



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:

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

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Processing of Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service Eligibility							
QP-R13-LGMED-30	Quality Procedure	10.16.17					
QO-QP-R13-LGMED-30	Quality Objective	10.16.17					
QME-QP-R13-LGMED-30	Quality Monitoring and Evaluation	10.16.17					
FM-QP-R13-LGMED-30-01	Process Summary Logsheet	10.16.17					

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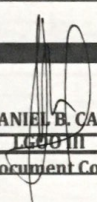
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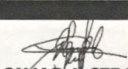
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Name of Division/FOU: Local Government Monitoring and Evaluation Division

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Processing of Sangguniang Panlalawigan/Panlungsod/ Bayan Member Request for Certification to Support Application for Civil Service Commission Eligibility							
	Republic Act 10156						
	CSC Resolution No. 1300486						
	CSC Memorandum No. 12 s. 2013						
	DILG Memorandum dated August 28, 2013						
CSC SME Form 1	Certification on Services Rendered by Sanggunian Member	March 2013					
	Master List of Local Officials						

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Name of Division/FOU:

**MASTERLIST OF RETAINED DOCUMENTED INFORMATION**

MASTER LIST OF RETAINED DOCUMENTED INFORMATION									
DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
Processing of Sangguniang Panlalawigan/ Panlungsod/ Bayan Member Request for Certification to Support Application for Civil Service Eligibility									
	BO Certification from Regional Director (With attached documents)	LGMED c/o Focal Person	LGMED Drawer No. 4	BO Eligibility	Sequential by Quarter of every year (Latest on Top)	1 year	10 years	11 years	Shredding/ Re-use
	Master List of Barangay Officials	LGMED c/o Focal Person	LGMED Drawer No. 4	BO Eligibility	Sequential by Quarter of every year (Latest on Top)	1 year	10 years	11 years	Shredding/ Re-use
	Client Satisfaction Survey Form	LGMED c/o Focal Person	LGMED Drawer No. 4	BO Eligibility	Sequential	1 year	10 years	11 years	Shredding

Prepared By  
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 LGDO II  
 Process Owner

Reviewed By  
**RAY GREGORY F. JARANILLA**  
 Division Chief





PROCEDURE TITLE	Processing of Sangguniang Panlalawigan/Panlungod/Bayan Member Request for Certification to support application for Civil Service Commission Eligibility		
SCOPE	This process starts from the receipt of request from the SP/SB Officials 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 SP/SB Member for Certificate of Services Rendered in accordance with existing CSC rules and regulations.		
PROCESS DESCRIPTION			
INPUT		PROCESS	OUTPUT
Requesting SP/SB Member →		Processing of SP/SB Member Request for Certificate of Services Rendered for CSC Eligibility	Certificate of Services Rendered of SP/SB Member →
DESCRIPTIVE STATEMENT: The requesting SP/SB Member shall request and submit supporting documents to the C/MLGOO/Provincial Focal Person up to the 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
<b>A) City/Municipal Level</b>				
1	C/MLGOO	Receive request for the Issuance of Certification of Services Rendered of SP/SB Member	<ul style="list-style-type: none"> <li>Receive and record request for Issuance of Certification of Services Rendered of SP/SB Member along with the documentary requirements</li> </ul>	Request from SP/SB Member with supporting documents  Receiving Logbook
2	C/MLGOO	Review documentary requirements and verify records of the SP/SB Member	<ul style="list-style-type: none"> <li>Check the required supporting documents</li> <li>Verify and check records of Officials in the Masterlist/ELOPD</li> </ul>	Request from SP/SB Member with supporting documents  CSC Policies  Masterlist/ELOPD
3	C/MLGOO	Act on the Request	If the documentary requirements are found	Request from S/SB Member





Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			complete and verified, prepare and sign the Certification of Services Rendered of Officials using the prescribed form by CSC; else inform the requesting party to submit lacking documents.  If the Certification is issued, advise the client to secure provincial and regional certification.	with supporting documents  CSC Policies
4	C/MLGOO	Maintain Records	Retain records in accordance with Control Records procedure	Signed Certification of Services Rendered
<b>b) Provincial Level</b>				
1	Receiving Clerk	Receive the signed Certification of Services Rendered of the SP/SB Member by C/MLGOO with supporting documents	<ul style="list-style-type: none"> <li>Receive and record the signed Certification of Services Rendered of the SP/SB Member by C/MLGOO with supporting documents</li> <li>Forward to the Focal Person</li> </ul>	Signed Certification of Services Rendered of SP/SB Member by C/MLGOO with supporting documents
2	Focal Person	Review documentary requirements and verify records of SP/SB Member	<ul style="list-style-type: none"> <li>Check the required supporting documents including the issued Certification of Services Rendered by C/MLGOO</li> <li>Verify and check records of the SP/SB Member in the Masterlist/ELOPD</li> </ul>	Signed Certification of Services Rendered of the SP/SB Member by C/MLGOO with supporting documents





# **QUALITY PROCEDURE (QP)**

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
3	Focal Person	Act on the Request	<p>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; else inform and ask the client to comply with lacking documents.</p> <p>Forward the Certification of Services Rendered of SP/SB Member using the prescribed form and requirements to the Provincial Director/ duly Authorized Official</p>	Signed Certification of Services Rendered of the SP/SB Member by C/MLGOO with supporting documents
5	Provincial Director/ Duly Authorized Official	Sign the Certification	<p>Sign the Certification of Services Rendered of the SP/SB Member</p> <p>Forward to the Focal Person</p>	Signed Certification
6	Focal Person	Issue Certification	<p>Issue the Certification duly signed by Provincial Director to requesting Official and stamp with DILG Dry Seal.</p> <p>If the Certification is issued, advise the Local Official to secure Regional Certification</p>	Signed Certification
7	Focal Person	Maintain Records	Maintain records in accordance with Control Records procedure	Signed Certification of Services Rendered issued by C/PD
<b>c) Regional Level</b>				





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

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Receiving Officer	Assist Local Official	Assist Client and indorse to Focal Person	Signed Certification of Services Rendered of the SP/SB Member by C/MLGOO and PD with supporting documents
2	Focal Person	Receive, Record and Review requirements and verify records of the SP/SB Member	<ul style="list-style-type: none"> <li>Receive, Record and Check the required supporting documents</li> <li>Verify and check records of Local Officials in the Masterlist/ ELOPD</li> </ul>	Signed Certification of Services Rendered of Local Officials by C/MLGOO and PD with supporting documents  Masterlist/ ELOPD
3	Focal Person	Act on the Request	<p>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; else inform and ask the client to comply with lacking documents.</p> <p>Forward the Certification of Services Rendered using the prescribed form and requirements to the Regional Director/ duly Authorized Official</p>	Signed Certification of Services Rendered by C/MLGOO and PD with supporting documents

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

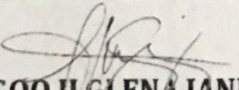

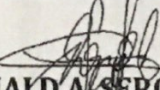
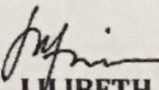
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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
4	Regional Director/ Duly Authorized Official	Sign the Certification	Sign the Certification of Services Rendered the SP/SB Member  Forward to the Focal Person	Signed Certification of Services Rendered of the SP/SB Member
5	Focal Person	Issue Certification	Issue the Certification duly signed by Regional Director/duly Authorized Official and stamped with DILG seal	Signed Certification of Services Rendered
6	Focal Person	Administration on the Customer Satisfaction Survey	At the end of the transaction, advise client to proceed to the Regional Records Officer to accomplish the Customer Satisfaction Survey form	R13-SP-02
7	Focal Person	Maintain Records	Maintain records in accordance with Control Records procedure and the Masterlist of the records	Signed Certification of Services Rendered by RD

