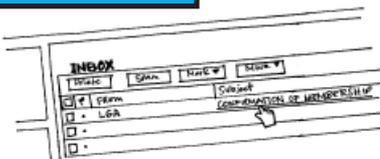
STEP # 2b



upon receipt of proof of payment

Send copy of the deposit slip to LGATC via fax number (049) 536-2852. You will be issued an official receipt upon receipt of the deposit slip.

STEP # 3b



upon receipt of proof of payment

Confirmation of your membership will be sent through your email address indicated in the application form.

STEP # 4



With the library card and the access code, you may proceed in doing research and browsing through library materials.

Borrowing Books/ Non-book References

STEP # 1

1
minute



Present and leave Library ID Card to librarian-in-charge before selecting any books to read or to borrow. Our librarian will check the validity of your library card.

STEP # 2

5
minutes



Fill-up the book card found at the back of the book. Our librarian will record the book details. Claim the book and your library card from the librarian before going out of the library.

Use of Computers

STEP # 1

1
minute



Approach the library staff and ask about computer availability for Internet use.

STEP # 2

5
minutes



Register personal data in the Logbook for records purposes.



You may then proceed to the computer assigned to you. The staff-in-charge will assist you on any concern such as technical adjustments, printing needs and other queries.



After using the computer, approach the staff-in-charge to logout and pay fees. You will be issued an official receipt after payment has been made.

Frontline
Service

5

**Approval of Request
to Acquire Knowledge
Products**

About the Service:

In line with its various capacity building services, the LGA continues to develop Information, Education and Communication (IEC) materials. These materials are distributed to target users to reinforce learning. Extra copies may be availed upon request.

Requirement:

Letter request

For walk-in clients

STEP # 1

5
minutes



Submit requisition form/ letter request. Person-in-charge will check availability of materials being requested.

STEP # 2

5
minutes



You will be provided 1 copy of the material being requested, if available. You will also be asked to sign the issuance form.

If the material being requested is not available, you may visit our library located at the LGATC in Los Banos or the e-library (www.lga.lgrc.gov.ph) for list of available materials.



For requests received through mail

STEP # 1


5
minutes



Officer-in-charge receives mail and forwards it to the Office of the Director. The Administrative Division will be furnished a copy of the letter request.

STEP # 2


5
minutes



Officer-in-charge will check availability of materials being requested.


1
day

from receipt
of letter
request



The officer-in-charge prepares the material with issuance form and sends it to the requesting party via courier. You will be asked to sign the issuance form and send back to us through fax number (02) 536-2852.


1
day

from receipt of letter request



If the material being requested is not available, you will be notified by mail. You may access our e-library (www.lga.lgrc.gov.ph) for list of available materials.

Frontline
Service **6** **Responding to queries**

About the Service:

The Academy is receiving a wide array of queries regarding its programs, projects and activities. With this, LGA continues to develop processes/ systems to effectively respond to these queries.

Requirement:

None

For phone-in clients

STEP # 1

Contact the LGA trunk line. The front desk officer will ask you on the purpose of your query.




5
minutes

STEP # 2

The Front Desk Officer will forward your call to the officer of the Day of the concerned Division.


2
minutes



STEP # 3

The Officer of the Day will answer your query.



For walk-in clients

STEP # 1


2
minutes



Register with the Guard, who will then provide you with a Visitor's ID and will refer you to our Front Desk Officer.

STEP # 2


1
minute



The Front Desk officer will refer you to the Officer of the Day of the concerned Division.

STEP # 3



Make your clarificatory inquiries with the Officer of the Day.

STEP # 4



After your query has been answered, you may now log out with the guard.

