



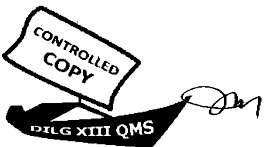
Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (CARAGA)
 1559 Matimco Bldg. KM4., Libertad, Butuan City
 caraga.dilg.gov.ph

Document Code		
FM-SP-R13-01A-01		
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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
Request for Barangay Officials Death Benefit Assistance (BODBA)							
QP-R13-LGMED-28	Request for Barangay Officials Death Benefit Assistance (BODBA) Quality Procedure (QP)	10.16.17	04.03.18	01.04.21			
QO-QP-R13-LGMED-28	Request for Barangay Officials Death Benefit Assistance (BODBA) Quality Objective (QO)	10.16.17	03.01.19	01.04.21			
QME-QP-R13-LGMED-28	Request for Barangay Officials Death Benefit Assistance (BODBA) Quality Monitoring and Evaluation (QME)	10.16.17	03.01.19	01.04.21			
FM-QP-R13-LGMED-28-01A	Request for Barangay Officials Death Benefit Assistance (BODBA) Process Summary Logsheet for FOU	10.16.17	01.04.21				
FM-QP-R13-LGMED-28-01B	Request for Barangay Officials Death Benefit Assistance (BODBA) Process Summary Logsheet for RO	10.16.17	03.01.19	01.04.21			
FM-QP-R13-LGMED-28-02	Request for Barangay Officials Death Benefit Assistance (BODBA) Process Summary Logsheet for Checklist of Documentary Requirements	03.01.19	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 Logsheet	10.16.17	11.16.20				




FM-R13-SP-06-03	Service Quality Dimension Analysis	11.16.20				
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Prepared By



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QUALITY PROCEDURE (QP)

Document Code		
QP-R13-LGMED-28		
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PROCEDURE TITLE	Request for Barangay Officials Death Benefit Assistance (BODBA)
SCOPE	This process starts from receipt of the request for Barangay Officials Death Benefit Assistance (BODBA) from the claimant/beneficiary of the Deceased Barangay Official (DBO) for endorsement to the Central Office using the Online Barangay Information System – Death Benefit Claims (BIS-DBC) Module.
PURPOSE	To define the process in facilitating the Request for Barangay Officials Death Benefit Assistance (BODBA) from the beneficiaries of the deceased barangay officials.

PROCESS DESCRIPTION		
INPUT	PROCESS	OUTPUT
Request from claimant beneficiary of the late barangay official →	Processing of Death and Burial Benefit Claim of late Barangay Officials	Endorsement to CO →

DESCRIPTIVE STATEMENT:
 The claimant/beneficiary of the Deceased Barangay Official shall submit the accomplished DBC Form 001 with other supporting documents to the C/MLGOO/HUC. The C/MLGOO shall process and endorse the documents to the Provincial Office and Regional Office for verification and validation using the Online Barangay Information System – Death Benefit Claims (BIS-DBC) Module. For HUC Focal Person, the request shall be endorsed directly to the Regional Office using the Online BIS-DBC Module. After verification and validation from the Regional Office, the request will be endorsed to the Central Office for funding.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	C/MLGOO or HUC Focal Person	Receive and Evaluate the Request for Barangay Officials Death Benefit Assistance (BODBA) from the claimant/beneficiary	<p>Receive the accomplished application DBC Form 001 with other supporting documents from the claimant/beneficiary.</p> <p>Check if the claimant/beneficiary is eligible to avail the assistance pursuant to DILG Memorandum Circular No. 2020-175 dated December 29, 2020</p> <p>Check the completeness of documentary requirements. If the documentary requirements are incomplete, inform the claimant to submit the lacking documents.</p> <p>If the documents are complete and have no discrepancy, process the request.</p>	<p>DBC Form 001 with other supporting documents</p> <p>FM-QP-R13-LGMED-28-02</p>





QUALITY PROCEDURE (QP)

