



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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FM-SP-R13-01A-01		
Rev. No.	Eff. Date	Page
0	10.16.17	1 of 1

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

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

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					
QO-QP-R13-LGMED-28	Quality Objective	10.16.17					
QME-QP-R13-LGMED-28	Quality Monitoring and Evaluation	10.16.17					
FM-QP-R13-LGMED-28-01	Process Summary Logsheet	10.16.17					

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Document Code		
FM-SP-R13-01B-01		
Rev. No.	Eff. Date	Page
0	10.16.17	1 of 1

Name of Division/FOU:

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)							
DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Processing of Death Benefit Claim (DBC)							
	DILG Memorandum Circular No. 2008-124						
	BO Certification from MLGOO						
	BO Certification from PD/HUC Director						
	BO Certification from Regional Director						
	Master List of Barangay Officials						
	Oath of Office of Barangay Officials						

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Document Code		
FM-R13-SP-02-01		
Rev. No.	Eff. Date	Page
00	10.16.17	1 of 1

Name of Division/FOI: 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	
Processing of Death and Burial Benefit Claim of Barangay Officials									
	Processing of Death and Burial Benefit Claim of Barangay Officials Quality Procedure	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	perpetual	perpetual	perpetual	
	Processing of Death and Burial Benefit Claim of Barangay Officials Quality Objective	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	perpetual	perpetual	perpetual	
	Processing of Death and Burial Benefit Claim of Barangay Officials Quality Monitoring and Evaluation	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	perpetual	perpetual	perpetual	
	Processing of Death and Burial Benefit Claim of Barangay Officials Process Summary Logsheet	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	perpetual	perpetual	perpetual	
	DBC Requirement Checklist	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use
	Tracker Sheet	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use
	Certificate of Incumbency	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use
	DBC Request Form	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use
	Endorsement Letter	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use
	Oath of Office	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use
	Death Certificate	Charie Cuario	LGMED Drawer No. 3	DBC-2017	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use

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Division Chief  
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<b>PROCEDURE TITLE</b>	<b>Processing of Death and Burial Benefit Claim of Barangay Officials</b>		
<b>SCOPE</b>	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		
<b>PURPOSE</b>	To process death and burial benefit claim of barangay officials		
<b>PROCESS DESCRIPTION</b>			
<b>INPUT</b>		<b>PROCESS</b>	<b>OUTPUT</b>
Request from claimant beneficiary of the late barangay official	Death benefit claim form →	Processing of Death and Burial Benefit Claim of late Barangay Officials	Endorsement to CO →
<b>DESCRIPTIVE STATEMENT:</b> 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	Receive and Evaluate the Request for Death and Burial Benefit Claim from the claimant/beneficiary	<ul style="list-style-type: none"> <li>Receive the request for Death and Burial Benefit Claim form with the complete supporting documents from claimant</li> <li>Check if the claimant is the eligible beneficiary pursuant to DILG MC No. 2018-17</li> <li>Check the completeness of documentary requirements as prescribed in DILG MC No. 2018-17</li> <li>If documents are complete and have no discrepancy,</li> </ul>	Death and Burial Benefit Claim form with supporting documents: 1. Authenticated death certificate 2. Authenticated Marriage Certificate if claimant is spouse 3. Authenticated Birth Certificate if claimant is parent or children whichever is applicable





**QUALITY  
PROCEDURE (QP)**

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			record the DBC Request in the Logbook <ul style="list-style-type: none"><li>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 incumbency, inform the concerned Claimant of the discrepancy and request for the submission of Affidavit of Discrepancy and/or other legal documents</li></ul>	4. Original or Certified Copy of Oath of Office 5. BOIS  Affidavit of discrepancy Special Power of Attorney
2	C/MLGOO	Prepare Certificate of Incumbency and Process the Death and Burial Benefit Claim using BIS	<ul style="list-style-type: none"><li>Prepare Certificate of Incumbency if all required documents are completed</li><li>Prepare Endorsement Letter to Provincial Office</li><li>Log in to <a href="http://intranet.dilg.gov.ph">http://intranet.dilg.gov.ph</a></li><li>Process the DBC Application in accordance with DILG MC. 2018-17 Annex A</li><li>Submit to Provincial Office for consolidation</li><li>Retain a copy of the transmittal</li></ul>	<ul style="list-style-type: none"><li>Endorsement Letter</li><li>Certificate of Incumbency</li><li>DBC Form with attached supporting documents</li><li>DILG MC No. 2018-17</li></ul>

