



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

Document Code		
FM-QP-R13-ORD-39		
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Name of Division/FOU: **Fi 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-039-01	Process Summary Logsheet	10.16.17	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					

Prepared By  
  
**KAREN GRACE S. GABINETE**  
 LGOO II  
 Regional Document Controller

Noted By  
  
**DONALD A. SERONAY**  
 Assistant Regional Director  
 Regional QMR



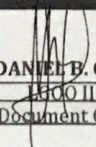
Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XIII (CARAGA)**  
 1559 Matimco Bldg, Km 4., Libertad, Butuan City  
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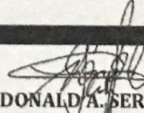
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Name of Division/FOU:

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

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
<b>Conduct of Fact Finding Investigation</b>							
	DILG Memorandum dated May 8, 2012 (Re: Conduct of Fact-Finding in the Exercise of General Supervision over Local Government Units)						

Prepared By  
  
**JOB DANIEL B. CASSION**  
 RDCO III  
 Regional Document Controller

Noted By  
  
**DONALD A. BERONAY**  
 CAO/OIC-Assst. Regional Director  
 Regional QMR





Republic of the Philippines  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**REGION XIII (CARAGA)**  
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Name of Division/FOU:

**MASTERLIST OF RETAINED DOCUMENTED INFORMATION**

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
<b>Conduct of Fact Finding Investigation</b>									
QME-QP-R13-ORD-09	Quality Monitoring and Evaluation	Legal Officer	Steel Cabinet Drawer 4	1	Per Year/Date:	1 year	2 years	3 years	Shredding/Reuse
FM-QP-R13-ORD-09-01	Process Summary Logsheet	Legal Officer	Steel Cabinet Drawer 4	1	Per Year/Date:	1 year	2 years	3 years	Shredding/Reuse

Prepared by:   
**ATTY. ALLEN M. GASULAS**  
 ATTY IV  
 Process Owner

Reviewed by:   
**DONALD A. SERONAY**  
 CAO/Asst. Regional Director  
 Regional QMR





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 Requesting party / endorsing party
<b>DESCRIPTIVE STATEMENT:</b>			
<p>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 OM and finally approved by the PD.</p>			

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Records Officer - RO	Receive the complaint/request	<ul style="list-style-type: none"> <li>Stamp "RECEIVED" on the complaint/request for fact-finding investigation with date and time of receipt and affix signature</li> <li>Scan document and encode the details of the complaint/request for fact-finding investigation in the Communication Tracking System (ComTrackS)</li> <li>Forward to ORD Secretary</li> </ul>	<ul style="list-style-type: none"> <li>Complaint / Request</li> <li>ComTrackS / Incoming Communication Logbook</li> </ul>
2	ORD Secretary	Receive the Complaint / Request	<ul style="list-style-type: none"> <li>Attach routing slip to the complaint / request for fact-finding and forward to Regional Director</li> <li>Record details of the complaint / requesting Incoming Communications Logbook</li> </ul>	<ul style="list-style-type: none"> <li>Complaint / Request for fact-finding investigation</li> <li>Routing Slip</li> <li>Incoming Communication Logbook</li> </ul>

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 DILG R13 OPS



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

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
3	Regional Director	Assign Complaint / Request	<ul style="list-style-type: none"> <li>Assign complaint / request for fact-finding investigation to the Legal Officer and provide instructions in the routing slip</li> </ul>	<ul style="list-style-type: none"> <li>Complaint / Request</li> <li>Routing Slip</li> </ul>
4	ORD Secretary	Forward request	<ul style="list-style-type: none"> <li>Forward Complaint / Request to Legal Officer and record the date and time when delivered</li> </ul>	<ul style="list-style-type: none"> <li>Complaint / Request</li> <li>Routing Slip</li> <li>Outgoing Communication Logbook</li> </ul>
5	Legal Officer	Prepare draft endorsement	<ul style="list-style-type: none"> <li>Prepare draft endorsement to the field office for fact-finding investigation</li> <li>Forward draft endorsement to ARD for review</li> </ul>	<ul style="list-style-type: none"> <li>Complaint / Request</li> <li>Routing Slip</li> <li>Draft endorsement for fact-finding</li> </ul>
6	ARD	Initial review of draft of endorsement	<ul style="list-style-type: none"> <li>Conduct initial review of the draft endorsement</li> </ul>	<ul style="list-style-type: none"> <li>Complaint / Request</li> <li>Routing Slip</li> <li>Draft endorsement</li> </ul>
7	Legal Officer	Incorporate correction	<ul style="list-style-type: none"> <li>Incorporate correction, if any.</li> <li>Forward the draft endorsement to ARD for final review</li> </ul>	<ul style="list-style-type: none"> <li>Complaint / Request</li> <li>Routing Slip</li> <li>Draft Endorsement</li> </ul>
8	ARD	Final review of draft endorsement	<ul style="list-style-type: none"> <li>Conduct final review of the draft endorsement</li> <li>Recommend approval or revision</li> <li>*if for approval, forward to RD</li> <li>*if for revision, go back to Step 7</li> </ul>	<ul style="list-style-type: none"> <li>Complaint / Request</li> <li>Routing Slip</li> <li>Draft endorsement</li> </ul>
9	RD	Review and approve endorsement	<ul style="list-style-type: none"> <li>If the endorsement is acceptable, approve/sign the endorsement; otherwise, refer back to Steps 7 and 8</li> </ul>	<ul style="list-style-type: none"> <li>Complaint / Request</li> <li>Routing Slip</li> <li>Approved endorsement</li> </ul>
10	Legal Officer	Assign control number	<ul style="list-style-type: none"> <li>Assign control number</li> <li>Photocopy approved endorsement and forward to Records Officer for release</li> </ul>	<ul style="list-style-type: none"> <li>Approved endorsement</li> <li>with attached complaint / request for fact-</li> </ul>