MATRICES

I. Reservation & Usage of Training Center Facilities

Reservations

a. Walk-in

Step	Applicant/ Client	Service Provider	Time Frame	Person - in-charge	Form	Fees
1	Register with the guard	Provide visitor's ID	1 MINUTE	Guard on duty	Information sheet	
2	Proceed to Admin office and make clarificatory inquiries	Provide short briefing on the service and its requirements	5 minutes	Patrocinio Oledan Jr.		
3	Ask for ocular inspection	Tour the client around the center	10 minutes	Patrocinio Oledan Jr		
4	Fill-up the reservation form	Finalize agreements Issue receipt	3 minutes	Patrocinio Oledan Jr	Reser-vation form	
5	Pay reservation fee		3 minutes	Rufino De Chavez		500.00 or 10 % of the total contract price which-ever is higher

b. Phone-in-Pasig

1	Contact LGA Trunkline	Front Desk Officer informs the client to log on to LGA website or contact LGATC trunkline	2 minutes	Wilhelmina wanag	Li-	
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c. Phone-in - LGATC

1	Contact LGA Trunkline	Front Desk Officer informs the client of the rates and availability of facilities.	5 minutes	Patrocinio Oledan Jr		
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d. Online Reservation

Step	Applicant/ Client	Service Provider	Time Frame	Person - in-charge	Form	Fees
1	Log on to LGA website (www.lga.gov.ph) and fill up reservation form					
2	Pay reservation fee through depository bank within 24 hours					
3	Send copy of the deposit slip to LGATC Check e-mail	Issue official receipt upon receipt of deposit slip Confirms reservation online	2 minutes	Rufino De Chavez		500.00 or 10% of the total contract price whichever is higher
4	for confirmation		5 minutes	Patrocinio R. Oledan Jr.		

Billeting

1	Present proof of payment of reservation			Illuminada de Chavez		
2	Fill up registration form for room assignments	Assign a room	2 minutes	Illuminada de Chavez	Registration Form	
3		Escort client to assigned room	3 minutes	Illuminada de Chavez		

Settlement of Bills

1	Check out at the front desk and fill up feedback form	Inspect vacated room for any left belongings	5 mins	Illuminada de Chavez	Feed-back form	
2	Proceed to business center to settle bills	Present billing statement	1 min	Rufino de Chavez	Billing statement	
3	Pay corresponding fees	Issue official receipt	1 min	Rufino de Chavez		

II. Processing of Request for the management and conduct of learning events

Requirements:

LGU -

CAPDEV Agenda (most recent) based on SCALOG

Step	Applicant/ Client	Service Provider	Time Frame	Person - in-charge	Form	Fees
1	Submits letter request	Acknowledge receipt of letter, and forwards to the Office of the Director	3 minutes	Wilhelmina Liwanag		
2		The Office of the Director forwards the letter to concerned division	3 minutes	Donna Jeanne Yarcia Division Head		
3	Provides necessary information	The Division customizes the activity design	2 days	concerned and Project Officer		
4		Provides the client the draft activity design for comments	2 days	Division Head and Project Officer Project		
5	Sends back comments on the draft activity design	Prepares MOA upon receipt of comments on the activity design	20 minutes	Officer Dir. Marivel	MOA	
6	Enters into an agreement	Enters into an agreement Issues receipt	3 working days after the meeting	Sacendoncillo Genoveva	MOA	
7	Client pays the corresponding fee as stipulated in the agreement		1 minute	Gabinete		Fees depend on the cost-sharing agreement as stipulated in the MOA

III. Processing of Scholarship Endorsements and Acceptance

Requirements:

Resume with 2pcs. 2 x 2 picture , Transcript (certified true copy), diploma (certified true copy), list of trainings/seminar attended, updated service record, certified actual duties and responsibilities, performance ratings for the last 2 rating periods, certificate of no pending administrative and criminal case, certificate of no pending nomination from local/int'l scholarship programs, certificate of no service obligation from local/int'l scholarship programs, written consent of spouse (if married), endorsement from RD and LCE.

Step	Applicant/ Client	Service Provider	Time Frame	Person - in-charge	Form	Fees
1	Submits the requirements above	Screens/evaluates compliance to requirements	5 minutes/ applicant	Leovigildo C. Resol		
2		Reviews documents and prepares assessment matrix	10 minutes	Leovigildo C. Resol		
3		Submits the assessment matrix to LGSC for selection of nominee/s		Leovigildo C. Resol		
4		Endorses to TESDA/CHED the selected nominee/s for interview and notifies the nominees of the status of their application	10 minutes upon receipt of the assessment matrix from the LGSC	Leovigildo C. Resol		
5	Undergo interview at TESDA Manila and wait for notification of interview status	Notify nominee/s result of the interview and advise the nominee/s to wait for the decision of the sponsoring organization	5 minutes upon receipt of notification from TESDA/CHED	Leovigildo C. Resol		
6		Notify the nominee/s of the decision of the sponsoring organization	5 minutes upon receipt of notification from TESDA/CHED	Leovigildo C. Resol		

