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

(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 an account version of how to transact business in LGA and what specific standards are expected from us. This will be renewed and updated regularly to cater 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.
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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Directory
The LGA is the premiere training and development institution for capability building towards innovative and effective local governance.
MISSION

“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 Promptly with Efficacy and Efficiency along with our Dedicated Staff, Ensuring Responsiveness, guided by our Values of Integrity, Commitment and Excellence.
FEEDBACK MECHANISM

We are committed to provide high quality services to our clients. However, we appreciate receiving your feedback by any of the following:

**Walk-in**

- Accomplished our Feedback Form and put it inside the feedback box located at the front desk
- Discuss your concern with the Person-In-Charge of the Front Desk
- Present your concern directly to the person responsible

**E-mail / Mail**

- Send your feedback through e-mail at execdir@lga.gov.ph or lgamail@lga.gov.ph with subject title: FEEDBACK
- or mail it to:
  
  **Executive Director**
  
  Local Government Academy
  
  8F Agustin I Bldg., For. Ortigas Jr. Rd.
  
  Ortigas Center, Pasig City

**Phone-in**

- Call and discuss your feedback with the Person-In-Charge of the Front Desk through telephone numbers (02) 633-6134, (02) 634-1906 loc.101
LGA’s SPEED (Simple Processes for Effective and Efficient Delivery of) Services
FRONTLINE SERVICES
Frontline Service 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.

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**

Register with the guard on duty

1 minute

**STEP # 2**

Proceed to Admin office and make clarificatory inquiries

5 minutes

**STEP # 3**

Ask for ocular inspection

10 minutes

**STEP # 4**

Fill-up the reservation form

5 minutes
STEP # 1

Phone-in-Pasig
LGA Pasig
Contact LGA Trunkline at (02) 634-1883

Phone-in-LGATC
LGATC Los Baños
Contact LGATC Trunkline at (049) 536-3346

STEP # 1

Billeting Procedures
Submit to the Dormitory Manager the List of Pax based on their room assignment, 3 days before the activity.

STEP # 2

Upon check in, the pax will register at the front desk officer
Provide the key of room assignment and assist for their luggage
Settlement of Bills

**STEP # 1**
Check out at the front desk and fill up feedback form and turn-over the key of the room

**STEP # 2**
Proceed to business center to settle bills

**STEP # 3**
Pay corresponding fees
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 or lgamail@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

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

STEP # 3

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

STEP # 4

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

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

LGA’s SPEED (Simple Processes for Effective and Efficient Delivery of) Services
**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 Endorsements and Acceptance
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**

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**

The scholarship coordinator will then endorse to TESDA/CHED the selected nominee/s for interview. You will be notified through fax message if you qualify for interview or not.
STEP # 4

5 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 fax message.

STEP # 5

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.
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:

<table>
<thead>
<tr>
<th>Fee</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PhP 500.00</td>
<td>1 year membership</td>
</tr>
<tr>
<td>PhP 50.00/hour</td>
<td>Computer rental</td>
</tr>
<tr>
<td>PhP 10.00/hour</td>
<td>Internet</td>
</tr>
<tr>
<td>PhP 5.00/page</td>
<td>In excess of 1 hour</td>
</tr>
<tr>
<td></td>
<td>Printing</td>
</tr>
</tbody>
</table>
Registration

STEP # 1a
For LGA Employees
Fill-up the user’s borrower card and book card found at the inside back cover of the book to borrow and submit it together with the ID to the librarian

STEP # 1b
For non-LGA/walk-in
Library collections are for room use only.
Although, users are allowed to photocopy selected library collections only. User shall leave valid ID and filled-up book card to the librarian. Maximum of three (2hours) if it’s photocopied outside the LGA library premises.

Browsing of Library Materials

STEP # 1a
To browse the library collection
Option 1. – Using the computer, log-on to www.lga.lgrc.gov.ph and click the ILMS portion

STEP # 1b
Option 2. Ask for assistance from the librarian
**Borrowing Books/Non-book References**

**STEP # 1**

1 minute

For LGA Employees

Fill-up the user’s borrower card and book card found at the inside back cover of the book to borrow and submit it together with the ID to the librarian.

