



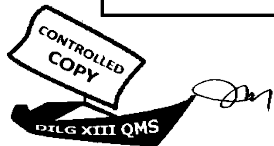
Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (CARAGA)
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 caraga.dilg.gov.ph

Document Code		
FM-SP-R13-01A-01		
Rev. No.	Eff. Date	Page
00	10-16.17	1 of 2

Name of Division/FOU:


MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Request for Certification for Service Rendered by Local official for Application for CSC Eligibility							
QP-R13-LGMED-30	Request for Certification for Service Rendered by Local official for Application for CSC Eligibility Quality Procedure	10.16.17	04.20.20	01.04.21			
QO-QP-R13-LGMED-30	Request for Certification for Service Rendered by Local official for Application for CSC Eligibility Quality Objective	10.16.17	01.04.21				
QME-QP-R13-LGMED-30	Request for Certification for Service Rendered by Local official for Application for CSC Eligibility Quality Monitoring and Evaluation	10.16.17	01.04.21				
FM-QP-R13-LGMED-30-01	Request for Certification for Service Rendered by Local official for Application for CSC Eligibility Process Summary Logsheets	10.16.17	01.04.21				
FM-QP-R13-LGMED-30-02A	Checklist for the Request for Certification for Service Rendered by Local official for Application for CSC Eligibility (For C/MLGOO)	03.16.20	01.04.21				
FM-QP-R13-LGMED-30-02B	Checklist for the Request for Certification for Service Rendered by Local official for Application for CSC Eligibility (For Provincial Office)	03.16.20	01.04.21				



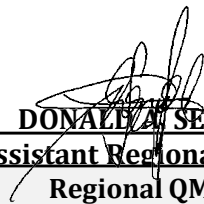
DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
FM-QP-R13-LGMED-30-02C	Checklist for the Request for Certification for Service Rendered by Local official for Application for CSC Eligibility (For Regional Office)	03.16.20	01.04.21				
FM-R13-SP-06-01	CSS Form	10.16.17	02.04.19	11.16.20			
FM-R13-SP-06-02	CSS Summary Logsheets	10.16.17	11.16.20				
FM-R13-SP-06-03	Service Quality Dimension Analysis	11.16.20					

Prepared By

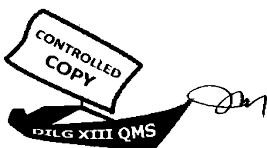


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DILG – REGION XIII (CARAGA)
**QUALITY
 PROCEDURE (QP)**

Document Code
QP-R13-LGMED-30

Rev. No.	Eff. Date	Page
02	01.04.21	1 of 4

PROCEDURE TITLE	Request for Certification for Service Rendered by Local official for Application for CSC Eligibility	
SCOPE	This process starts from the receipt of request from the Local Officials in the C/MLGOO, Provincial Office and Regional Level up to the issuance of Regional Office's Certificate of Services Rendered for CSC Eligibility	
PURPOSE	To define the process of facilitating the request of Local Official for Certificate of Services Rendered in accordance with existing CSC rules and regulations.	
PROCESS DESCRIPTION		
INPUT	PROCESS	OUTPUT
Requesting Local Official Documentary Requirements CSS Form	Processing of Local Official Request for Certificate of Services Rendered for CSC Eligibility	Certificate of Services Rendered of Local Official Accomplished CSS Form
DESCRIPTIVE STATEMENT: The requesting Local Official shall request and submit their supporting documents to the C/MLGOO, Provincial Focal Person and Regional Focal Person for validation of its compliance on CSC Policies for the Issuance of Certificate of Services Rendered for CSC Eligibility.		

Step No.	Responsible Personnel	Process/Activity	Details	References
A. City/Municipal Level				
1	C/MLGOO	Receive the request for the Issuance of Certification of Services Rendered of Local Official	Receive and record request for Issuance of Certification of Services Rendered of Local Official along with the complete documentary requirements	Request from Local Official with supporting documents Receiving Logbook
2	C/MLGOO	Review documentary requirements and verify records of the Local Official	Check the completeness of the required supporting documents Verify and check records of Official in the Master list/ELOPD	FM-QP-R13-LGMED-30-02A Masterlist/ELOPD
3	C/MLGOO	Act on the Request	If the documentary requirements are found complete and verified, prepare and sign the Certification of Services Rendered of Officials using the prescribed form by CSC and Masterlist per Term If the Certification is issued, advise the client to secure Provincial and Regional Certification.	CSC SME Form 1, March 2013
4	C/MLGOO	Administration on the Customer Satisfaction Survey	At the end of the transaction, advise client to	Systems Procedure Administration of External Client