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

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
				finding investigation
11	Records Officer - RO	Release endorsement	<ul style="list-style-type: none"> <li>Stamp "RELEASED" with date and time of release and affix signature on the approved endorsement</li> <li>Send to concerned PD, copy furnished LGOO, if applicable.</li> </ul>	<ul style="list-style-type: none"> <li>Approved endorsement</li> <li>with attached complaint / request for fact-finding investigation</li> <li>Outgoing Communication Logbook</li> </ul>
12	Records Officer - PO	Receive endorsement	<ul style="list-style-type: none"> <li>Stamp "RECEIVED" on the endorsement</li> <li>with attached complaint / request for fact-finding investigation</li> <li>with date and time of receipt and affix signature</li> <li>Log the details of the endorsement with complaint / request for fact-finding investigation</li> <li>Attach routing slip</li> <li>Forward to PD</li> </ul>	<ul style="list-style-type: none"> <li>Approved endorsement</li> <li>with attached complaint / request for fact-finding investigation</li> <li>Incoming Communication Logbook</li> <li>Routing slip</li> </ul>
13	Concerned PD	Assign fact-finding investigation	<ul style="list-style-type: none"> <li>Evaluate the complaint / request and assign to concerned LGOO</li> <li>Writes instructions on routing slip</li> </ul>	<ul style="list-style-type: none"> <li>Endorsement</li> <li>with attached complaint / request for fact-finding investigation</li> <li>Routing Slip</li> </ul>
14	LGOO	Conduct fact-finding investigation	<ul style="list-style-type: none"> <li>Evaluate complaint / request</li> <li>Conduct fact-finding investigation in accordance with guidelines</li> <li>Prepare draft fact-finding investigation report and endorsement</li> </ul>	<ul style="list-style-type: none"> <li>Endorsement</li> <li>with attached complaint / request for fact-finding investigation</li> <li>Routing Slip</li> <li>Fact-finding investigation report and endorsement</li> </ul>
15	Operations Manager	Conduct initial review of draft report and endorsement	<ul style="list-style-type: none"> <li>Review initial draft of the fact-finding investigation report and endorsement and recommends approval</li> <li>*Refer back to Step 14 if with</li> </ul>	<ul style="list-style-type: none"> <li>Fact-finding investigation report and endorsement</li> </ul>