**STEP # 2**

5 minutes

For non-LGA/walk-in

Library collections are for room use only.

Although, users are allowed to photocopy selected library collections only. User shall leave valid ID and filled-up book card to the librarian. Maximum of three (2hours) if it’s photocopied outside the LGA library premises.

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**Use of Computers**

**STEP # 1**

5 minute

Approach the librarian—in-charge and ask for the availability of the computer for internet use.

**STEP # 2**

2 minutes

Register information at the logbook for record purposes.

**STEP # 3**

Use the computer

**STEP # 4**

Sign-out at the logbook after using the computer.
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. Librarian 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

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.

Librarian will check availability of materials being requested.

The librarian 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.

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.
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 officer-in-charge on the front desk will ask you on the purpose of your query.

**STEP # 2**
The officer-in-charge on the front desk will forward your call to the officer of the Day of the concerned Division.

**STEP # 3**
The Officer of the Day will answer your query.
For walk-in clients

STEP # 1
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
The officer-in-charge on the front desk 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

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person – in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Register with the guard on duty</td>
<td>Provide visitor’s ID</td>
<td>1 minute</td>
<td>Guard on duty</td>
<td>Information sheet</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Proceed to Admin office and make clarificatory inquiries</td>
<td>Provide short briefing on the services, rates, availability of the date requested and its requirements</td>
<td>5 minutes</td>
<td>LGATC Administrator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Ask for ocular inspection</td>
<td>Tour the client around the center</td>
<td>10 minutes</td>
<td>LGATC Administrator or Dormitory Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Fill-up the reservation form</td>
<td>Finalize agreements and inform the clients for the advisory approved reservation</td>
<td>5 minutes</td>
<td>LGATC Administrator</td>
<td>Reservation form</td>
<td></td>
</tr>
</tbody>
</table>

b. Phone-in

<table>
<thead>
<tr>
<th>LGA Pasig</th>
<th>Contact LGA Trunkline at (02) 634-1883</th>
<th>Informs the client to log on to LGA website or contact LGATC trunk-line</th>
<th>2 minutes</th>
<th>Front Desk Officer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>LGATC Los Baños</td>
<td>Contact LGATC Trunkline at (049) 536-3346</td>
<td>Provide short briefing on the services, rates, availability of the date requested and its requirements</td>
<td>5 minutes</td>
<td>Front Desk Officer</td>
<td></td>
</tr>
</tbody>
</table>

LGA’s SPEED (Simple Processes for Effective and Efficient Delivery of) Services
### Billeting

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Duration</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit to the Dormitory Manager the List of Pax based on their room assignment, 3 days before the activity.</td>
<td>4 minutes</td>
<td>Dormitory Manager</td>
</tr>
<tr>
<td>2</td>
<td>Upon check in, the pax will register at the front desk officer.</td>
<td>5 minutes</td>
<td>Front Desk Officer &amp; Service Crew</td>
</tr>
</tbody>
</table>

### Settlement of Bills

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Duration</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Check out at the front desk and fill up feedback form and turn-over the key of the room.</td>
<td>5 minutes</td>
<td>Service Crew</td>
</tr>
<tr>
<td>2</td>
<td>Proceed to business center to settle bills.</td>
<td>1 minute</td>
<td>Front Desk Officer &amp; Service Crew</td>
</tr>
<tr>
<td>3</td>
<td>Pay corresponding fees.</td>
<td>1 minute</td>
<td>Collecting Officer</td>
</tr>
</tbody>
</table>

**Notes:**
- Billeting Form
- Feedback Form
- Billing Statement
- Official Receipt
II. Processing of Request for the Management and Conduct of Learning Events