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

Document Code		
QP-R13-LGMED-30		
Rev. No.	Eff. Date	Page
02	01.04.21	2 of 4

Step No.	Responsible Personnel	Process/Activity	Details	References
			accomplish the Customer Satisfaction Survey Form	Satisfaction Survey (R13-SP-06)
5	C/MLGOO	Retain Records	Retain records in accordance with Control Records procedure	Signed Certification of Services Rendered with supporting documents
B. Provincial Level				
6	Receiving Clerk	Assist the requesting party	Accept the signed Certificate of Services Rendered of the Local Official by the C/MLGOO with the complete supporting documents Forward to the Focal Person	Signed Certification of Services Rendered of Local Official by C/MLGOO with supporting documents
7	Focal Person	Review documentary requirements and verify records of Local Official	Check the completeness of the supporting documents including the issued Certification of Services Rendered by C/MLGOO. Verify and check records of the Local Official in the Masterlist/ELOPD.	FM-QP-R13-LGMED-30-02B Masterlist/ELOPD
8	Focal Person	Act on the Request	If the documentary requirements are found correct and validated, prepare the Certification of Services Rendered for approval of the Provincial Director or duly authorized officials Prepare the Certification of Services Rendered of Local Official using the prescribed form and forward the same requirements to the Provincial Director/ duly Authorized Official	CSC SME Form 1, March 2013
9	Provincial Director/ Duly Authorized Official	Sign the Certification	Sign the Certification of Services Rendered of the Local Official Forward to the Focal Person	Signed Certification
10	Focal Person	Issue Certification	Issue the Certification duly signed by Provincial Director and stamp the same with DILG dry Seal. If the Certification is issued, advise the Local Official to	Signed Certification





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

Document Code
QP-R13-LGMED-30

Rev. No.	Eff. Date	Page
02	01.04.21	3 of 4

Step No.	Responsible Personnel	Process/Activity	Details	References
			secure Regional Certification.	
11	Focal Person	Administration on the Customer Satisfaction Survey	At the end of the transaction, advise client to accomplish the Customer Satisfaction Survey Form	Systems Procedure Administration of External Client Satisfaction Survey (R13-SP-06)
12	Focal Person	Retain Records	Retain records in accordance with Control Records procedure	Signed Certification of Services Rendered issued by C/PD/ Duly Authorized Official with supporting documents
C. Regional Level				
13	Receiving Officer	Assist the requesting party	Assist client and indorse to Focal Person	Signed Certification of Services Rendered of the Local Official by C/MLGOO and PD with supporting documents
14	Focal Person	Review documentary requirements and verify records of the Local Official	Review the completeness of the required documents and check and verify the records of requesting party; if found correct and complete, stamp receive on one of the supporting documents Verify and check records of Local Officials in the Masterlist/ ELOPD	FM-QP-R13-LGMED-30-02C Masterlist/ELOPD
15	Focal Person	Act on the Request	If the documentary requirements are found correct and validated, prepare the Certification of Services Rendered of the SP/SB Member using the prescribed form by CSC, for approval of the Regional Director or duly authorized officials Forward the Certification of Services Rendered using the prescribed form and requirements to the Regional Director/ duly Authorized Official	CSC SME Form 1, March 2013
16	Regional Director/ Duly	Sign the Certification	Sign the Certification of Services Rendered of Local Official	Signed Certification of Services





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

Document Code
QP-R13-LGMED-30

Rev. No.	Eff. Date	Page
02	01.04.21	4 of 4

Step No.	Responsible Personnel	Process/Activity	Details	References
	Authorized Official		Forward to the Focal Person	Rendered of the Local Official
17	Focal Person	Issue Certification	Issue the Certification duly signed by Regional Director/Duly Authorized Official and stamp with DILG seal.	Signed Certification of Services Rendered
18	Focal Person	Administration on the Customer Satisfaction Survey	At the end of the transaction, advise client to accomplish the Customer Satisfaction Survey Form	Systems Procedure Administration of External Client Satisfaction Survey (R13-SP-06)
19	Focal Person	Retain Records	Retain records in accordance with Control Records procedure and the Masterlist of Records	Signed Certification of Services Rendered by RD/ Duly Authorized Official with supporting documents