DILG - REGION XIII (CARAGA)  
**QUALITY  
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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			corrections	
16	PD	Approve fact-finding investigation report	<ul style="list-style-type: none"> <li>If the fact-finding investigation and endorsement is acceptable, approve/sign the endorsement; otherwise, refer back to Steps 14 and 15</li> </ul>	<ul style="list-style-type: none"> <li>Fact-finding investigation report and endorsement</li> </ul>
17	Records Officer-PO	Release fact-finding investigation report and endorsement	<ul style="list-style-type: none"> <li>Assign control number</li> <li>Stamp "RELEASED" with date and time of release and affix signature on the approved Fact-finding investigation Report and endorsement</li> <li>Send approved Fact-finding investigation Report to the Regional Office</li> </ul>	<ul style="list-style-type: none"> <li>Fact-finding investigation Report and endorsement</li> <li>Outgoing Communications Logbook</li> </ul>
18	Records Officer - RO	Receive the fact-finding investigation	<ul style="list-style-type: none"> <li>Stamp "RECEIVED" on the fact-finding investigation report with date and time of receipt and affix signature</li> <li>Scan document and encode the details of the fact-finding investigation report in the Communication Tracking System (ComTrackS)</li> <li>Forward to ORD Secretary</li> </ul>	<ul style="list-style-type: none"> <li>Fact-finding investigation report</li> <li>ComTrackS / Incoming Communications Logbook</li> </ul>
19	ORD Secretary	Receive the fact-finding investigation report	<ul style="list-style-type: none"> <li>Attach routing slip to the fact-finding investigation report and forward to Regional Director</li> <li>Record details of the Fact-finding investigation Report in Incoming Communications Logbook</li> </ul>	<ul style="list-style-type: none"> <li>Fact-finding investigation Report</li> <li>Routing Slip</li> <li>Incoming Communication Logbook</li> </ul>
20	Regional Director	Assign Fact-finding investigation report	<ul style="list-style-type: none"> <li>Assign fact-finding investigation report to the Legal Officer and provide instructions in the routing slip</li> </ul>	<ul style="list-style-type: none"> <li>Fact-finding investigation Report</li> <li>Routing Slip</li> </ul>
21	ORD Secretary	Forward Fact-finding investigation Report	<ul style="list-style-type: none"> <li>Forward Fact-finding investigation Report</li> <li>to Legal Officer and record the date and time when delivered</li> </ul>	<ul style="list-style-type: none"> <li>Fact-finding investigation Report</li> <li>Routing Slip</li> <li>Outgoing Communication Logbook</li> </ul>

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# QUALITY PROCEDURE (QP)

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
22	Legal Officer	Prepare draft Fact-finding investigation Report	<ul style="list-style-type: none"> <li>• Prepare draft Fact-finding investigation Report</li> <li>• Forward draft Fact-finding investigation Report to ARD for review</li> </ul>	<ul style="list-style-type: none"> <li>• Fact-finding investigation Report</li> <li>• Routing Slip</li> <li>• Draft Fact-finding investigation Report</li> </ul>
23	ARD	Initial review of draft Fact-finding investigation Report	<ul style="list-style-type: none"> <li>• Conduct initial review of the draft Fact-finding investigation Report</li> </ul>	<ul style="list-style-type: none"> <li>• Routing Slip</li> <li>• Draft fact-finding investigation Report</li> </ul>
24	Legal Officer	Incorporate correction	<ul style="list-style-type: none"> <li>• Incorporate correction, if any</li> <li>• Forward the draft Fact-finding investigation Report to ARD</li> </ul>	<ul style="list-style-type: none"> <li>• Routing Slip</li> <li>• Draft Fact-finding investigation Report</li> </ul>
25	ARD	Final review of draft Fact-finding investigation Report and recommend approval	<ul style="list-style-type: none"> <li>• Conduct final review of the draft Fact-finding investigation Report</li> <li>• Recommend approval or revision</li> <li>• *if for approval, forward to RD</li> <li>• *if for revision, go back to Step 19</li> </ul>	<ul style="list-style-type: none"> <li>• Routing Slip</li> <li>• Draft Fact-finding investigation Report</li> </ul>
26	RD	Review and approve Compliance Report	<ul style="list-style-type: none"> <li>• If the Compliance Report acceptable, approve/sign the legal; otherwise, refer back to Steps 19 and 20</li> </ul>	<ul style="list-style-type: none"> <li>• Routing Slip</li> <li>• Fact-finding investigation Report</li> </ul>
27	Legal Officer	Assign control number	<ul style="list-style-type: none"> <li>• Assign control number</li> <li>• Photocopy approved Fact-finding investigation Report and forward to Records Officer for release</li> </ul>	<ul style="list-style-type: none"> <li>• Approved Fact-finding investigation Report</li> </ul>
28	Records Officer	Release Fact-finding investigation Report	<ul style="list-style-type: none"> <li>• Stamp "RELEASED" with date and time of release and affix signature on the approved Fact-finding investigation Report</li> <li>• Send approved Fact-finding investigation Report to requesting party with customer-satisfaction survey, copy furnished the endorsing party</li> </ul>	<ul style="list-style-type: none"> <li>• Approved Fact-finding investigation Report</li> <li>• Outgoing Communication</li> <li>• Logbook</li> <li>• Customer-satisfaction Survey</li> </ul>







# QUALITY PROCEDURE (QP)

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**QP-R13-ORD-39**

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
29	Process Owner	Retain record	<ul style="list-style-type: none"> <li>Retain all records generated in accordance with Control of Retained Documented Information Procedure and Masterlist of Records</li> </ul>	<ul style="list-style-type: none"> <li>Control of Retained Documented Information Procedure</li> <li>Masterlist of Records (FM-SP-R13-02-01)</li> </ul>