Requirements: LGUs most recent CAPDEV Agenda based on SCALOG

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person – in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits letter request</td>
<td>Acknowledge receipt of letter, and forwards to the Office of the Director</td>
<td>3 minutes</td>
<td>Records Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>The Office of the Director forwards the letter to concerned division</td>
<td>3 minutes</td>
<td>Executive Director</td>
<td>LGA Routing Slip</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Provides necessary information</td>
<td>The Division customizes the activity design</td>
<td>2 days</td>
<td>Concerned Division Chief</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Provides the client the draft activity design for comments</td>
<td>2 days</td>
<td>Concerned Division Chief</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Sends back comments on the draft activity design</td>
<td>Prepares MOA upon receipt of comments on the activity design</td>
<td>20 minutes</td>
<td>Concerned Division Chief</td>
<td>MOA</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Enters into an agreement</td>
<td>Enters into an agreement</td>
<td>3 working days after the meeting</td>
<td>Executive Director</td>
<td>MOA</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Client pays the corresponding fee as stipulated in the agreement</td>
<td>Issues Receipt</td>
<td>1 minute</td>
<td>Cashier, LGA</td>
<td>Official Receipt</td>
<td>Fees depend on the cost-sharing agreement as stipulated in the MOA</td>
</tr>
</tbody>
</table>
### 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.

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person-in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits LETTER REQUEST</td>
<td>Screens/evaluates compliance to requirements</td>
<td>5 minutes/ applicant</td>
<td>Scholarship Coordinator</td>
<td>Assessment Matrix</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Reviews documents and prepares assessment matrix</td>
<td>10 minutes</td>
<td>Scholarship Coordinator</td>
<td>Assessment Matrix</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Submits the assessment matrix to LGSC for selection of nominee/s</td>
<td></td>
<td>Scholarship Coordinator</td>
<td>Assessment Matrix</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Endorses to TESDA/CHED the selected nominee/s for interview and notifies the nominees of the status of their application</td>
<td>10 minutes upon receipt of the assessment matrix from the LGSC</td>
<td>Scholarship Coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Undergo interview at TESDA Manila and wait for notification of interview status</td>
<td>Notify nominee/s result of the interview and advise the nominee/s to wait for the decision of the sponsoring organization</td>
<td>5 minutes upon receipt of notification from TESDA/CHED</td>
<td>Scholarship Coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Notify the nominee/s of the decision of the sponsoring organization</td>
<td>5 minutes upon receipt of notification from TESDA/CHED</td>
<td>Scholarship Coordinator</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
IV. Approval of Request to Access Library Services

Requirements: Valid ID; User's Borrower Card

a. Registration

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person - in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a</td>
<td>For LGA Employees</td>
<td>Issue User's borrower card</td>
<td>5 minutes</td>
<td>Librarian</td>
<td>Application/Logbook</td>
<td>User’s borrower’s card</td>
</tr>
<tr>
<td></td>
<td>Fill-up the application/logbook at the front desk upon entering the library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1b</td>
<td>For non-LGA/walk-in</td>
<td>Logbook</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fill-up the Logbook and Present a valid ID at the front desk upon entering the library premise</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

b. Browsing of Library Materials

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person - in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>2a</td>
<td>To browse the library collection Option 1. Using the computer, log-on to <a href="http://www.lgrc.lag.gov.ph">www.lgrc.lag.gov.ph</a> and click the ILMS portion</td>
<td>Computer with internet connection</td>
<td>5 minutes</td>
<td>Librarian</td>
<td>Application/Logbook</td>
<td>User’s borrower's card</td>
</tr>
<tr>
<td>2b</td>
<td>Option 2 Ask for assistance from the librarian</td>
<td>Face-to-face assistance of librarian</td>
<td>5 minutes</td>
<td>Librarian</td>
<td>Logbook</td>
<td></td>
</tr>
</tbody>
</table>
c. Borrowing library collection (books and non-books)

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person -in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a</td>
<td>For LGA Employees Fill-up the user’s borrower card and book card found at the inside back cover of the book to borrow and submit it together with the ID to the librarian</td>
<td>Record the book details &amp; file the book card before releasing the book</td>
<td>5 minutes</td>
<td>Librarian</td>
<td>User’s Borrower Card and Book Card</td>
<td></td>
</tr>
<tr>
<td>1b</td>
<td>For non-LGA/walk-in Library collections are for room use only. Although, users are allowed to photocopy selected library collections only., User shall leave valid ID and filled-up book card to the librarian-in-charge. Maximum of 1 hour if it’s photocopied outside the LGA library premises.</td>
<td>Secure valid ID with complete details such as Address and Contact no., and the Book card</td>
<td>5 minutes</td>
<td>Librarian</td>
<td>Book Card</td>
<td></td>
</tr>
</tbody>
</table>
### d. Use of Computers