**Legal References:**

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

Prepared By		Reviewed By	Approved By
 <b>LGOO II GLENA JANE P. PULMON</b> Regional Focal Person	 <b>LGOO VII RAY GREGORY F. JARANILLA</b> Chief, LGMED	 <b>DONALD A. SERONAY</b> CAO/OIC Asst. Regional Director	 <b>LILIBETH A. FAMACION, CESO III</b> Regional Director
Process Owner	Division Chief/Next Higher Supervisor	Regional QMR	Top Management

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DILG REGION XIII (CARAGA)

**PROCESSING OF BARANGAY OFFICIALS' REQUEST FOR CERTIFICATION ON THE SERVICES RENDERED FOR CIVIL SERVICE COMMISSION ELIGIBILITY**

**Process Summary Logsheet (PSL)**

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**QUALITY OBJECTIVE:**

- 1) Timely issuance of certification on the Services Rendered of Barangay Officials for Civil Service Commission 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 of CSRBO Request	Date of Issuance of CSRBO	Objective Results (1)			Customer Service Survey General 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

Result

Prepared By
NAME: GLENA JANE P. POLMON
LG008

Noted By
NAME: RAY GREGORY F. JARANILLA
Division Chief/Immediate Supervisor





DILG REGION XIII (CARAGA)

## QUALITY OBJECTIVE (QO)

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<b>DIVISION/FOU</b>	Local Government Monitoring and Evaluation Division (LGMED)
<b>QUALITY PROCEDURE TITLE</b>	Processing of Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service 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 Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service Eligibility	Timely issuance of certification on the Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service Eligibility within the day upon receipt of request	80%	Total number of Request for certification on the Sangguniang Panlalawigan/ Panlungsod/ Bayan Member Request for Certification to Support Application for Civil Service Eligibility acted upon receipt (A)/ total number of Request for certification on the Sangguniang Panlalawigan/ Panlungsod/ Bayan Member Request for Certification to Support Application for Civil Service Eligibility received (B)  = (A/B) x 100%	Quarterly	C/MLG00/ Provincial/HUC/ Regional Focal Persons	SM Eligibility Summary Logsheet

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DILG REGION XIII (CARAGA)

**QUALITY  
OBJECTIVE (QO)****Document Code****QO-QP-R13-LGMED-30**

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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)			
Processing of Sangguniang Panlalawigan/Panlungod/Bayan Member Request for Certification to Support Application for Civil Service Eligibility	Timely administration on Customer Satisfaction Survey	At least 80% of the clients gave a rating of 3 or above after completion of the transaction	<ul style="list-style-type: none"><li>Total number of clients that availed the service rated at least satisfactory</li></ul> *5=Excellent 4-4.9=Very Satisfactory 3-3.9=Satisfactory 2-2.9= Fair 1-1.9= Poor	Quarterly	Regional Records Officer	R13-SP-02

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 <b>LILIBETH A. FAMACION, CES0 III</b> Regional Director		
Process Owner	Deputy QMR	QMR
		Top Management

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DILG REGION XIII (CARAGA)

**PROCESS QUALITY MONITORING  
AND EVALUATION (QME)**

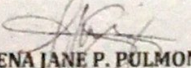

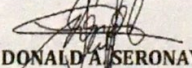
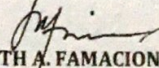
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<b>DIVISION/FOU</b>	Local Government Monitoring and Evaluation Division (LGMED)					
<b>PROCEDURE TITLE</b>	Processing of Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service Eligibility					
<b>OBJECTIVE STATEMENT</b>	1. Timely issuance of certification on the Sangguniang Panlalawigan/ Panlungsod/ Bayan Member Request for Certification to Support Application for Civil Service Eligibility within the day upon receipt of request 2. Timely administration on Customer Satisfaction Survey					
<b>CURRENT PERIOD</b>						
<b>INDICATORS</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Total</b>	
<b>Objective 1:</b> 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					
No gaps found						
<b>Objective 2:</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 who 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					
No gaps found						

**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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 <b>LILIBETH A. FAMACION, CESO III</b> Regional Director		
Process Owner	Division Chief	Deputy QMR

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