




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


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Name of Division/FOU: LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION (LGMED)

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Processing of Death Benefit Claim (DBC)							
QP-R13-LGMED-28	Quality Procedure	10.16.17	04.03.18				
QO-QP-R13-LGMED-28	Quality Objective	10.16.17	03.01.19				
QME-QP-R13-LGMED-28	Quality Monitoring and Evaluation	10.16.17	03.01.19				
FM-QP-R13-LGMED-28-01A	Process Summary Logsheet for FOU	10.16.17					
FM-QP-R13-LGMED-28-01B	Process Summary Logsheet for RO	10.16.17	03.01.19				
FM-QP-R13-LGMED-28-02	Checklist of Documentary Requirements	03.01.19					

Prepared By
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Noted By
 DONALD L. SERONAY Assistant Regional Director Regional QMR






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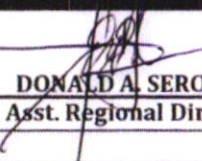
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Name of Division/FOU: LOCAL GOVERNMENT MONITORING AND EVALUATION (LGMED)

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Processing of Death and Burial Benefit Claim of Barangay Officials							
	DILG MC No. 2018-17 (Guidelines for the Online Administration of Implementing Executive Order No. 115)						
	DBC Request Form						

Prepared By

KAREN GRACE S. GABINETE
LGDOO II
Regional Document Controller

Noted By

DONALD A. SERONAY
Asst. Regional Director





QUALITY PROCEDURE (QP)

PROCEDURE TITLE	Processing of Death and Burial Benefit Claim of Barangay Officials	
SCOPE	This process starts from receipt of death benefit claim from claimant/beneficiary of the late barangay official for endorsement to Central Office for funding using the Barangay Information System	
PURPOSE	To process death and burial benefit claim of barangay officials	
PROCESS DESCRIPTION		
INPUT	PROCESS	OUTPUT
Request from claimant beneficiary of the late barangay official →	Processing of Death and Burial Benefit Claim of late Barangay Officials	Endorsement to CO →
DESCRIPTIVE STATEMENT: The process starts from the request of the claimant/beneficiary for death and burial benefit claim to C/MLGOO. The C/MLGOO will process the documents and endorse the same to the Regional Office thru Provincial Office using the Death Benefit Module under the Barangay Information System (BIS). The Regional Office will endorse the request to Central Office for funding.		

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	C/MLGOO or HUC Focal Person	Receive and Evaluate the Request for Death and Burial Benefit Claim from the claimant/beneficiary	<ul style="list-style-type: none"> Receive the request for Death and Burial Benefit Claim form with the complete supporting documents from claimant Check if the claimant is the eligible beneficiary pursuant to DILG MC No. 2018-17 Check the completeness of documentary requirements as prescribed in DILG MC No. 2018-17 <p>-If the documentary requirements are incomplete, inform the claimant of the lacking documents</p> <p>-If with discrepancy(ies) such as Incorrect spelling of name (First Name, Middle Name /Initial, Surname), Missing prefix/suffix, position he/she last held and consistency of his/her death to his/her</p>	Death and Burial Benefit Claim form with supporting documents: 1. Certified True Copy of death certificate 2. Certified True Copy of Marriage Certificate if claimant is spouse 3. Certified True Copy of Birth Certificate if claimant is parent or children whichever is applicable



QUALITY PROCEDURE (QP)

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<p>incumbency, inform the concerned Claimant of the discrepancy and request for the submission of Affidavit of Discrepancy and/or other legal documents and return the application.</p> <ul style="list-style-type: none"> If the documents are complete and have no discrepancy, record the DBC Request in the logbook 	<ul style="list-style-type: none"> Affidavit of discrepancy Special Power of Attorney
2	C/MLGOO or HUC Focal Person	Prepare Certificate of Incumbency and Process the Death and Burial Benefit Claim using BIS	<ul style="list-style-type: none"> Prepare Certificate of Incumbency if all required documents are complete Log in to http://intranet.dilg.gov.ph Process the DBC Application in accordance with DILG MC. 2018-17 Annex A Prepare Endorsement Letter and submit to Provincial Office For HUC, prepare Endorsement Letter and submit to Regional Office and proceed to step 5 Retain a copy of the Endorsement Letter 	<ul style="list-style-type: none"> Endorsement Letter Certificate of Incumbency DBC Form with attached supporting documents DILG MC No. 2018-17
3	DBC Provincial Focal Person	Process the DBC Application from City/Municipal level using BIS	<ul style="list-style-type: none"> Log in to http://intranet.dilg.gov.ph Process the DBC Application in accordance with DILG MC. 2018-17 Annex A Prepare Transmittal Letter to Regional Office to be Approved by Provincial Director 	<ul style="list-style-type: none"> DILG MC No. 2018-17