Legal References:

- RA 10156
- CSC MC No. 12, s.2013

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		 LILIBETH A. FAMACION, CESO III Regional Director Top Management





DILG REGION XIII (CARAGA)

QUALITY OBJECTIVE (QO)

Document Code		
QO-QP-R13-LGMED-30		
Rev. No.	Eff. Date	Page
01	01.04.21	1 of 2

DIVISION/FOU	Local Government Monitoring and Evaluation Division (LGMED)
QUALITY PROCEDURE TITLE	Request for Certification for Service Rendered by Local official for Application for CSC Eligibility

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 Local Official Request for Certification to Support Application for Civil Service Eligibility	Timely issuance of Certification of Local Official Request for Certification to Support Application for Civil Service Eligibility within the day upon receipt of request	80%	Total number of Request for Certification Local Official Request for Certification to Support Application for Civil Service Eligibility acted within the day (A)/ total number of Request for Certification Local Official Request for Certification to Support Application for Civil Service Eligibility received (B) =(A/B) x 100%	Quarterly	Process Owner	SM Eligibility Process Summary Logsheet





QUALITY OBJECTIVE (QO)

Document Code		
QO-QP-R13-LGMED-30		
Rev. No.	Eff. Date	Page
01	01.04.21	2 of 2

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 Local Official Request for Certification to Support Application for Civil Service Eligibility	Percentage of clients rated the service rendered at least "Satisfactory or a rating scale of '3' "	At least 80% of the clients gave a rating of 3 or above after completion of the transaction	<ul style="list-style-type: none"> Total number of clients that availed the service rated at least satisfactory <p>*5=Excellent 4-4.9=Very Satisfactory 3-3.9=Satisfactory 2-2.9= Fair 1-1.9= Poor</p>	Quarterly	Process Owner	R13-SP-06

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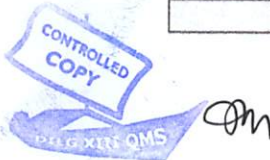


DILG REGION XIII (CARAGA)
**PROCESS QUALITY MONITORING
 AND EVALUATION (QME)**

Document Code		
QME-QP-R13-LGMED-30		
Rev. No.	Eff. Date	Page
01	01.04.21	1 of 1

DIVISON/FOU	Local Government Monitoring and Evaluation Division (LGMED)				
PROCEDURE TITLE	Request for Certification for Service Rendered by Local official for Application for CSC Eligibility				
OBJECTIVE STATEMENT	1. Timely issuance of certification of Local Official Request for Certification to Support Application for Civil Service Eligibility within the day upon receipt of request 2. Percentage of clients rated the service rendered at least "Satisfactory or a rating scale of '3' "				
CURRENT PERIOD					
INDICATORS	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Objective 1: 80% of received Documents acted upon within 1 working day upon receipt.					
A	Total no. of documents acted upon within 1 day upon receipt				
B	Total No. of Documents 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				
Objective 2: 80% of the total number of clients availed the service gave a rating of at least satisfactory.					
A	Total no. of clients gave a rating of least satisfactory				
B	Total no. of clients who availed the services				
C	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 Action Report (CAR) duly signed by the DILG-XIII Deputy QMR.					

Prepared By	Reviewed By	Approved By
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		 LILIBETH A. FAMACION, CESO III Regional Director Top Management





DILG REGION XIII (CARAGA)

REQUEST FOR CERTIFICATION FOR SERVICE RENDERED BY LOCAL OFFICIAL FOR APPLICATION FOR CSC ELIGIBILITY
Process Summary Logsheet (PSL)

Document Code		
FM-QP-R13-LGMED-30-01		
Rev. No.	Eff. Date	Page
01	01.04.21	1 of ___

QUALITY OBJECTIVE: 1) Timely issuance of certification of Local Official Request for Certification to Support Application for Civil Service Eligibility within the day upon receipt of request
 2) Percentage of clients rated the service rendered at least "Satisfactory or rating of '3' "

FREQUENCY OF MONITORING: Quarterly

COVERED PERIOD:

Due Date of Submission:

Legend:

No.	Name	LGU	Date of Receipt	Date of Issuance	Objective Results (1)			CSS Rating	Objective Results (2)			Remarks/ Particulars
					Met	Unmet	Remarks, if unmet		Met	Unmet	Remarks, if unmet	
1												
2												
3												
4												
5												
6												
7												
8												
9												

