



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 Capability and Development Division
 QUALITY PROCEDURE TITLE: PROVISION OF TA TO LGUs ON CBMS

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of Technical Assistance on 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 & Evaluation	10.16.17					
FM-QP-R13-LGMED-26-01	Process Summary Logsheet	10.16.17					

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Name of Division/FOU: **Local Government Monitoring and Evaluation Division**

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 Guidelines						
	Post-Activity Evaluation form (Orientation Briefing)						
	Post-Activity Evaluation form (CBMS Module 1)						
	Post-Activity Evaluation form (CBMS Module 2)						
	Post-Activity Evaluation form (CBMS Module 3)						
	Post-Activity Evaluation form (CBMS Module 4)						
	CSS Monitoring Log Sheet (CBMS Module 1)						
	CSS Monitoring Log Sheet (CBMS Module 1)						
	CSS Monitoring Log Sheet (CBMS Module 1)						
	CSS Monitoring Log Sheet (CBMS Module 1)						

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Name of Division/FOU: **Local Government Monitoring and Evaluation Division**

MASTERLIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
Provision of Technical Assistance for the Implementation of Community-Based Monitoring System									
	LGU Requests	NMO Amon	CBMS Steel Cabinet	LGU Requests	Sequential (Latest on top)	2	2	4	Shredding/ Re-use
	CBMS Guidelines	NMO Amon	CBMS Steel Cabinet	CBMS Guidelines	Sequential	2	2	4	Shredding/ Re-use
	CBMS TA Log Sheet	NMO Amon	CBMS Steel Cabinet	CBMS TA Log Sheet	Sequential	2	2	4	Shredding/ Re-use
	CSS Monitoring Log Sheet (Orientation Briefing)	NMO Amon	CBMS Steel Cabinet	CSS Monitoring Log Sheet (Orientation Briefing)	Sequential	2	2	4	Shredding/ Re-use
	CSS Monitoring Log Sheet (CBMS Module 1)	NMO Amon	CBMS Steel Cabinet	CSS Monitoring Log Sheet (CBMS Module 1)	Sequential	2	2	4	Shredding/ Re-use
	CSS Monitoring Log Sheet (CBMS Module 2)	NMO Amon	LG/CDD CBMS Steel Cabinet	CSS Monitoring Log Sheet (CBMS Module 2)	Sequential	2	2	4	Shredding/ Re-use
	CSS Monitoring Log Sheet (CBMS Module 3)	NMO Amon	LG/CDD CBMS Steel Cabinet	CSS Monitoring Log Sheet (CBMS Module 3)	Sequential	2	2	4	Shredding/ Re-use
	CSS Monitoring Log Sheet (CBMS Module 4)	NMO Amon	LG/CDD CBMS Steel Cabinet	CSS Monitoring Log Sheet (CBMS Module 4)	Sequential	2	2	4	Shredding/ Re-use
	Process QME	NMO Amon	LG/CDD CBMS Steel Cabinet	Process QME	Sequential	2	2	4	Shredding/ Re-use
	Post-Activity Evaluation Form (CBMS Orientation Briefing)	NMO Amon	CBMS Steel Cabinet	Post-Activity Evaluation Forms	Sequential	2	2	4	Shredding/ Re-use
	Post-Activity Evaluation Form (CBMS module 1)								
	Post-Activity Evaluation Form (CBMS module 2)								
	Post-Activity Evaluation Form (CBMS module 3)								
	Post-Activity Evaluation Form (CBMS module 4)								

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 LGOO VI
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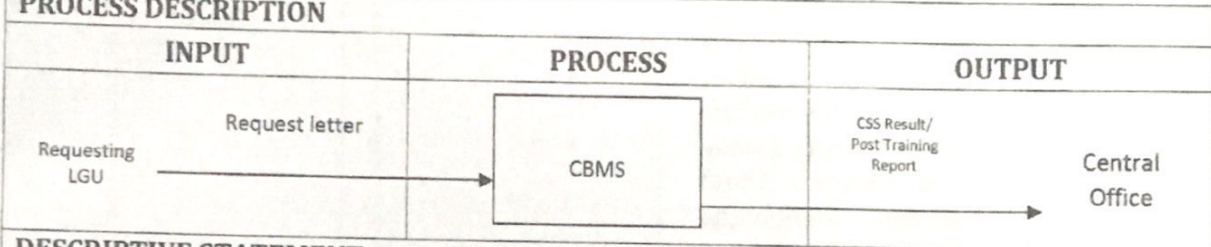


DILG - REGION XIII (CARAGA)
**QUALITY
 PROCEDURE (QP)**

Document Code
QP-R13-LGMED-26

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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.



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 	<ul style="list-style-type: none"> Request for CBMS TA CBMS TA Log Sheet Indorsement

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DILG - REGION XIII (CARAGA)
**QUALITY
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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> 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 requesting LGU for appropriate action. <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 appropriatness of CBMS documentary requirements. If found complete and appropriate, check on 	<ul style="list-style-type: none"> Indorsement letter together with LGU request and supporting documents





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**QUALITY
 PROCEDURE (QP)**

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<p>the availability of the schedule; else communicate noted defeciencies to the provincial office.</p> <ul style="list-style-type: none"> • Prepare endorsement on letter request by LGU for the conduct of CBMS (modular) TA with attached required documents. 	<ul style="list-style-type: none"> • 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 requiriements	<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 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 defeciencies to the concerned province. 	<ul style="list-style-type: none"> • Request for CBMS TA • CBMS TA log Sheet

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

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<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 	<ul style="list-style-type: none"> • Letter-reply • Letter-request

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

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			(modular) TA. <ul style="list-style-type: none"> If there are no available 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 - 	<ul style="list-style-type: none"> CBMS Module/s

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**QUALITY
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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			Community Development Plan (CDP) Formulation	
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 Procedure on the Control of Retained Documented Information and Master List of Records. 	<ul style="list-style-type: none"> CBMS TA Log Sheet Control of Retained Documented Information 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 	

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			Master List of Records.	

References:

- CBMS Module/s

Records:

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

Prepared By	Reviewed By	Approved By
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Process Owner	Division Chief/Next Higher Supervisor	Regional QMR
		Top Management





DILG REGION III (CARAGA)

**Provision of Technical Assistance for the Implementation of Community-Based Monitoring System
Process Summary Logsheet (PSL)**

Document Code		
FM-QP-R13-LGMED-59-01		
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QUALITY OBJECTIVE: 1) Timely response to request for technical assistance for community-based monitoring system modular training
2) All conducted technical assistance for community-based monitoring system trainings have 80% client satisfaction surveys received with rating of satisfactory and above

FREQUENCY OF MONITORING: Monthly

COVERED PERIOD: January to December

Due Date of Submission:

Legend:

No.	Control No.	PROVINCE	Date of Transmittal Letter	Date Received by RO Records Section/ Regional Focal Person	Consolidation/Checking of DBO List	Finalization of Regional Consolidated List of DBO	Date Submitted to NBOO	Objective Results			Remarks/Particulars
								Met	Unmet	Remarks, if unmet	
1											
2											
3											
4											
5											
6											
7											
8											

Total Result

Prepared by

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Noted by

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DILG REGION XIII (CARAGA)
QUALITY OBJECTIVE (QO)

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DIVISION/FOU	LOCAL GOVERNMENT CAPABILITY DEVELOPMENT DIVISION (CDD)
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%	Monthly	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

Prepared By	Reviewed By	Approved By
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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/MLGOO (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/MLGOO												
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												

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