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
2	C/MLGOO or HUC Focal Person	Processing the Request for BODBA using the Online Barangay Information System – Death Benefit Claims (BIS-DBC) Module	Log in to http://bis.dilg.gov.ph Update the status of the Barangay Official from active to Deceased Barangay Official in the Barangay Information System (BIS) Process the Request for BODBA through the Online Barangay Information System – Death Benefit Claims (BIS-DBC) Module.	DILG MC No. 2020-175 dated December 29, 2020
3	C/MLGOO and HUC Focal Person	Archive file copy of BODBA documents	Retain a copy of file acted documents	DBC Form 001 and other supporting documents
4	DBC Provincial Focal Person	Verification and Validation of Request for BODBA from City/Municipal level using the Online Barangay Information System – Death Benefit Claims (BIS-DBC) Module	Log in to http://bis.dilg.gov.ph Verify and validate the submitted Request from C/MLGOO. If found correct and in order, prepare a Transmittal Letter and submit to the Regional Office. If found incorrect, return to C/MLGOO through the Online Barangay Information System – Death Benefit Claims (BIS-DBC) Module.	DILG MC No. 2020-175 dated December 29, 2020 Transmittal Letter
5	DBC Provincial Focal Person	Archive file copy of DBC documents	Retain a copy of file acted documents	DBC Form 001 and other supporting documents
6	DBC Regional Focal Person	Verification and Validation of Request for BODBA from Provincial/HUC Office using the Online Barangay Information System – Death Benefit Claims (BIS-DBC) Module	Log in to http://bis.dilg.gov.ph Verify and validate the submitted Request from Provincial /HUC Office. If found correct and in order, prepare a Transmittal Letter and submit to the NBOO together with the supporting documents for funding allocation.	DILG MC No. 2020-175 dated December 29, 2020 Transmittal letter



[Handwritten Signature]



**QUALITY
PROCEDURE (QP)**

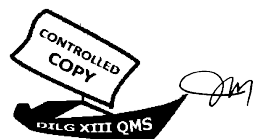
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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			If found incorrect and not in order, return to C/MLGOO thru the Provincial Office. Return directly to HUC if found incorrect and not in order.	
7	DBC Regional Focal Person	Archive file copy of DBC documents	Retain a copy of file acted documents	DBC Form 001 and other supporting documents
Wait for the DBM to Release Fund Allocation				
8	DBC Regional Focal Person	Transmit the Sub-Allotment Release Order (SR) to the Respective Provincial Office	Prepare an endorsement for the funding release of DBC funds to the respective PO.	Endorsement of funding release
9	DBC Provincial/ Regional Focal Person	Releasing of Check and Administration of Client Satisfaction	Inform the claimant/beneficiary through C/MLGOOs/HUC Focal Person once the checks are ready for release and pick-up. Administer the Client Satisfaction Survey (CSS) to the claimant after claiming the check.	Filled up CSS Form

Legal References:

- DILG Memorandum Circular No. 2020-175, dated December 29, 2020, entitled “Amendment to the DILG Memorandum Circular 2018-17, on the Online Administration of Payment of Death Benefits to Deceased Barangay Officials Pursuant to the Implementation of Executive Order No. 115 Entitled: Authorizing Payment of Death Benefits to Barangay Officials who Die During their Term of Office.”
- DILG Citizen’s Charter

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





DILG REGION XIII (CARAGA)
QUALITY OBJECTIVE (QO)

Document Code		
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DIVISION/FOU	Local Government Monitoring and Evaluation Division (LGMED)
QUALITY PROCEDURE TITLE	Request for Barangay Officials Death Benefit Assistance (BODBA)

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 Request for Barangay Officials Death Benefit Assistance (BODBA)	Timely submission of Request for Barangay Officials Death Benefit Assistance (BODBA) to Regional Office within 2 working days upon receipt of the request: C/MLGOO= 1 working day and PO = 1 working day; HUC = 2 working days	80%	Total number of Request for Barangay Officials Death Benefit Assistance (BODBA) submitted to Regional Office within 2 working days upon receipt (A)/ total number of Request for BODBA (B) received during the month =(A/B) x 100%	Monthly	Process Owner	PSL, Barangay Information System - Death Benefit Claims (BIS-DBC) Module





