



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

PRESS RELEASE

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PUNO LAUNCHES DILG CITIZEN'S CHARTER

In support of government's efforts to eliminate bureaucratic red tape and to improve the efficiency of the its services to the public, Secretary Ronnie Puno of the Department of the Interior and Local Government (DILG) today led top officials of the Department in launching the DILG Citizen's Charter, a document that contains information on the frontline services it provides to its clientele and the public.

Puno said the citizen's charter is in compliance with the provisions of the Anti-Red Tape Act of 2007, or Republic Act 9485, which mandates all government instrumentalities to set up service standards and identify the frontline transactions in their respective offices.

"I am proud that we are one of the government agencies that have already come up with its citizen's charter," Puno, who just resumed his post as DILG Secretary today after a two-week leave of absence from the US to attend the wedding his daughter said, adding that, "The DILG Citizen's Charter is a concrete manifestation of the Department's sincere commitment to enhance the delivery of its public services. "

During the launching, Puno unveiled the information carousel which enumerates the Department's frontline transactions and the amount of time allotted to complete them, at the lobby of the DILG central office building.

The Department's citizen's charters include the following information: vision and mission; identification of the frontline services offered, and the clientele; step-by-step procedure to obtain a particular service; officer or employee responsible for each step; maximum time to conclude the process; documents to be presented by the client; amount of fees, if necessary, procedure for filing of complaints in relation to requests and applications, among others.

Among the frontline services identified in the DILG Citizen's Charter, which mostly cater to local officials, are the following: application for travel authority abroad and for leave of absence for local officials; administration and processing of death benefit claims of the beneficiaries of barangay officials; issuance of certification as to the legal existence of a barangay; provision of data on barangays and barangay officials; issuance of certification to barangay officials whether elected or appointed; processing of request for financial assistance for proposed project; provision of technical assistance to project-qualified LGUs under MBUSSP and MDG fund; public assistance service; indorsement for scholarship grant; indorsement of death benefit assistance claims of barangay officials; indorsement for local roads funding; issuance of certificate of incumbency.

Puno said the DILG is implementing the anti-red tape law at the local level through its Comprehensive and Unified Response to Eliminate Red Tape or CURE project. The Department is the facilitator of the law at the local level.

“It is only proper for the DILG to become the model in quickly and efficiently providing frontline services to the public, considering that it is facilitator in implementing the Arroyo administration’s anti-red tape campaign at the local government level,” he said.

The CURE project, which is being carried out in tandem with other government agencies like the Civil Service Commission and the Office of the Ombudsman, the Presidential Anti-Graft and Corruption Commission, and the Development Academy of the Philippines, aims to improve the efficiency and effectiveness of LGUs in their delivery of basic public goods and services to the public through the elimination of red tape practices.

Earlier, Puno announced that the DILG would step up the implementation of its anti-red tape project this year and closely monitor the compliance of local government units in formulating their Citizen’s Charter that would guide citizens on how they can quickly avail themselves of frontline government services at the community level.