




Republic of the Philippines  
 DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
 DILG Region XIII (CARAGA)  
 1559 Matimco Bldg, Km 4., Libertad, Butuan City  
 caraga.dilg.gov.ph

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Name of Division/FOU: Finar Office of the Regional Director - Legal

**MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>FACT-FINDING INVESTIGATION</b>							
QP-R13-ORD-039	Quality Procedure	10.16.17					
QO-QP-R13-ORD-039	Quality Objective	10.16.17	10.15.18				
QME-QP-R13-ORD-039	Quality Monitoring and Evaluation	10.16.17	10.15.18				
FM-QP-R13-ORD-039-01A	Process Summary Logsheets	10.16.17	10.15.18				
FM-QP-R13-ORD-039-01B	Process Summary Logsheets	10.15.18					
FM-QP-R13-ORD-039-01C	Process Summary Logsheets	10.15.18					
FM-QP-R13-ORD-039-02	Endorsement from RO to PO	10.15.18					
FM-QP-R13-ORD-039-03	Endorsement from PO to LGOO's	10.15.18					
FM-QP-R13-ORD-039-04	Endorsement from LGOO's to PO	10.15.18					
FM-QP-R13-ORD-039-05	Fact-Finding Investigation Report	10.15.18					
FM-QP-R13-ORD-039-06	Endorsement from PO to RO	10.15.18					

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**MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>FACT-FINDING INVESTIGATION</b>							
	DILG-MEMORANDUM, DATED APRIL 1, 2008 SUBJECT: EXERCISE OF GENERAL SUPERVISION OVER LOCAL GOVERNMENT UNITS	10.16.17					
	DILG-MEMORANDUM, DATED MAY 8, 2012 SUBJECT: CONDUCT OF FACT-FINDING IN THE EXERCISE OF GENERAL SUPERVISION OVER LOCAL GOVERNMENT UNITS	10.16.17					

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DILG REGION XIII (CARAGA)  
**QUALITY  
 PROCEDURE (QP)**

Document Code  
**QP-R13-ORD-39**

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<b>PROCEDURE TITLE</b>	<b>Conduct of Fact-Finding Investigation</b>	
<b>SCOPE</b>	The procedure starts from the receipt the request or order for fact-finding investigation and ends with the release of fact-finding investigation report to requesting party, copy furnished the endorsing party.	
<b>PURPOSE</b>	To clearly define the process of conducting Fact-finding Investigation	
<b>PROCESS DESCRIPTION</b>		
<b>INPUT</b>	<b>PROCESS</b>	<b>OUTPUT</b>
Requesting Party Complaint or request for investigation	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>CONDUCT OF FACT-FINDING INVESTIGATION</b> </div>	Fact-finding investigation report Requesting party / endorsing party
<b>DESCRIPTIVE STATEMENT:</b> The Regional Office receives complaint or request for fact-finding investigation and endorses the same to the concerned field office which conducts the fact-finding investigation and prepares the report for the Regional Office. Upon receipt of the report from the field office, the Regional Office prepares the fact-finding investigation report for release to the requesting and/or endorsing party/ies. At the regional level, drafts of request for endorsement and fact-finding report are prepared and corrected accordingly by the legal officer, reviewed by the ARD, and finally approved by Regional Director. At the field office level, drafts of fact-finding investigation report and endorsement are prepared and corrected accordingly by the concerned LGOO, reviewed and endorsed for approval by the PM and finally approved by the PD.		

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Records Officer - RO	Receive the Complaint/Request	Stamp "RECEIVED" on the Complaint/Request for fact-finding investigation with date and time of receipt and affix signature  Scan document and encode the details of the Complaint/Request for fact-finding investigation in the Communication Tracking System (ComTrackS)  Forward to ORD Secretary	Complaint / Request  ComTrackS / Incoming Communications Logbook
2	ORD Secretary	Receive the Complaint / Request	Attach routing slip to the Complaint / Request for fact-finding and forward to Regional Director  Record details of the Complaint / Request in Incoming Communications Logbook	Complaint /Request for fact-finding investigation Routing Slip  Incoming Communications Logbook
3	Regional Director	Assign Complaint / Request	Assign Complaint / Request for fact-finding investigation to the Legal Officer and	Complaint / Request Routing Slip