QUALITY PROCEDURE (QP)

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> Submit to Regional Office for consolidation 	
4	DBC Provincial Focal Person	Archive file copy of DBC documents	<ul style="list-style-type: none"> Retain a copy of file acted documents 	<ul style="list-style-type: none"> DBC Form with attached documents
5	DBC Regional Focal Person	Process the DBC Application from the HUC/Provincial level using BIS	<ul style="list-style-type: none"> Log in to http://intranet.dilg.gov.ph Process the DBC Application in accordance with DILG MC. 2018-17 Annex A Prepare Transmittal Letter to NBOO to be Approved by Regional Director Submit to NBOO for consolidation 	<ul style="list-style-type: none"> Transmittal letter DILG MC No. 2018-17
6	DBC Regional Focal Person	Archive file copy of DBC documents	<ul style="list-style-type: none"> Retain a copy of file acted documents 	<ul style="list-style-type: none"> DBC Form with attached document

Legal References:

- DILG Memorandum Circular No. 2018-17, dated February 14, 2018, entitled "Guidelines for the Online Administration of Implementing Executive Order No. 115"

Prepared By		Reviewed By	Approved By
 CHARIE G. QUARIO Regional Focal Person	 LGOO VII RAY GREGORY F. JARANILLA Chief, LGMED	 DONALD A. SERONAY Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owner	Division Chief/Next Higher Supervisor	Regional QMR	Top Management



DILG REGION XIII (CARAGA)
**QUALITY
 OBJECTIVE (QO)**

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DIVISION/FOU	Local Government Monitoring and Evaluation Division (LGMED)
QUALITY PROCEDURE TITLE	Processing of Death and Burial Benefit Claim of Barangay Officials

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
Processing of Death and Burial Benefit Claim of Barangay Officials	Timely endorsement of Death and Burial Claims to Regional Office within 7 working days upon receipt: C/MLG00= 3 working days PO = 4 working days; HUC = 7 working days	80%	Total number of Request for Death and Burial Benefit Claims endorsed to Regional Office within 7 working days (A)/ total number of Request for Death and Burial Benefit Claims (B) received during the month $=(A/B) \times 100\%$	Monthly	Process Owner	PSL
Processing of Death and Burial Benefit Claim of Barangay Officials	Timely submission of the consolidated DBC list to NBOO within 3 working days upon receipt of the request	80%	Total number of Request for Death and Burial Benefit Claims endorsed to NBOO within 3 working days (A)/ total number of Request for Death and Burial Benefit Claims (B) received during the month $=(A/B) \times 100\%$	Monthly	Process Owner	PSL



DILG REGION XIII (CARAGA)
**QUALITY
 OBJECTIVE (QO)**

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Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
Processing of Death and Burial Benefit Claim of Barangay Officials	Percentage of clients who received payment gave a rating of 3 or above (satisfactory to excellent rating)	100% of the clients gave a rating of 3 or above (satisfactory -excellent rating)	Total number of clients who received payment for the month rated at least satisfactory **5=Excellent 4-4.9=Very Satisfactory 3-3.9=Satisfactory 2-2.9= Fair 1-1.9= Poor	Monthly	Process Owner	R13-SP-06

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Process Owner	Deputy QMR	Regional QMR	Top Management



DILG REGION XIII (CARAGA)

PROCESS QUALITY MONITORING AND EVALUATION (QME)

Document Code
QME-QP-R13-LGMED-28

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DIVISON/FOU	Local Government Monitoring and Evaluation Division (LGMED)												
PROCEDURE TITLE	Processing of Death and Burial Benefit Claim of Barangay Officials												
OBJECTIVE STATEMENT	1. Timely endorsement of Death and Burial Claims to Regional Office within 7 working days upon receipt: C/MLG00 = 3 working days, PO = 4 working days; HUC = 7 working days 2. Timely submission of consolidated DBC list to NBOO within 3 working days upon receipt of the request 3. Percentage of clients who received payment gave a rating of 3 or above (satisfactory to excellent rating)												
CURRENT PERIOD													
INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Objective 1: 80% of received requests for documents/records acted within the prescribed period.													
A	Total no. of request for documents/records received and acted within the prescribed period.												
B	Total No. of requests received.												
C	Formula: $\frac{A}{B} \times 100$		Target Result: $\geq 80\%$										
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met												
Objective 2: 80% of received Documents were consolidated and submitted within the prescribed period.													
A	Total no. of documents acted upon within the prescribed period												
B	Total No. of Documents received.												
C	Formula: $\frac{A}{B} \times 100$		Target Result: $\geq 80\%$										
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met												
Objective 3: 100% of the total number of clients who received payment gave a rating of 3 or above (satisfactory to excellent rating)													
A	Total no. of clients who received payment gave a rating of least satisfactory												
B	Total no. of clients who received payment within the prescribed period												
C	Formula: $\frac{A}{B} \times 100$		Target Result: 100%										