Prepared By	Reviewed By	Approved By
 <b>ATTY. ALLEN M. GASULAS</b> ATTY IV	 <b>DONALD A. SERONAY</b> OIC-Asst. Regional Director	 <b>LILIBETH A. FAMACION, CESO III</b> Regional Director
<b>Process Owner</b>	<b>Deputy QMR</b>	<b>Regional QMR</b>





DILG PROVINCIAL OFFICE OF \_\_\_\_\_  
**Conduct of Fact-Finding Investigation**  
**Process Summary Logsheet (PSL)**

QUALITY OBJECTIVE: 1) To endorse complaint or request; later to concerned FOU for conduct fact-finding investigation within 5 working days from receipt  
 2) To render report or reply to referring entity and/or complainant within 5 working days upon receipt of report from FOU  
 FREQUENCY OF MONITORING: Monthly  
 COVERED PERIOD: \_\_\_\_\_  
 DURING PERIOD OF SUBMISSION: \_\_\_\_\_  
 Legend:

Document Code: \_\_\_\_\_  
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No.	Control No.	Requesting Party	Date of request	Date received by PO Records Officer / Date Received by PM	Date of Endorsement /Date of Actual Release of Endorsement to LGOO	Date of Receipt of Report from FOU by PO Records Officer /Date Received by PM	Date of FPI Report / Date of Actual Release of FPI Report	Objective Results			Remarks/Particulars
								Met	Unmet	Remarks, if unmet	
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
Total								0	0	0	
Result											

Requested by:  
  
 ALVIN M. CASILLAS  
 Director/Investigator

Validated by:  
  
 DONALD ASERONAY  
 Auditor





Republic of the Philippines  
**Department of the Interior and Local Government**  
Region 13 (Caraga)

**MEMORANDUM**

**TO :** DILG-Provincial Director

**FROM :** **LILIBETH A. FAMACION, CESO III**  
Regional Director, DILG-CARAGA

**SUBJECT :** **FACT-FINDING INVESTIGATION**

**CONTROL NUMBER :**

**DATE :**

---

This refers to the attached Letter of \_\_\_\_\_, relative to his/her complaint against \_\_\_\_\_, other details of which are specified therein.

The issue/s presented in the complaint are/is as follows;

1. \_\_\_\_\_
2. \_\_\_\_\_

Kindly **verify/validate** the above issue/s and submit your **report and recommendations** to this level within **Ten (10) days** from receipt of hereof.

On account thereto, the following documents are hereby endorsed;

1. Complaint
2. Complaint's Annexes

For communication tracking purposes, please use the **required forms**.

Thank you and Warm Regards.

**"Matino, Mahusay at Maaasahan"**



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Republic of the Philippines  
Department of the Interior and Local Government  
Region 13 (Caraga)

**MEMORANDUM**

**TO** : Local Government Operations Officer

**FROM** : Provincial Director

**SUBJECT** : **FACT-FINDING INVESTIGATION**

**CONTROL NUMBER** :

**DATE** :

---

This refers to the attached **Memorandum** of Regional Director Lilibeth A. Famacion, CESO III, dated \_\_\_\_\_, relative to the complaint of \_\_\_\_\_ against \_\_\_\_\_.

Kindly **verify/validate** the stated **issue/s** and submit your **report and recommendations** to this level within **Seven (7) days** from receipt of hereof.

On account thereto, the following documents are hereby endorsed;

1. Memorandum from RO
2. Complaint
3. Complaint's Annexes

For communication tracking purposes, please use the **required forms**.

Thank you and Warm Regards.

**"Matino, Mahusay at Maaasahan"**

1559 Matimco Bldg., Km. 4 Libertad, Butuan City  
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Website: [www.caraga.dilg.gov.ph](http://www.caraga.dilg.gov.ph)



Republic of the Philippines  
**Department of the Interior and Local Government**  
Region 13 (Caraga)

**TRANSMITTAL**

**TO :** DILG-Provincial Director

**FROM :** Local Government Operations Officer

**SUBJECT :** **FACT-FINDING INVESTIGATION REPORT**

**CONTROL NUMBER :**

**DATE :**

---

This refers to the **Memorandum** of Regional Director Lilibeth A. Famacion, CESO III, relative to the complaint of \_\_\_\_\_ against \_\_\_\_\_.