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person-in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Approach the librarian and ask for the availability of the computer for internet use</td>
<td>Issue User’s borrower card</td>
<td>5 minutes</td>
<td>Librarian</td>
<td>Application/Logbook</td>
<td>User’s Borrower’s Card</td>
</tr>
<tr>
<td>2</td>
<td>Register information at the logbook for record purposes</td>
<td>Record the details (e.g. time &amp; purpose use of computer)</td>
<td>2 minutes</td>
<td>Logbook</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Use the computer</td>
<td>The librarian assists the user regarding technical adjustments, printing needs* and other queries. (*for LGA employees only)</td>
<td>A maximum of 4 hours only. This is to give way to other users.</td>
<td>Librarian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Sign-out at the logbook after using the computer</td>
<td>Record the details (e.g. how long the user used the computer?)</td>
<td></td>
<td>Logbook</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
V. Processing of Request to Acquire Knowledge Products/s (KPs)

Requirements: Valid ID; User’s borrower card

a. For walk-in requests

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person - in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit requisition Form/ letter of request</td>
<td>Librarian will check availability of materials being requested</td>
<td>5 minutes</td>
<td>Librarian</td>
<td>Requisition form</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Librarian will provide one (1) copy of material being requested, if available</td>
<td>5 minutes</td>
<td>Librarian</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Sign the Issuance Form</td>
<td></td>
<td></td>
<td></td>
<td>Issuance Form</td>
<td></td>
</tr>
</tbody>
</table>

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

b. For requests received through mail/e-mail

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person - in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Visit our e-library at <a href="http://www.lgrc.lga.gov.ph">www.lgrc.lga.gov.ph</a> for the list of available materials.  Send request through mail or email at <a href="mailto:execdir@lga.gov.ph">execdir@lga.gov.ph</a> or <a href="mailto:lgmail@lga.gov.ph">lgmail@lga.gov.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Officer-in-charge receives mail and forwards it to the Office of the Director. The Administrative Division will be furnished a copy of request letter</td>
<td>5 mins</td>
<td>Officer-in-Charge Routing Slip</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------</td>
<td>-------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Librarian will check availability of materials being requested</td>
<td>5 mins</td>
<td>Librarian</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The librarian prepares the material with issuance form and forwards the material with issuance form to Record Section for dispatching</td>
<td>1 day from receipt of letter request</td>
<td>Librarian Issuance Form</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The Records Officer sends the materials to the requesting party through courier or through liason officer if within NCR</td>
<td>1 day from receipt of letter request</td>
<td>Records Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Sign the issuance form upon receipt and send it back though fax at (02) 634-6567 or 634-1883</td>
<td>Within the day upon receipt of the material</td>
<td>Issuance Form</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
VI. Response to Queries

a. For phone-in clients

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person-in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Contact the LGA trunk line at telephone numbers (02) 634-1883, 634 1912</td>
<td>The officer-in-charge on the front desk will ask you on the purpose of your query</td>
<td>5 minutes</td>
<td>officer-in-charge on the front desk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The officer-in-charge on the front desk will forward your call to the Officer of the Day of the concerned Division</td>
<td>2 minutes</td>
<td>Officer-in-Charge on the front desk</td>
<td></td>
<td>Officer of the Day for the concerned Division</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The Officer of the Day will answer your query</td>
<td>Officer of the Day for the concerned Division</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### b. For walk-in clients

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Time Frame</th>
<th>Person-in-charge</th>
<th>Form</th>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Register with the Guard</td>
<td>Provide visitor’s ID</td>
<td>2 minutes</td>
<td>Guard on Duty</td>
<td>Visitor’s Id Information Sheet</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Refer the client to Officer-in-Charge on the front desk</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>The Officer-in-Charge on the front desk refer the client to the Officer of the Day for the concerned Division</td>
<td>1 minute</td>
<td>Officer-in-Charge on the front desk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Inquire or clarify with the Officer of the Day</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Officer of the Day answer your query</td>
<td></td>
<td>Officer of the Day</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Log out with the guard</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Local Government Academy Training Center