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**QUALITY  
PROCEDURE (QP)**

Document Code  
**QP-R13-LGMED-28**

Rev. No.	Eff. Date	Page
1	4.03.18	3 of 4

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
3	DBC Provincial Focal Person	Process the DBC Application from City/Municipal level using BIS	<ul style="list-style-type: none"><li>Log in to <a href="http://intranet.dilg.gov.ph">http://intranet.dilg.gov.ph</a></li><li>Process the DBC Application in accordance with DILG MC. 2018-17 Annex A</li><li>Prepare Transmittal Letter to Regional Office to be Approved by Provincial Director</li><li>Submit to Regional Office for consolidation</li></ul>	<ul style="list-style-type: none"><li>Transmittal letter</li><li>DILG MC No. 2018-17</li></ul>
4	DBC Provincial Focal Person	Archive file copy of DBC documents	<ul style="list-style-type: none"><li>File acted documents</li></ul>	<ul style="list-style-type: none"><li>DBC Form with attached documents</li></ul>
5	DBC Regional Focal Person	Process the DBC Application from the Provincial level using BIS	<ul style="list-style-type: none"><li>Log in to <a href="http://intranet.dilg.gov.ph">http://intranet.dilg.gov.ph</a></li><li>Process the DBC Application in accordance with DILG MC. 2018-17 Annex A</li><li>Prepare Transmittal Letter to NBOO to be Approved by Regional Director</li><li>Submit to NBOO for consolidation</li></ul>	<ul style="list-style-type: none"><li>Transmittal letter</li><li>DILG MC No. 2018-17</li><li>Summary List</li></ul>
6	DBC Regional Focal Person	Archive file copy of DBC documents	<ul style="list-style-type: none"><li>File acted documents</li></ul>	<ul style="list-style-type: none"><li>DBC Form with attached document</li></ul>
7	Regional Records Officer	Administration on the Customer Satisfaction Survey	<ul style="list-style-type: none"><li>Retrieve from the Provincial/HUC DILG offices the accomplished Customer Satisfaction Survey form every 5th working day of the ensuing month</li></ul>	<ul style="list-style-type: none"><li>R13-SP-02</li></ul>

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**QUALITY  
PROCEDURE (QP)**

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
8	DBC Regional Focal Person	Receive and achieve file copy of DBC documents	<ul style="list-style-type: none"> <li>Receive and file acted documents</li> </ul>	<ul style="list-style-type: none"> <li>Process Summary Logsheet</li> <li>Folder for Monthly DBC Request</li> </ul>

**Definition of Terms:**

- Online Barangay Officials Database System –It started last 2013 after the barangay election. A computer application wherein authorized user from the DILG municipal,city,province and the regional office can add, edit and update the records of barangay officials. This database system is used by NBOO in crosschecking and verifying the record of an incumbent deceased barangay officials requesting during the processing of death benefit claim. Prior to CY 2013, BODS were saved in excel format form.