After verification/investigation, I hereby respectfully transmit the following;

1. Fact-Finding Investigation Report
2. Relevant evidences gathered

As recommendation, the following actions should be taken:

- a. Issue Number 1
- b. Issue Number 2
- c. Issue Number 3

Thank you and Warm Regards.

**"Matino, Mahusay at Maaasahan"**



Republic of the Philippines  
**Department of the Interior and Local Government**  
 Region 13 (Caraga)

**FACT-FINDING INVESTIGATION REPORT**

**CONTROL NUMBER:**

**COMPLAINANT:**

**PERSON COMPLAINED OF:**

**FACTS ESTABLISHED:**

- a. First Issue
- b. Second Issue
- c. Third Issue

**"Matino, Mahusay at Maaasahan"**



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Republic of the Philippines  
**Department of the Interior and Local Government**  
Region 13 (Caraga)

**TRANSMITTAL**

**TO :** **LILIBETH A. FAMACION, CESO III**  
Regional Director, DILG-CARAGA

**FROM :**  
DILG-Provincial Director

**SUBJECT :** **FACT-FINDING INVESTIGATION REPORT**

**CONTROL NUMBER :**

**DATE :**

---

This refers to the **Memorandum**, dated \_\_\_\_\_, relative to the complaint of \_\_\_\_\_ against \_\_\_\_\_.

As a result of verification/investigation, I hereby respectfully transmit the following documents;

1. Fact-Finding Investigation Report
2. Transmittal From the MLGOO
3. Relevant evidences gathered

Thank you and Warm Regards.

**"Matino, Mahusay at Maaasahan"**

1559 Matimco Bldg., Km. 4 Libertad, Butuan City  
Tel. Nos.: (085) 342-2134, 341-1976, 342-2045

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Website: [www.caraga.dilg.gov.ph](http://www.caraga.dilg.gov.ph)



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

Document Code		
<b>QO-QP-R13-ORD-09</b>		
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<b>DIVISION/FOU</b>	ORD-Legal
<b>QUALITY PROCEDURE TITLE</b>	Conduct of Fact-Finding Investigation

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)			
	To endorse complaint or request letter to concerned FOU for conduct fact-finding investigation within 5 working days from receipt	80%	Total number of complaints or requests for fact-finding investigation endorsed to concerned FOU within 5 working days from receipt / Total number of complaints or request received	Monthly	Legal Officer	<ul style="list-style-type: none"> <li>• Endorsement Letter to Concerned FOU</li> <li>• Complaint / Request Letter</li> <li>• PSL</li> </ul>

THIS DOCUMENT IS CONTROLLED AND NOT TO BE REPRODUCED WITHOUT AUTHORIZATION







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

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<b>QO-QP-R13-ORD-59</b>		
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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)			
	To render report or reply to referring entity and/or complainant within 5 working days upon receipt of report from FOU	80%	Total number of reports or reply to referring entity and/or complainant redereed within 5 working days upon receipt of report from FOU / Total Number of report from FOU received	Monthly	Legal Officer	<ul style="list-style-type: none"> <li>Report or reply Letter to referring entity or complainant</li> <li>Fact-finding investigation report from FOU</li> <li>PSL</li> </ul>

Prepared By	Reviewed By	Approved By
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Process Owner	Deputy QMR	Deputy QMR

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DILG REGION XIII (CARAGA)  
**PROCESS QUALITY MONITORING  
 AND EVALUATION (QME)**

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<b>DIVISION/FOU</b>	ORD-Legal													
<b>PROCEDURE TITLE</b>	Conduct of Fact-Finding Investigation													
<b>OBJECTIVE STATEMENT</b>	1. To endorse complaint or request letter to concerned FOU for conduct fact-finding investigation within 5 working days from receipt 2. To render report or reply to referring entity and/or complainant within 5 working days upon receipt of report from FOU													
<b>CURRENT PERIOD</b>														
<b>INDICATORS</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>	
<b>1. Objective 1: 80% of complaint or request letter endorsed to concerned FOU for conduct fact-finding investigation within fifteen working days from receipt</b>														
A	Total number of complaints or requests for fact-finding investigation endorsed to concerned FOU within 5 working days from receipt													
B	Total number of complaints or request received													
C	Formula: $\frac{A}{B} \times 100$ Target Result: 80%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													
<b>Objective 2: 80% of report or reply to referring entity and/or complainant made within 15 working days upon receipt of report from FOU</b>														
A	Total number of complaints or requests for fact-finding investigation endorsed to concerned FOU within 5 working days from receipt													
B	Total number of complaints or request received													
C	Formula: $\frac{A}{B} \times 100$ Target Result: 80%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													
<b>Objective 3:</b>														
A														
B														
C	Target result													

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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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