



A man in a blue shirt sits on the 'L' of 'LGA's', working on a laptop. A woman in an orange shirt stands behind the 'A', talking on a green phone. A woman in a white shirt and brown pants walks past the 'S', holding a clipboard. The word 'SPEED' is in large, white, bold letters with black outlines, set against a blue background.

# LGA's SPEED

(Simple Processes for Effective  
and Efficient Delivery of)

# SERVICES

---

(LGA's Citizens' Charter)

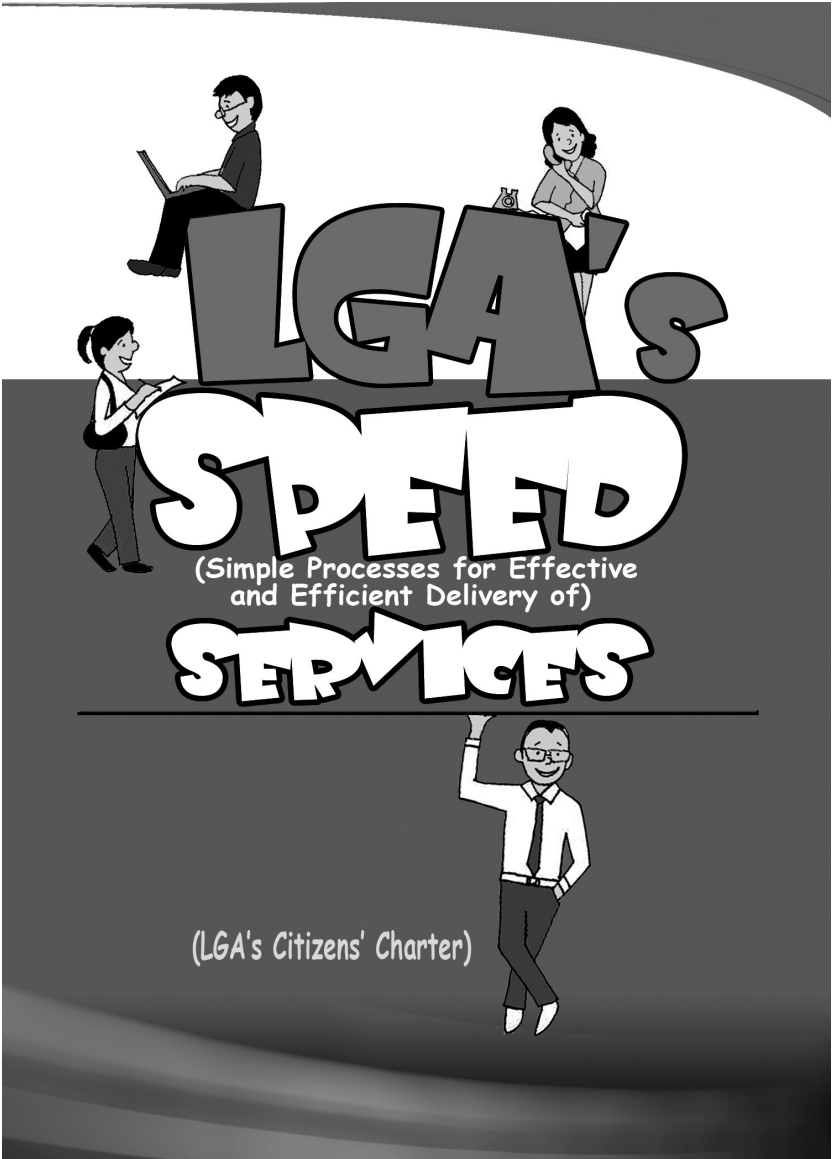


## OUR COVER AND LAYOUT

Sketched and designed by LGA's in-house artist Iris Igrabay, 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.



# 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**

## **TABLE OF CONTENTS**

**Vision and Mission**

**Performance Pledge**

**Feedback Mechanism**

**Frontline Services**

1. Usage of Training Center facilities
2. Processing of Request for Management and Conduct of Learning Events
3. Processing of Scholarship Endorsements
4. Processing of Request to Access Library Services
5. Processing of Request to Acquire Knowledge Product/s (KPs)
6. Response to Queries



## **Matrices**

## **Annexes**

### **Forms**

- Reservation Form
- Information sheet
- Application Form (Library Services)
- Library ID
- Feedback Form (usage of training center facilities)
- Statement of Accounts
- Book Card
- Request Form with receiving stub (KP request)
- Feedback Form



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:

**S**erve you **P**romptly with **E**fficacy and **E**fficiency  
along with our **D**edicated  
**S**taff, **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](mailto: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](http://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](mailto: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.