IV. Approval of request to Access Library Services

Requirements:

Valid ID

a. Browsing of Library Materials

Step	Applicant/ Client	Service Provider	Time Frame	Person - in-charge	Form	Fees
1a	Fill up application form and pay membership fee For e-library	Issues library card, official receipt and access code for online	5 minutes	Art Morales - library card Rufino De Chavez- OR	Application Form	
1b	log-on to www.lga.lgrc.gov.ph , click on ILMS to register and pay membership fee through depository bank within 24 hours Send copy of	Assign access code		Semilla Joy Rufino De		
2b	the deposit slip to LGATC Check	Issue official receipt upon receipt of deposit slip	2 minutes	Chavez		
3b	e-mail for confirmation	Activate the user account	5 minutes	David Joy Semilla		
4	Do Research/ Browse through Library Materials					

b. Borrowing Books/Non-book References

1	Present and leave Library ID Card to librarian-in-charge before selecting any books to read or to borrow.	Validate authenticity of Library Card	1 minute	Art Morales		
2	Fill-up the book card. This could be found at the inside back cover of the book	Records the book details Release borrowed book	5 minutes 1 minute	Art Morales Art Morales	Book Card	

c. Use of Computers

Step	Applicant/ Client	Service Provider	Time Frame	Person - in-charge	Form	Fees
1	Approach the library staff and ask about computer availability for Internet use.	Checks availability of computer	1 minute	Art Morales		
2	Register personal data in the Logbook for record purposes.	Records time details	1 minute	Art Morales		
3	Use the computer.	The staff-in-charge assists client regarding technical adjustments, printing needs and other queries.		Art Morales		
4	After using the computer, client pays Internet usage and printing fees.	Issue receipt	1 minute	Art Morales	Official Receipt	Minimum - Php50.00 In excess - Php10.00 per hour Printing Php5.00 per page

V. Delivery of Requested KPs

Requirements:

Letter Request

a. LGUs (walk-in)

Step	Applicant/ Client	Service Provider	Time Frame	Person - in-charge	Form	Fees
1	Submit request and issuance slip/ letter request	Checks availability of requested KPs	5 minutes	Admin Chief	Request and Issuance Slip	

Step	Applicant/ Client	Service Provider	Time Frame	Person - in-charge	Form	Fees
2	Sign issuance form	If available, provide 1 copy of the KP being requested. In excess, client will be charged with the corresponding amount.	5 minutes	Lito Miranda/ Richard Esponilla		
		If unavailable, refer to LGATC library and/or website	1 minute	Admin Chief		

b. LGUs (mail)

1	Send letter-request	Records received mail and forwards to OD, copy furnish Admin	5 minutes	Mina Liwanag		
2		Checks availability of requested KPs	5 minutes	Admin Chief		
3		If available, send 1 copy of the KP being requested If unavailable, refer to Library Files receiving form	5 minutes	Lito Miranda/ Richard Esponilla		
4	Send back receiving form		2 minutes	Mina Liwanag		

VI. Responding to Queries

a. Phone-In

Step	Applicant/ Client	Service Provider	Time Frame	Person - in-charge	Form
1	Contact LGA Trunkline Client makes	Front Desk Officer asks the client on the purpose of his/her query	5 minutes	Wilhelmina Liwanag	
2	clarificatory inquiries	Front Desk Officer forwards the call to the Officer of the Day of the concerned Division	2 minutes	Wilhelmina Liwanag	
3		The Officer of the Day answers the query		Officer of the Day of the concerned Division	

b. Walk-In

1	Register with the Guard	Provide the visitor's ID and refers the client to the Front Desk Officer	2 minutes	Guard on duty	
2		The Front Desk Officer refers the client to the Officer of the day of the concerned Division	1 minute	Wilhelmina Liwanag	
3	Client makes clarificatory inquiries	The Officer of the Day answers the query		Officer of the Day of the concerned Division	
4	Client logs out with the guard				

ANNEXES

FORMS

Local Government Academy Training Centre

INFORMATION SHEET

Name / Name of Organisation: _____
Address: _____
Contact Number: _____ Email address: _____
Room Assignment: _____ Date and time of checkout: _____

I hereby agree to the terms and conditions of the above information. I fully understand and accept my liability to abide by the rules and regulations of the Local Government Academy Training Centre and hold myself liable to any damages and loss of properties in the facility.

