




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

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of Technical Assistance for the Implementation of Community-Based Monitoring System (CBMS)							
	CBMS Guidelines/ References	10.16.17					
FM-QP-BLGD-LDPD-33-02A	Post-Activity Evaluation Form (Orientation Briefing)	10.16.17					
FM-QP-BLGD-LDPD-33-02B	Post-Activity Evaluation Form (CBMS Module 1)	10.16.17					
FM-QP-BLGD-LDPD-33-02C	Post-Activity Evaluation Form (CBMS Module 2)	10.16.17					
FM-QP-BLGD-LDPD-33-02D	Post-Activity Evaluation Form (CBMS Module 3)	10.16.17					
FM-QP-BLGD-LDPD-33-02E	Post-Activity Evaluation Form (CBMS Module 4)	10.16.17					
	Miscellaneous (CBMS Guidelines, LGU Request, and other CBMS Communication)						

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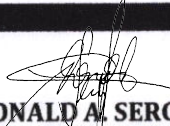
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Name of Division/FOU: **LGMED**

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of Technical Assistance for the Implementation of Community-Based Monitoring System (CBMS)							
QP-R13-LGMED-26	Quality Procedure	10.16.17					
QO-QP-R13-LGMED-26	Quality Objective	10.16.17					
QME-QP-R13-LGMED-26	Quality Monitoring and Evaluation	10.16.17					
FM-QP-R13-LGMED-26-01	Process Summary Logsheets	10.16.17					
FM-R13-SP-06-01	CSS Summary Matrix	10.16.17					
FM-R13-SP-06-02	CSS Form	10.16.17					
FM-R13-SP-06-03	CSS Summary Logsheets	10.16.17					
FM-R13-SP-06-04	CSS Monitoring Logsheets	10.16.17					

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QUALITY PROCEDURE (QP)

PROCEDURE TITLE	PROVISION OF TA TO LGUs ON CBMS
SCOPE	This process starts from the receipt of request for technical assistance on CBMS to the actual conduct of the technical assistance inclusive of the administration of customer satisfaction survey.
PURPOSE	To standardize the provision of technical assistance on the implementation of CBMS to requesting LGUs region wide.
PROCESS DESCRIPTION	
INPUT	PROCESS
Requesting LGU → Request letter	<div style="border: 1px solid black; padding: 10px; display: inline-block;"> CBMS </div>
	<div style="display: flex; align-items: center;"> <div style="margin-right: 20px;"> CSS Result/ Post Training Report </div> <div style="font-size: 24px;">→</div> <div style="margin-left: 20px;"> Central Office </div> </div>
DESCRIPTIVE STATEMENT: The process starts from the receipt of the C/MLGOO from the city/municipality request letter for technical assistance on CBMS. Upon evaluation of the request, it will be acted upon by the concerned division for the preparation and conduct of TA on CBMS inclusive of the administration of the customer satisfaction survey. The consolidated survey result will be forwarded to the Central Office.	

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	C/MLGOO	Receive and indorse request of LGU for CBMS TA	<ul style="list-style-type: none"> Receive request for provision of TA for CBMS Endorsed Letter of Intent to Regional Office through concerned Provincial Office for provision of list of requirement and CBMS MOA template to be accomplished by the concerned LGU Refer further to CBMS Provincial Focal Person or Regional Focal Person for briefing on CBMS particulars Once CBMS documentray requirements submitted to DILG City/Municipal office, check for its completeness and appropriateness. If found complete and appropriate, indorse to the Provincial Office; else communicate noted deficiencies to the 	<ul style="list-style-type: none"> Request for CBMS TA CBMS TA Log Sheet Indorsement



QUALITY PROCEDURE (QP)