Frontline  
Service

3

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

### 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.

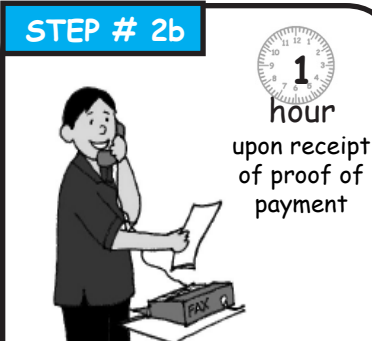
## Browsing of Library Materials

### STEP # 1b



For online membership application, log on to [www.lga.lgrc.gov.ph](http://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.

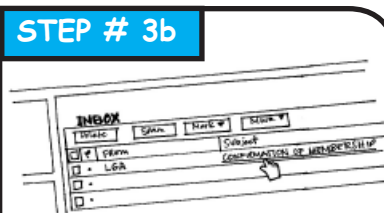
### STEP # 2b



upon receipt of proof of payment

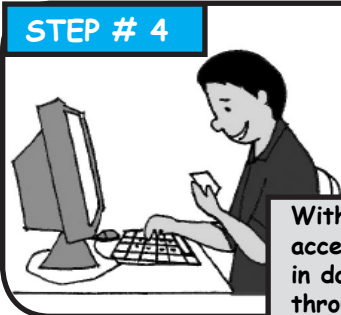
Send copy of the deposit slip to LGATC via fax number (049) 536-2852. You will be issued an official receipt upon receipt of the deposit slip.

### STEP # 3b



upon receipt of proof of payment  
1 hour

### STEP # 4



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

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

## Borrowing Books/ Non-book References

### STEP # 1



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



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



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

### STEP # 2



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](http://www.lga.lgrc.gov.ph)) for list of available materials.



## For requests recieved 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



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](http://www.lga.lgrc.gov.ph)) for list of available materials.

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.

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.

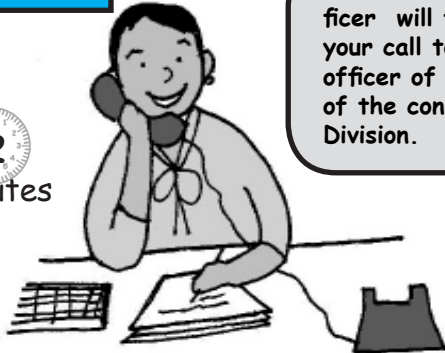


  
5  
minutes

### 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 in-forms the client to log on to LGA website or contact LGATC trunkline	2 minutes	Wilhelmina wanag	Li-	
---	-----------------------	--	-----------	------------------	-----	--

### 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		
---	-----------------------	--	-----------	----------------------	--	--

## d. Online Reservation

Step	Applicant/ Client	Service Provider	Time Frame	Person - in-charge	Form	Fees
1	Log on to LGA website ( <a href="http://www.lga.gov.ph">www.lga.gov.ph</a> ) 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	2 minutes	Rufino De Chavez		500.00 or 10% of the total contract price whichever is higher
4	for confirmation	Confirms reservation online	5 minutes	Patrocinio R. Oledan Jr.		

## Billing

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:

LGUs -

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	Appli- cation Form	
1b	log-on to <a href="http://www.lga.lgrc.gov.ph">www.lga.lgrc.gov.ph</a> , 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 Center**

**INFORMATION SHEET**

Name / Name of Organization \_\_\_\_\_

Address \_\_\_\_\_

Contact Number \_\_\_\_\_ Email address \_\_\_\_\_

Room Assignment ( ) \_\_\_\_\_ Date and time of check-in ( ) \_\_\_\_\_

I hereby attest to the correctness of the above information. I fully understand and accept my responsibility to the rules and regulations of the Local Government Academy Training Center and hold myself liable to any damages and loss of properties in the facility.

Signature ( ) \_\_\_\_\_

**Local Government Academy Training Center**

**INFORMATION SHEET**

Name / Name of Organization \_\_\_\_\_

Address \_\_\_\_\_

Contact Number \_\_\_\_\_ Email address \_\_\_\_\_

Room Assignment ( ) \_\_\_\_\_ Date and time of check-in ( ) \_\_\_\_\_

I hereby attest to the correctness of the above information. I fully understand and accept my responsibility to the rules and regulations of the Local Government Academy Training Center and hold myself liable to any damages and loss of properties in the facility.