DILG REGION XIII (CARAGA)
QUALITY OBJECTIVE (QO)

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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 Request for Barangay Officials Death Benefit Assistance (BODBA)	Timely submission of the consolidated Request for BODBA list to NBOO within 1 working day upon receipt	80%	Total number of Request for Barangay Officials Death Benefit Assistance (BODBA) submitted to NBOO within 1 working day upon receipt (A)/ total number of BODBA (B) received during the month =(A/B) x 100%	Monthly	Process Owner	PSL, Barangay Information System – Death Benefit Claims (BIS-DBC) Module
Processing of Request for Barangay Officials Death Benefit Assistance (BODBA)	Percentage of clients who received payment gave a rating of 3 or above (satisfactory to excellent rating)	100% of the clients gave a rating of 3 or above (satisfactory -excellent rating)	Total number of clients who received payment for the month rated at least satisfactory **5=Excellent 4-4.9=Very Satisfactory 3-3.9=Satisfactory 2-2.9= Fair 1-1.9= Poor	Monthly	Process Owner	R13-SP-06

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Process Owner	Deputy QMR	Regional QMR
		Top Management





DILG REGION XIII (CARAGA)

PROCESS QUALITY MONITORING AND EVALUATION (QME)

Document Code		
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DIVISON/FOU	Local Government Monitoring and Evaluation Division (LGMED)												
PROCEDURE TITLE	Request for Barangay Officials Death Benefit Assistance (BODBA)												
OBJECTIVE STATEMENT	1. Timely submission of Request for Barangay Officials Death Benefit Assistance (BODBA) to Regional Office within 2 working days upon receipt: C/MLGOO = 1 working day and PO = 1 working day; HUC = 2 working days 2. Timely submission of consolidated Request for BODBA list to NBOO within 1 working day upon receipt of the request 3. Percentage of clients who received payment gave a rating of 3 or above (satisfactory to excellent rating)												
CURRENT PERIOD													
INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Objective 1: 80% of received requests for documents/records acted within 2 working days upon receipt of the request.													
A	Total no. of request for documents/records received and acted within 2 working days upon receipt												
B	Total No. of requests received during the month												
C	Formula: $\frac{A}{B} \times 100$	Target Result: $\geq 80\%$											
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met												
Objective 2: 80% of received Documents were consolidated and submitted within the prescribed period.													
A	Total no. of documents acted upon within 1 working day												
B	Total No. of Documents received during the month												
C	Formula: $\frac{A}{B} \times 100$	Target Result: $\geq 80\%$											
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met												
Objective 3: 100% of the total number of clients who received payment gave a rating of 3 or above (satisfactory to excellent rating)													
A	Total no. of clients who received payment gave a rating of least satisfactory												
B	Total no. of clients who received payment within the prescribed period												
C	Formula: $\frac{A}{B} \times 100$	Target Result: 100%											





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

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D	Gap Analysis: In case the objective is not met, put your analysis why it is not met
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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)

REQUEST FOR BARANGAY OFFICIALS DEATH BENEFIT ASSISTANCE (BODBA) Process Summary Logsheet (PSL)

Document Code
FM-QP-R13-LGMED-28-01A

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QUALITY OBJECTIVE: 1) Timely submission of Request for Barangay Officials Death Benefit Assistance (BODBA) to Regional Office within 2 working days upon receipt : C/MLGOO=1 working day and PO = 1 working days ;
HUC = 2 working days

FREQUENCY OF MONITORING: Monthly
COVERED PERIOD:

To be filled-out by DILG Field Office (City/Municipal or HUC Level)					To be filled-out by DILG Field Office (City/Municipal Level)	To be filled-out by DILG PO/HUC							
No.	Name of the Deceased Barangay Official	HUC/ PROVINCE	CITY/MUN	BRGY	Date Received by the C/MLGOO or HUC Focal Person with complete supporting documents	Date Submitted to PO by the C/MLGOO for Consolidation	Date Submitted to RO for Consolidation	Number of Days Processed	Due Date of Submission	Objective 1 Results (≤ 2 days)			Remarks/ Particulars
										Met	Unmet	Remarks, if unmet	

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DILG REGION XIII (CARAGA)

**REQUEST FOR BARANGAY OFFICIALS DEATH BENEFIT ASSISTANCE (BODBA)
Process Summary Logsheet (PSL)**

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QUALITY OBJECTIVE: 1) Timely submission of consolidated Request for BODBA list to NBOO within 1 working day upon receipt
2) Percentage of clients who received payment gave a rating of 3 or above (satisfactory to excellent rating)

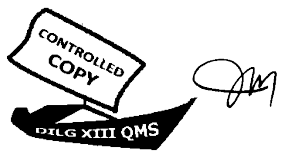
FREQUENCY OF MONITORING: Monthly

COVERED PERIOD:

Due Date of Submission:

No.	Name of the Deceased Barangay Official	HUC/ PROVINCE	CITY/ MUNICIPALITY	BRGY	Objective 1			Objective 1 Results			Objective 2	Objective 2 Results			Remarks/ Particulars
					Date Received by RO / Regional Focal Person	Dead- line	Date Submitted to NBOO	Met	Unmet	Remarks, if unmet	CSS Rating	Met	Unmet	Remarks, if unmet	
1															
2															
3															
4															
7															
5															
6															
8															
9															
10															
11															
12															

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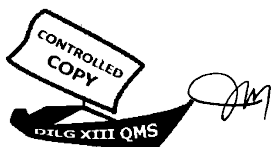


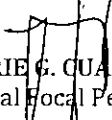
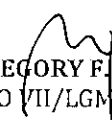


Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
Region XIII (Caraga)

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Request for Barangay Officials Death Benefit Assistance (BODBA)
Checklist of Documentary Requirements

Date Received			
Name of the Claimant			
Address of the Claimant			
Contact Number of the Claimant			
Documentary Requirements per DILG MC No. 2020-175 dated December 29, 2020 and DILG Citizen's Charter	Where to secure	Put check (/) if COMPLETE	If INCOMPLETE, specify the deficiencies
1. Accomplished DILG-NBOO DBC Form 001 (Application for Barangay Official's Death Benefit Claim)	C/MLGOO/PO file		
2. Oath of Office	Barangay		
3. Certificate of Incumbency	Punong Barangay		
4. Certified true Copy of Death Certificate of the Deceased Barangay Official (DBO)	Local Civil Registrar		
Other Necessary Documents to support the Claim:			
1. Certified True Copy of Marriage Certificate (if the claimant is the widow/widower of the DBO)	Local Civil Registrar/PSA		
2. Birth Certificate (if the claimant is the son/daughter of the DBO)	Local Civil Registrar/PSA		
3. Certified True copy of birth certificate of the deceased or affidavit of two (2) disinterested Parties (if the deceased barangay official is single and the claimant is his/her parent/brother/sister)	Local Civil Registrar/PSA/Lawyer		
4. Waiver of rights if there is more than one beneficiary in cases of siblings	Lawyer		
5. Affidavit of guardianship if the deceased is the widow/widower/single and if the guardian of the children who are minors	Lawyer		
6. In the absence of the primary and secondary beneficiaries, the claimant may present valid ID or certification from the barangay that the claimant is a resident of the barangay	Punong Barangay		
7. Special Power of attorney, in case the claimant/s cannot personally do the transaction	Lawyer		
REMARKS/ACTIONS to be Taken (Endorse to PO/RO/NBOO)			
CHECKED/VALIDATED BY			
DATE RELEASED			



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