Total

Prepared By	
NAME:	<i>M. Piedad</i> MARIZ A. PIEDAD
	Regional Focal Person
	Process Owner

Reviewed By	
NAME	<i>Ray Gregory F. Jabanilla</i> RAY GREGORY F. JABANILLA
	Division Chief/Immediate Supervisor
	Division Chief

Noted By	
NAME	<i>Donald A. Seronay</i> DONALD A. SERONAY
	Asst. Regional Director
	Regional QMR





Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
Region XIII (Caraga)

Document Code		
FM-QP-R13-LGMED-30-02B		
Rev. No.	Eff. Date	Page
01	01.04.21	1 of 1

Checklist for the Request for Certification for Service Rendered by Local official for Application for CSC Eligibility
(For Provincial Office)

Who may avail	All Sanggunian Members (PCM) who served on aggregate of 6 years, complete at least 72 units leading to bachelor's degree (first level eligibility) or an aggregate of 9 years having completed baccalaureate degree (2nd level eligibility). (both should start in 1991) (Can avail the service in the Provincial and Regional DILG Office)	
NAME OF LOCAL OFFICIAL		
LGU		
DOCUMENTARY REQUIREMENTS (Per RA 10156, CSC Resolution No. 1300486 dated March 3, 2013, and CSC Memorandum Circular No. 12 series of 2013)	COMPLETE	INCOMPLETE
Sanggunian Member First Level Eligibility:		
1. Certification from C/MLGOO (CSC SME Form 1, March 2013)		
2. Original/Certified True Copy of Oath of Office for 2 Terms		
3. Authenticated copy of Birth Certificate and Marriage Contract (if applicable)		
4. Master list per term signed by C/MLGOO		
Sanggunian Member Second Level Eligibility:		
1. Certification from C/MLGOO ((CSC SME Form 1, March 2013)		
2. Original/Certified True Copy of Oath of Office for 3 Terms		
3. Authenticated copy of Birth Certificate and Marriage Contract (if applicable)		
4. Master list per term signed by C/MLGOO		
DATE RELEASED		

Prepared By		Reviewed By		Approved By	
 MARIZ A. PIEDAD Regional Focal Person		 DONALD A. SERONAY Asst. Regional Director		 LILIBETH A. FAMACION, CESO III Regional Director	
Process Owner	Division Chief/Next Higher Supervisor	Regional QMR	Top Management		







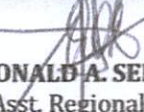

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
Region XIII (Caraga)

Document Code		
FM-QP-R13-LGMED-30-02C		
Rev. No.	Eff. Date	Page
01	01.04.21	1 of 1

Checklist for the Request for Certification for Service Rendered by Local official for Application for CSC Eligibility
(For Regional Office)

Who may avail	All Sanggunian Members (PCM) who served on aggregate of 6 years, complete at least 72 units leading to bachelor's degree (first level eligibility) or an aggregate of 9 years having completed baccalaureate degree (2nd level eligibility). (both should start in 1991) (Can avail the service in the Provincial and Regional DILG Office)	
NAME OF LOCAL OFFICIAL		
LGU		
DOCUMENTARY REQUIREMENTS (Per RA 10156, CSC Resolution No. 1300486 dated March 3, 2013, and CSC Memorandum Circular No. 12 series of 2013)	COMPLETE	INCOMPLETE
Sanggunian Member First Level Eligibility:		
1. Certification from C/MLGOO (CSC SME Form 1, March 2013)		
2. Certification from PO (CSC SME Form 1, March 2013)		
3. Original/Certified True Copy of Oath of Office for 2 Terms		
4. Authenticated copy of Birth Certificate and Marriage Contract (if applicable)		
5. Dry Sealed Master list per term signed by C/MLGOO		
Sanggunian Member Second Level Eligibility:		
1. Certification from C/MLGOO (CSC SME Form 1, March 2013)		
2. Certification from PO (CSC SME Form 1, March 2013)		
3. Original/Certified True Copy of Oath of Office for 3 Terms		
4. Authenticated copy of Birth Certificate and Marriage Contract (if applicable)		
5. Dry Sealed Master list per term signed by C/MLGOO		
DATE RELEASED		



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Process Owner	Division Chief/Next Higher Supervisor	Regional QMR	Top Management

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 QMS