Signature ( ) \_\_\_\_\_

## RESERVATION FORM

1. Requesting Party: \_\_\_\_\_  
 (Date of Request: \_\_\_\_\_)  
 (Contact Info: \_\_\_\_\_)

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

3. Lodging Facility: (Please indicate number of rooms/facilities needed)

a. Main Rooms  
 Ladies Room: \_\_\_\_\_ Rooms \_\_\_\_\_ Beds  
 Men's Quarters: \_\_\_\_\_ Rooms \_\_\_\_\_ Beds

b. Executive Rooms  
 No. Suite or Suite B Suite: \_\_\_\_\_ Rooms \_\_\_\_\_ Beds  
 No. Suite and Suite: \_\_\_\_\_ Rooms \_\_\_\_\_ Beds

4. Facilities Requested

☐ Temporary rest room – 200 sqm

☐ Rest Room (50-100 sqm)

☐ Show Room (25-50 sqm)

☐ Clean Room (50-100 sqm)

5. Other facilities needed for activities/entertainment, meeting rooms and other special gathering.

Date and Time Requested: \_\_\_\_\_

Authorized Requester: \_\_\_\_\_  
 (Name and Signature)

Recommending Approval: \_\_\_\_\_  
 (Signature)

Chief, LGA Training Center: \_\_\_\_\_  
 (Administrative Note)

Approved by: \_\_\_\_\_

Executive Director: \_\_\_\_\_

### PERFORMANCE REVIEW

Date Accomplished: \_\_\_\_\_

Dear Client,

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

Accommodations	Excellent	Very good	Good	Fair	Poor
Venue					
Equipment/Tables					
Lighting					
Food supply					
Decorations					
Staffing					
Training Personnel	Excellent	Very good	Good	Fair	Poor
Sound System					
Lighting					
Venue					
Computer					
WiFi					
Food and beverages					
Music	Excellent	Very good	Good	Fair	Poor
Food and beverages					
Cleanliness					

**LOCAL GOVERNMENT NATIONAL RESOURCE CENTER**  
**Office: Bulacan, Laguna**

**STATEMENT OF ACCOUNT**

Title of Activity : \_\_\_\_\_  
 Date : \_\_\_\_\_  
 Office : \_\_\_\_\_  
 Organization : \_\_\_\_\_

DATE	DESCRIPTION /	AMOUNT	DATE	AMOUNT
[Month/Year]	RECEIPTS FROM			
	Check cash Receipts			
	Form Receipt Receipts			
			Grand Total	₱
	Less: Amount for _____ of bookkeeping of _____			
Total amount/Receipts received in the form of currency				₱

Received by:

**PAULINO B. CLEDAH JR.**  
 Administrative Officer

Noted/Remark:

**EDUARDO A. PANG**  
 Head, Finance

Received by:

\_\_\_\_\_  
 Printed Name & Signature



## APPLICATION FORM

No. \_\_\_\_\_

Please  
attach it  
with Form 1  
in person

Name: \_\_\_\_\_ Sex: \_\_\_\_\_ Birth (date): \_\_\_\_\_ Age: \_\_\_\_\_  
Current 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: \_\_\_\_\_ Access Code: \_\_\_\_\_ Supply Code: \_\_\_\_\_

\_\_\_\_\_  
(Librarian)

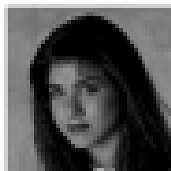
### Terms & Conditions

1. Membership fee is P100.00.
2. The ID Number is permanent.
3. Library membership is valid for one (1) year.
4. Renewal of membership may be done online.
5. In case of loss of valid ID card, replacement fee is P100.00.



Local Government Academy

## LIBRARY CARD



ID # XXXX XXXX

Name: **Juana de la Cruz**

Access Code: XXXXXX

Valid Until: XXXXXXXXXX

---

Member's Signature

---

Librarian

The use of this card is governed by Terms and Conditions embodied in the Contract entered into by and between the holder and the Local Government Academy. This card is "Non-Transferable". If found, please return to the Local Government Academy, B/P Agustin I Bldg., F. Ortigas Jr. Avenue, Ortigas Center, Pasig City or at the LGA Training Center, Los Baros, Laguna.

### REQUEST SLIP

Requesting Institution: \_\_\_\_\_

Please indicate the knowledge products being requested.

Knowledge Product (s)	Quantity	Remarks
Other: Please Specify		

Received by:

Approved by:

\_\_\_\_\_  
Signature: Over Printed Name  
Officer

ORHEDDE A. ENANGBULEA  
Chief Administrator

### REMARKS SLIP

Received from the Local Government Academy the following RPs:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Issued by:

Received by:

URS P. AMARIDA  
Supply Officer

\_\_\_\_\_  
Signature: Over Printed Name

Date: \_\_\_\_\_

## Pamilihan & Pasa (Feedback Form)

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev. Monev yang telah kami buat telah selesai. Kami akan mengirimkan hasil dari penilaian ini kepada anda. Kami akan mengirimkan hasil dari penilaian ini kepada anda.

☐

**Pasial**  
(Kriteria)

☐

**Kriteria**  
(Kriteria)

☐

**Monev**  
(Monev)

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.

Pengantar: (JPKS) \_\_\_\_\_ Monev: (Kriteria) \_\_\_\_\_  
(Kriteria) (Kriteria)

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.

Brother/ibu yang telah hadir telah memberi penilaian kami berdasarkan: choosing partner for JPKS to JPKS, Kriteria, & Monev.





## 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