INFORMATION SHEET

Name / Name of Organization: ____________________________________________________________
Address: __________________________________________________ E-mail address: ________________
Contact Number: __________________________ Date and Time of check-in: ________________
Room Assignment: ______________

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

Signature: ________________________________________________________________

Local Government Academy Training Center

INFORMATION SHEET

Name / Name of Organization: ____________________________________________________________
Address: __________________________________________________ E-mail address: ________________
Contact Number: __________________________ Date and Time of check-in: ________________
Room Assignment: ______________

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

Signature: ________________________________________________________________
RESERVATION FORM

1. Requesting Party: ________________________________
   Date of Request: ________________________________
   Contact No: ___________________________________

2. Title of Activity: __________________________________
   Duration of the Activity:_________________________
   No. of Participants: Male: _____ Female: _____ Staff: _____

3. Lodging Facility: (Please indicate number of rooms/beds needed)
   a. Non-Aircon
      Ladies Dorm: _____ Rooms _____ Beds
      Men's Dorm: _____ Rooms _____ Beds
   b. Executive Rooms
      W/ Built-in Toilet & Bath: _____ Rooms _____ Beds
      W/o Toilet and Bath: _____ Rooms _____ Beds

4. Function Rooms
   □ Magsaysay Hall (200 – 200 pax)
   □ Roa Case Room (70-100 pax)
   □ Class Room (25-30 pax)
   □ Class Room (30-40 pax)

5. Other facilities needed for socials/get together, workshop rooms and other special gathering.
   ________________________________
   Date and Time Needed:

Authorized Representative: ____________________________
   Name and Signature

Recommending Approval: ____________________________
   Noted:

Chief, LGA Training Center ____________________________
   Administrative Aide

Approved by: ____________________________

Executive Director

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

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

<table>
<thead>
<tr>
<th>Accommodation</th>
<th>Excellent</th>
<th>Very good</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ventilation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bathroom fixtures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lighting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water supply</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beddings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Training Facilities</strong></td>
<td><strong>Excellent</strong></td>
<td><strong>Very good</strong></td>
<td><strong>Good</strong></td>
<td><strong>Fair</strong></td>
<td><strong>Poor</strong></td>
</tr>
<tr>
<td>Sound System</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lighting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ventilation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computer</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>LCD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Furniture and Fixtures</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Dining</strong></td>
<td><strong>Excellent</strong></td>
<td><strong>Very good</strong></td>
<td><strong>Good</strong></td>
<td><strong>Fair</strong></td>
<td><strong>Poor</strong></td>
</tr>
<tr>
<td>Food and beverages</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness</td>
<td></td>
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</tr>
</tbody>
</table>
# LOCAL GOVERNANCE NATIONAL RESOURCE CENTER

UPLB, College, Laguna

## STATEMENT OF ACCOUNT

<table>
<thead>
<tr>
<th>Title of Activity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Office</td>
<td></td>
</tr>
<tr>
<td>Coordinator</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DATE (Check-in/out)</th>
<th>LODGING / CONFERENCE HALL</th>
<th>RATE/DAY</th>
<th>NO. OF DAYS</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ordinary Room</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Function Room</td>
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</tr>
</tbody>
</table>

Less: Laundry for __ sets of beddings at P 40/set

Total amount to be remitted to the Bureau of Treasury

Prepared by:

**PATROCINIO R. OLELAN JR.**
Administrative Aide IV

Certified Correct:

**LEOVIGILDO C. RESOL**
Chief, LGNRC

Received by:

Printed Name & Signature
APPLICATION FORM

No. ________

Please Attach 2 pcs. 1 x 1 ID picture

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 Librarian's use:

ID Number: _____________ Access Code: ________ Expiry Date: ____________

__________

(Librarian)

Terms & Conditions:
1. Membership fee is P500.00.
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 #

Name: Juana de la Cruz
Access Code: 
Valid Until:

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, 8/F Agustin I Bldg., F. Ortigas Jr., Avenue, Ortigas Center, Pasig City or at the LGA Training Center, Los Banos, Laguna.
# REQUEST SLIP

Requesting Institution: ____________________________

Please indicate the knowledge product/s being requested.