DILG REGION XIII (CARAGA)

PROCESS QUALITY MONITORING AND EVALUATION (QME)

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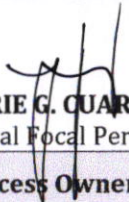
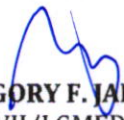
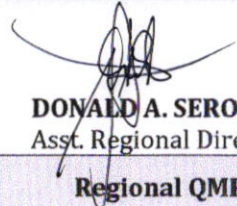
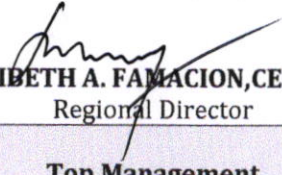
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D Gap Analysis: In case the objective is not met, put your analysis why it is not met

Note: For unmet targets, the QMS Secretariat will issue Corrective/Preventive Action Report (CPAR) duly signed by the DILG-XIII Deputy QMR.

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Process Owner	Division Chief	Regional QMR	Top Management



DILG REGION XIII (CARAGA)

PROCESSING OF DEATH AND BURIAL BENEFIT CLAIM OF BARANGAY OFFICIALS

Process Summary Logsheets (PSL)

Document Code
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QUALITY OBJECTIVE: 1) Timely submission of consolidated DBC list to NBOO every 7th working day of the ensuing month
2) Percentage of clients availed the service gave a rating of 3 or above (satisfactory to excellent rating)

FREQUENCY OF MONITORING: Monthly

COVERED PERIOD:

Due Date of Submission:

No.	Name of the Deceased Barangay Official	HUC/ PROVINCE	CITY/ MUNICIPALITY	BRGY	Objective 1		Objective 1 Results			Objective 2	Objective 2 Results			Remarks/ Particulars
					Date Received by RO / Regional Focal Person	Date Submitted to NBOO	Met	Unmet	Remarks, if unmet	CSS Rating	Met	Unmet	Remarks, if unmet	

Prepared By

NAME: CHARIE G. GUARDO

Position Title: Process Owner

Noted By

NAME: RAY GREGORY F. JARANILLA

Division Chief/Immediate Supervisor



DILG REGION XIII (CARAGA)

**PROCESSING OF DEATH AND BURIAL BENEFIT CLAIM OF
BARANGAY OFFICIALS**
Process Summary Logsheet (PSL)

Document Code
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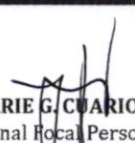
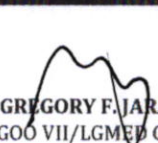
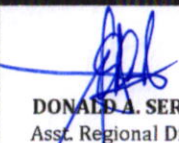
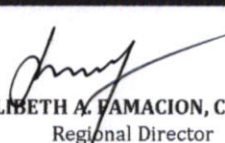
QUALITY OBJECTIVE: 1) Timely submission of consolidated DBC list to NBOO within 3 working days upon receipt of the request
2) Percentage of clients who received payment gave a rating of 3 or above (satisfactory to excellent rating)

FREQUENCY OF MONITORING: Monthly

COVERED PERIOD:

Due Date of Submission:

No.	Name of the Deceased Barangay Official	HUC/ PROVINCE	CITY/ MUNICIPALITY	BRGY	Objective 1			Objective 1 Results			Objective 2	Objective 2 Results			Remarks/ Particulars
					Date Received by RO / Regional Focal Person	Dead- line	Date Submitted to NBOO	Met	Unmet	Remarks, if unmet	CSS Rating	Met	Unmet	Remarks, if unmet	
1															
2															
3															
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7															
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6															
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9															
10															
11															
12															

Prepared By	Reviewed By		Approved By
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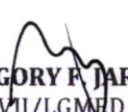
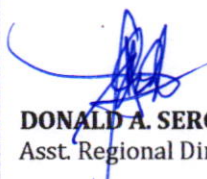
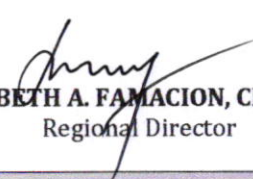
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DEATH BENEFIT CLAIM (DBC)

Checklist of Documentary Requirements

<input type="checkbox"/>	DBC Form 1
<input type="checkbox"/>	Certified True Copy of Death Certificate
<input type="checkbox"/>	Certified True Copy of Marriage Certificate if the claimant is spouse
<input type="checkbox"/>	Certified True Copy of Birth Certificate if the claimant is parent or children, whichever is applicable

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