Signature: _____

Local Government Academy Training Centre

INFORMATION SHEET

Name / Name of Organisation: _____
Address: _____
Contact Number: _____ Email address: _____
Room Assignment: _____ Date and time of checkout: _____

I hereby agree to the terms and conditions of the above information. I fully understand and accept my liability to abide by the rules and regulations of the Local Government Academy Training Centre and hold myself liable to any damages and loss of properties in the facility.

Signature: _____

RESERVATION FORM

1. Requesting Party: _____
(Date of Request): _____
(Contact No): _____

2. Title of Activity: _____
(Location of the Activity): _____
No. of Participants: Male: _____ Female: _____ Child: _____

3. Lodging Facility: (Please indicate number of rooms/beds required)

a. Non-Smoking
Single Rooms: _____ Rooms _____ Beds
Men's Quarters: _____ Rooms _____ Beds

b. Smoking Rooms
Men's Quarters: _____ Rooms _____ Beds
Women's Quarters: _____ Rooms _____ Beds

4. Function Rooms

Temporary Hall (2000 - 3000 sqm)
 Banquet Room (100-1500 sqm)
 Board Room (20-50 seats)
 Class Room (20-50 seats)

5. Other facilities needed for cocktail/lunch reception, multimedia rooms and other special gathering.

Date and Time Reserved: _____

Authorized Representative: _____
Name and Signature

Reserve/Booking Approval: _____
Name

Chief, LGA Training Center _____
Administrative Area

Approved by: _____
Executive Director

PERFORMANCE REVIEW

Date Accomplished: _____

Date Given: _____

We would like to get a few minutes of your time in order to serve you better. Please check the appropriate box.

Area/Category	Excellent	Very good	Good	Fair	Poor
Venue					
Refreshments					
Lighting					
Food supply					
Music					
Bar/BBQ					
Timing/Punctuality	Excellent	Very good	Good	Fair	Poor
Sound System					
Lighting					
Venue					
Computer					
WiFi					
Food and Beverage					
Staff	Excellent	Very good	Good	Fair	Poor
Food and Beverage					
Cleanliness					

APPLICATION FORM

No. _____

Form
JAN 2014
REV. 1.0
10/2014

Name: _____ Sex: _____ Birth (date): _____ Age: _____
Contact No. _____ Email Address: _____
Organization: _____
Business Address: _____
Home Address: _____
Person to be notified in case of emergency: _____
Contact No. _____

(Applicant's Signature)

(Date)

For LIBRATOR'S USE:

ID Number: _____ ACCOUNT CODE: _____ LIBRARY CODE: _____

(Librarian)

Terms & Conditions:

1. Membership fee is P200.00.
2. The ID Number is permanent.
3. Library membership is valid for one (1) year.
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ACKNOWLEDGEMENT

The *LGA Citizen's Charter* was formulated as mandated by RA 9485, or the anti-Red Tape Act of 2007, on a timely manner, and set the pace of transformation of the whole organization.

The fast and efficient formulation of the Charter would not be possible without the teamwork, cooperation and compromise of the members of the Task Force who spearheaded it.

We would like to make special mention of the members of the Task Force for the Development of the *LGA Citizen's Charter*, namely: Marciana C. Obispo, Angelina T. Layugan, Leah Marie C. Sanchez, Flordeliza R. Pacio, Silvestre Z. Barrameda, Elmo L. Dimaano, Aldrin M. Aquino, Rowena T. Villareal, and Iris A. Igrobay.

The task force conducted series of meetings, consultation to various stakeholders, and formulated strategies for the implementation of the *LGA Citizen's Charter* including the re-engineering plan for the improvement of the delivery of services.



Department of the Interior and Local Government
LOCAL GOVERNMENT ACADEMY