<table>
<thead>
<tr>
<th>Knowledge Product (KP)</th>
<th>Quantity</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others: Please Specify</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Received by: ____________________________

Approved by: GENEDINE A. EVANGELISTA
Chief Administrative Officer

# ISSUANCE SLIP

Received from the Local Government Academy the following KPs:

1. ____________________________
2. ____________________________
3. ____________________________
4. ____________________________
5. ____________________________

Issued by: ____________________________

Received by: ____________________________

UTO P. MIRANDA
Supply Officer

Signature Over Printed Name: ____________________________

Date: ____________
Pananaw o Puna
(Feedback Form)

Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

☐ Papuri
(Compliment)

☐ Reklamo
(Complaint)

☐ Mungkahi
(Suggestion)

(Mga) tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi:

(Person(s)/Unit/Office Concerned or Involved)

Kaganapan o detalyeng bumabalot sa pangyayari:
(Facts or Details Surrounding the Incident)

(Please use additional sheet/s if necessary)

Rekomendasyon/Mungkahi/Nais na aksyon mula sa aming tanggapan
(Recommendation(s)/Suggestion(s)/Desired Action from our Office)

(Please use additional sheet/s if necessary)

Pangalan [Optional]: ____________________________  Tanggapan/Ahensiya: ____________________________
(Name)  (Office/Agency)

Tirahan:

ADDRESS:

Telepono: ____________________________  E-mail Address:
(Contact Number(s)/Is any)

Lagda: ____________________________  Petsa: ____________________________
(Signature)  (Date)

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

### TRUNK LINE (LGA PASIG) FRONT DESK: 634-1883, 634-1906, 634-1912 LOCAL 101

<table>
<thead>
<tr>
<th>OFFICE/ DIVISION / UNIT</th>
<th>Telephone/Fax Number</th>
<th>Local</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE OF THE EXECUTIVE DIRECTOR</td>
<td>634-6416</td>
<td>123, 103</td>
</tr>
<tr>
<td>OFFICE OF THE ASSISTANT DIRECTOR</td>
<td>635-9649</td>
<td>110</td>
</tr>
<tr>
<td>ADMINISTRATIVE FINANCIAL AND MANAGEMENT DIVISION</td>
<td>121, 122, 102</td>
<td></td>
</tr>
<tr>
<td>LOCAL GOVERNANCE TRAINING AND DEVELOPMENT DIVISION</td>
<td>631-3893</td>
<td>105, 107, 124</td>
</tr>
<tr>
<td>RESEARCH AND POLICY DEVELOPMENT DIVISION</td>
<td>111, 117, 109</td>
<td></td>
</tr>
<tr>
<td>INSTITUTIONAL PARTNERSHIP UNIT</td>
<td>114, 119</td>
<td></td>
</tr>
<tr>
<td>HUMAN RESOURCE DEVELOPMENT DIVISION</td>
<td>120</td>
<td></td>
</tr>
<tr>
<td>RECORDS SECTION</td>
<td>633-0314</td>
<td>101</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OFFICE/ DIVISION / UNIT</th>
<th>Telephone/Fax Number</th>
<th>Local</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCAL GOVERNMENT ACADEMY TRAINING CENTER UP LOS BAÑOS, LAGUNA</td>
<td>(045) 536-3346 Fax: (0490)</td>
<td></td>
</tr>
<tr>
<td>RECEPTION (MAIN LOBBY)</td>
<td>101</td>
<td></td>
</tr>
<tr>
<td>ADMINISTRATIVE OFFICE</td>
<td>102</td>
<td></td>
</tr>
<tr>
<td>DIRECTOR’S OFFICE</td>
<td>103</td>
<td></td>
</tr>
<tr>
<td>MULTI-MEDIA ROOM</td>
<td>104</td>
<td></td>
</tr>
<tr>
<td>LIBRARY</td>
<td>105</td>
<td></td>
</tr>
<tr>
<td>SUPPLY ROOM</td>
<td>106</td>
<td></td>
</tr>
<tr>
<td>ROA CASE ROOM</td>
<td>107</td>
<td></td>
</tr>
</tbody>
</table>
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 Core Group who spearheaded it.

We would like to make special mention of the members of the Core Group 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 Core Group 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.

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

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