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<p>requesting LGU for appropriate action.</p> <p>Note: Supporting documents should include CBMS Memorandum of Agreement (MOA), Sanggunian Resolution, and Work and Financial Plan (WFP)</p> <ul style="list-style-type: none"> Record the request in the CBMS TA Log Sheet. 	
2	Provincial Records Officer	Receive and record request for CBMS TA	<ul style="list-style-type: none"> Receive and record request for CBMS TA Forward to PD for assignment to Focal Person 	<ul style="list-style-type: none"> Incoming Logbook Indorsement together with LGU request and supporting documents
3	Provincial Focal Person	Verify and evaluate LGU request	<ul style="list-style-type: none"> Verify completeness and appropriateness of CBMS documentary requirements. If found complete and appropriate, check on the availability of the schedule; else communicate noted deficiencies to the provincial office. Prepare endorsement on letter request by LGU for the conduct of CBMS (modular) TA with attached required documents. 	<ul style="list-style-type: none"> Indorsement letter together with LGU request and supporting documents CBMS TA Log Sheet Letter-request Indorsement letter Letter-request
4	Regional, Records Personnel	Receive, record and route indorsement for CBMS TA	<ul style="list-style-type: none"> Receive, record and route indorsement for CBMS (modular) TA in accordance to the Records Management Procedure 	<ul style="list-style-type: none"> Indorsement letter with LGU request and supporting documents
5	Regional CBMS Focal Person	Review request and documentary requirements	<ul style="list-style-type: none"> Check completeness and appropriateness of CBMS documentary requirements. If found complete and appropriate, seek recommending approval of the MOA by the 	<ul style="list-style-type: none"> Request for CBMS TA CBMS TA log Sheet



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QUALITY PROCEDURE (QP)

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<p>LGMED Chief to facilitate signing by the Regional Director; accomplish CBMS online request forms of the LGU; attach MOA signed by the concerned Local Chief Executive and Regional Director using the Online link provided by the CBMS Network Team; else, communicate noted deficiencies to the concerned province.</p> <ul style="list-style-type: none"> • Upon availability of CBMS forms/software applications from CBMS National Network Team, gadgets and materials, DILG and the LGU mutually agree the date/s of conduct of CBMS (modular) TA/s. • Coordinate and prepare communication to Provincial Office for directive to assign certain CBMS Oriented LGOOs under his/ her supervision in the facilitation and conduct of CBMS (modular) TA. Or if there is none available prepare request through the Regional Office, for possible assistance/ augmentation of said LGOOs from nearer field offices as in the case if the Regional and concerned Provincial Focal Person is not available on the scheduled date of (modular) TA. • Prepare letter / notice to the requesting LGU for the finality in the conduct of CBMS (modular) TA. • If there are no available 	<ul style="list-style-type: none"> • Letter-reply • Letter-request



QUALITY PROCEDURE (QP)

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			trainers in the region, prepare indorsement letter to Central Office and letter-reply to the requesting LGU	
6	Assigned CBMS trainer	Prepare for the Conduct of TA	<ul style="list-style-type: none"> Prepare the necessary administrative documents for the conduct of CBMS (modular) TA as appropriate (Memorandum, Travel Order, and Request for Cash Advance and others as applicable) and the updated/latest CBMS TA Module/s. 	<ul style="list-style-type: none"> Applicable administrative documents CBMS TA Module/s
7	Assigned CBMS trainer	Conduct CBMS (modular) TA	<ul style="list-style-type: none"> Conduct the requested CBMS Modular Training as follows: <ul style="list-style-type: none"> Conduct of Modular Trainings Module I - Data Collection Module II - Data Processing and Map Digitizing Community Validation Module III - Planning and Budgeting using CBMS Data Module IV - Community Development Plan (CDP) Formulation 	<ul style="list-style-type: none"> CBMS Module/s
8	Assigned CBMS trainer	Administer Customer Satisfaction Survey	<ul style="list-style-type: none"> Administer the Customer Satisfaction Survey to the participants at the end of CBMS TA Consolidate the Customer Satisfaction Survey Result. 	<ul style="list-style-type: none"> Customer Satisfaction Survey Form
9	Assigned CBMS trainer	Maintain Records	<ul style="list-style-type: none"> Update CBMS TA Log Sheet. Prepare and submit reports using external forms Retain records in accordance with the 	<ul style="list-style-type: none"> CBMS TA Log Sheet Control of Retained Documented Information



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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			Procedure on the Control of Retained Documented Information and Master List of Records.	• Mastelist of Records
10	Regional Focal Person	Submission of Reports to CO	<ul style="list-style-type: none"> • Consolidate report submitted by Assigned CBMS Trainers • Prepare transmittal • Division Chief review/edit and countersign • RD/ORD approves • RFP scan and send e-copy of reports with transmittal to BLGD email address • Retain records in accordance with the Procedure on the Control of Retained Documented Information and Master List of Records. 	•

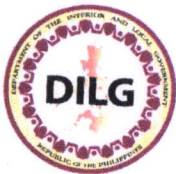
References:

- CBMS Module/s

Records:

- CBMS Module/s
- CBMS TA Log Sheet
- Customer Satisfaction Survey Result

 VINCENT ANGELO M. BALANSAG Regional Focal Person	 RAY GREGORY F. JARANILLA Chief, LGMED	 DONALD A. SERONAY OIC-Asst. Regional Director	 LIBETH 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	PROVISION OF TA TO LGUs ON CBMS

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)			
Provision of Technical Assistance on the implementation of Community-Based Monitoring System (CBMS) to requesting LGUs region wide	Timely response to request for TA for CBMS modular training (within 10 working days from receipt): C/MLGOO=3 days PO = 3 days RO = 4 days	80% of received requests	Total number of replies issued within 10 working days from receipt of request/ Total no. of requests received - Total no. requests received not yet due x 100%	Quarterly	Provincial Focal Person Regional Focal Person	CBMS TA Logsheet
	80% of CBMS Modular Training's Clients Satisfaction Survey (Activity Feedback Form) rated 3 and above.	80% of TAs provided	Total number of TAs with 80% Clients Satisfaction Survey (Activity Feedback Form) received with rating of satisfactory (3) and above (4,5) / Total Number of TAs conducted x 100			CSS Summary Log Sheet

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Process Owner	Division Chief	Regional QMR	Top Management



DILG REGION XIII (CARAGA)

PROCESS QUALITY MONITORING AND EVALUATION (QME)

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DIVISION/FOU	LGMED												
PROCEDURE TITLE	Provision of Technical Assistance for the implementation of Community Based Monitoring System												
OBJECTIVE STATEMENT	1. 80% of received requests, issued reply within 10 working days upon receipt. 2. 80% of CBMS Modular Clients Satisfaction Survey (Activity Feedback Form) received, rated 3 and above.												
CURRENT PERIOD													
INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Objective 1: 80% of received requests, issued reply within 10 working days upon receipt													
1.A. C/MLG00 (3 Days)													
A	Total no. of request acted upon the prescribed period upon receipt from LGU												
B	Total no. of request received												
C	Total no. of request received not yet due												
D	Formula: $(A/(B-C)) \times 100$ Target Result: 80%												
E	Gap Analysis: Put your analysis in case the objective is not met.												
1.B. PO (3 Days)													
A	Total no. of request acted upon the prescribed period upon receipt from C/MLG00												
B	Total no. of requests received.												
C	Total no. of requests received not yet due												
D	Formula: $(A/(B-C)) \times 100$ Target Result: 80%												
E	Gap Analysis: Put your analysis in case the objective is not met.												
1.C. RO (4 Days)													
A	Total no. of replies issued within 4 working days from receipt of request from the PO												
B	Total no. of requests received												
C	Total no. of requests received not yet due												
D	Formula: $(A/(B-C)) \times 100$ 100												
E	Gap Analysis: Put your analysis in case the objective is not met.												



DILG REGION XIII (CARAGA)

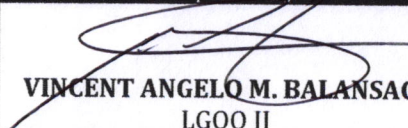
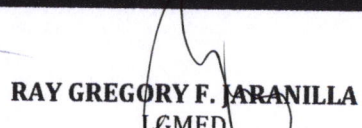
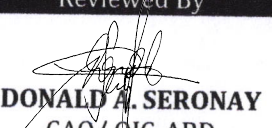
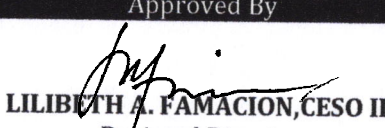
PROCESS QUALITY MONITORING AND EVALUATION (QME)

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Objective 2: All conducted TAs for CBMS Trainings have 80% Clients Satisfaction Survey (Activity Feedback Form) received with an average rating of 3 and above

A	Total number of TAs with 80% Clients Satisfaction Survey (Activity Feedback Form) received with an average rating of 3 and above.													
B	Total Number of TAs conducted													
C	Formula : (A/B)x10 Target: 80%													
D	Gap Analysis: Put your analysis in case the objective is not met.													

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

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Process Owner	Division Chief	Regional QMR	Top Management



QUALITY OBJECTIVE:

- 1) 80% of recieved request for TA on CBMS timely responded within 10 working days upon receipt.
2) 80% of CBMS Modular Clients Satisfaction Survey (Activity Feedback Form) rated 3 and above

FREQUENCY OF MONITORING:

COVERED PERIOD:

Due Date of Submission:

Legend:

Document Code

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