**Legal References:**

- Section 393(b)(2) of Local Government Code of 1991
- DILG Memorandum Circular No. 2018-17, dated February 14, 2018, entitled "Guidelines for the Online Administration of Implementing Executive Order No. 115"
- DBM Circular No. 2008-124 dated August 21, 2008
- General Appropriations Acts

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		<b>Top Management</b>

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DILG REGION XIII (CARAGA)

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

Document Code		
FM-QP-13-LGMED-22-01		
Rev. No.	Eff. Date	Page
00	10.16.17	1 of 1

**QUALITY OBJECTIVE:**

- 1) Timely endorsement of Death and Burial Claims to Regional Office within 7 working days
- 2) Timely submission of consolidated list of DBC every 30<sup>th</sup> day of the month
- 3) Timely administration on Customer Satisfaction Survey

**FREQUENCY OF MONITORING:** Monthly

**COVERED PERIOD:**

**Due Date of Submission:**

**Legend:**

No.	Control No.	PROVINCE	Date of Transmittal Letter with supporting documents	Date Received by RO Records Section/ Regional Focal Person	Preparation of Endorsement Letter	Date Submitted to NBOO	Date of Funds downloaded by NBOO	Date of Funds downloaded to Provincial Offices	Objective Results			Remarks/ Particulars
									Met	Unmet	Remarks, if unmet	
1												
2												
3												
4												
5												
6												
7												
8												

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

Document Code		
QO-QP-R13-LGMED-122		
Rev. No.	Eff. Date	Page
00	10.16.17	1 of 2

<b>DIVISION/FOU</b>	Local Government Monitoring and Evaluation Division (LGMED)
<b>QUALITY PROCEDURE TITLE</b>	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: C/MLG00= 3 days PO/HUC= 4 days	90%	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 – Total number of request not yet due (C)  $= (A/B-C) \times 100\%$	Monthly	C/MLG00/ Provincial/HUC/ Regional Focal Persons	DBC Tracker Sheet
Processing of Death and Burial Benefit Claim of Barangay Officials	Timely submission of consolidated list of DBC every 30 <sup>th</sup> day of the month	On or before the 30 <sup>th</sup> of the month	<ul style="list-style-type: none"><li>30<sup>th</sup> of the Month</li><li>Actual date of Submission</li></ul>	Monthly	C/MLG00/ Provincial/HUC/ Regional Focal Persons	Transmittal

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DILG REGION XIII (CARAGA)

## QUALITY OBJECTIVE (QO)

Document Code		
QO-QP-R13-LGMED-28		
Rev. No.	Eff. Date	Page
00	10.16.17	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 Death and Burial Benefit Claim of Barangay Officials	Timely administration on Customer Satisfaction Survey	At least 80% of the clients gave a rating of 3 or above (satisfactory-excellent rating) every 5 <sup>th</sup> working day of the issuing month	<ul style="list-style-type: none"><li>Total number of clients that availed the service for the month rated at least satisfactory</li></ul> *5=Excellent 4=Very Satisfactory 3=Satisfactory 2= Fair 1= Poor	Monthly	Regional Records Officer	R13-SP-02

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Process Owner	Deputy QMR	Regional QMR	Top Management

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

Document Code		
QME-QP-R13-LGMED- 26		
Rev. No.	Ed. Date	Page
00	10.16.17	1 of 2

<b>DIVISION/FOU</b>	Local Government Monitoring and Evaluation Division													
<b>PROCEDURE TITLE</b>	Processing of Death and Burial Benefit Claim of Barangay Officials													
<b>OBJECTIVE STATEMENT</b>	1. Timely endorsement of Death and Burial Claims to the Regional Office 2. Timely submission of consolidated list of DBC every 30 <sup>th</sup> day of the month 3. Timely administration on Customer Satisfaction Survey													
<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>Objective 1:</b> 100% 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: 100%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													
<b>Objective 2:</b> 100% 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: 100%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													
<b>Objective 3:</b> 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 availed the services within the prescribed period													
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/Preventive Action Report (CPAR) duly signed by the DILG-XIII Deputy QMR.**

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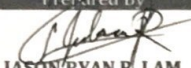
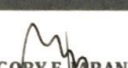
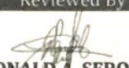
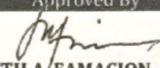




DILG REGION XIII (CARAGA)

## PROCESS QUALITY MONITORING AND EVALUATION (QME)

Document Code		
QME-QP-R13-LGMED- 2%		
Rev. No.	EJL Date	Page
00	10.16.17	2 of 2

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