Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION XIII (CARAGA)
1559 Matimco Bldg. KM4., Libertad, Butuan City
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MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

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Processing of Barangay Officials' Request for Certification on the Services Rendered for Civil Service Commission (CSC) Eligibility							
QP-R13-LGMED-29	Request for Certification for Service Rendered by Barangay Official for Application for CSC Eligibility Quality Procedure	10.16.17	01.04.21				
QO-QP-R13-LGMED-29	Request for Certification for Service Rendered by Barangay Official for Application for CSC Eligibility Quality Objective	10.16.17	01.04.21				
QME-QP-R13-LGMED-29	Request for Certification for Service Rendered by Barangay Official for Application for CSC Eligibility Quality Monitoring and Evaluation	10.16.17	01.04.21				
FM-QP-R13-LGMED-29-01	Request for Certification for Service Rendered by Barangay Official for Application for CSC Eligibility Process Summary Logsheet	10.16.17	01.04.21				
FM-QP-R13-LGMED-29-02	Checklist for the Request for Certification for Service Rendered by Barangay Official for Application for CSC Eligibility	03.16.20	01.04.21				

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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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MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Processing of Barangay Officials' Request for Certification on the Services Rendered for Civil Service Commission Eligibility							
CSC-ERPO BOE Form 1(a), April 2012	Certification on Services Rendered in the Barangay (Elective Official)						
CSC-ERPO BOE Form 1(b), April 2012	Certification on Services Rendered in the Barangay (Appointive Official)						
CSC Memorandum Circular No. 13 series of 2012	Policies on Service Requirement for Grant of Barangay Official Eligibility and Other Related Matters						
	Master List of Brgy Officials						

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PROCEDURE TITLE	**Request for Certification for Services Rendered by Barangay Official for Application for CSC Eligibility**
SCOPE	This process starts from the receipt of request from the concerned Barangay Official, Secretary and Treasurer up to the issuance of Provincial or Regional Office's Certificate of Services Rendered of the Barangay Official for CSC Eligibility
PURPOSE	To define the process of facilitating the request of Barangay Officials for Certificate of Services Rendered in accordance with existing CSC rules and regulations.

PROCESS DESCRIPTION

INPUT	PROCESS	OUTPUT
Requesting Barangay Official → Documentary Requirements, CSS Form	**Processing of Barangay Official's Request for Certificate of Services Rendered for CSC Eligibility**	Certifications from C/MLGOO/Provincial Office (PO)/Regional Office (RO) → Accomplished CSS Form

DESCRIPTIVE STATEMENT: The Barangay Official or the requesting party shall request and submit the documentary requirements to the C/MLGOO/Provincial Focal Person/ Regional Focal Person for validation of its compliance to CSC Policies for the Issuance of Certificate of Services Rendered for CSC Eligibility.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
A) City/Municipal/HUC Level				
1	**C/MLGOO/HUC Focal Person**	Receive the request for the Issuance of Certification of Services Rendered	Receive and record request for Issuance of Certificate of Services Rendered of Barangay Official along with the documentary requirements	Receiving Logbook/ Record book
2	**C/MLGOO/HUC Focal Person**	Review of documentary requirements and verify records of the requesting party	Check the completeness of the submitted required supporting documents; else inform the Barangay Official to submit the lacking documents Check and verify records of the requesting party in the Masterlist and Barangay Information System (BIS)	FM-QP-R13-LGMED-29-02 Barangay Information System (BIS)/Masterlist
3	**C/MLGOO/HUC Focal Person**	Act on the Request	If the documentary requirements are found complete and verified accordingly, the concerned C/MLGOO shall prepare and sign the Certificate of Services Rendered of the requesting party using the prescribed form by CSC. Further, the issuing C/MLGOO shall advise the	FM-QP-R13-LGMED-29-02 CSC Prescribed Forms: CSC-ERPO BOE Form 1(a), April 2012/ CSC-ERPO BOE Form 1(b), April 2012 Signed Certificate of Services Rendered

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			concerned requesting party to secure a Provincial Certification or Regional Certification. For HUC, advise the concerned requesting party to secure a Regional Certification	
4	**C/MLGOO/HUC Focal Person**	Administration on the Client Satisfaction Survey	At the end of the transaction, advise client to accomplish the Client Satisfaction Survey Form	Systems Procedure Administration of External Client Satisfaction Survey (R13-SP-06)
5	**C/MLGOO/HUC Focal Person**	Retain Records	Retain records in accordance with Control Records Procedure	Signed Certification
B.) Provincial Level				
6	**Receiving Clerk**	Assist the requesting party	Accept the signed Certificate of Services Rendered of Barangay Official by C/MLGOO with supporting documents Forward to the Focal Person	Signed Certification by C/MLGOO with supporting documents
7	**Focal Person**	Receive and review documentary requirements and verify records of Barangay Officials	Review completeness of the required documents and check and verify records of requesting Barangay Official in the Masterlist/Barangay Information System (BIS); If found correct and complete, stamp receive the Certification issued by the C/MLGOO; else inform and ask the client to furnish and/or comply the lacking documents.	FM-R13-LGMED-29-02
8	**Focal Person**	Act on the Request	If the documentary requirements are found correct and validated, prepare the Certificate of Services Rendered of Barangay Official for approval by the Provincial Director or his/her duly authorized official Forward the Certificate of Services Rendered of	CSC Prescribed Forms: CSC-ERPO BOE Form 1(a), April 2012/ CSC-ERPO BOE Form 1(b), April 2012

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			Barangay Official using the prescribed form and requirements to the Provincial Director/ Duly Authorized Official	
9	**Provincial Director/ Duly Authorized Official**	Sign the Certificate	Sign the Certificate of Services Rendered of the requesting Barangay Official Forward to the Focal Person.	Signed Certification
10	**Focal Person**	Issue Certificate	Issue the Certificate duly signed by the Provincial Director to the requesting party. Stamp dry seal at the signature part of the Certification issued by the C/MLGOO and Provincial Director, as well as on the Masterlist. After issuance of the Certificate, advise the requesting party to go directly to the Civil Service Commission Regional Office.	Signed Certification
11	**Focal Person**	Administration on the Client Satisfaction Survey	At the end of the transaction, advise the client to accomplish the Client Satisfaction Survey Form	Systems Procedure Administration of External Client Satisfaction Survey (R13-SP-06)
12	**Focal Person**	Retain records	Retain records in accordance with Control Records Procedure	
Regional Level (Optional)				
1	**Receiving Clerk**	Assist the requesting party	Assist the requesting party, and indorse him/her to the Focal Person	Signed Certification by C/MLGOO/City Director, with supporting documents
2	**Focal Person**	Receive and review requirements, and verify records of the requesting party	Review the completeness of the required documents and check and verify records of requesting party in the Masterlist/Barangay Information System (BIS); if found correct and complete,	FM-R13-LGMED-29-02 Master list/BIS

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			stamp receive on one of the supporting documents; else inform and ask the client to furnish and/or comply the lacking documents.	
3	**Focal Person**	Act on the Request	If the documentary requirements are found correct and were validated accordingly, the Focal Person shall prepare the Certificate of Services Rendered of Barangay Official using the prescribed form by CSC for the approval of the Regional Director or his/her duly authorized official; Forward the Certificate of Services Rendered of Barangay Official using the prescribed form and requirements to the Regional Director/duly Authorized Official	FM-R13-LGMED-29-02 CSC Prescribed Forms: CSC-ERPO BOE Form 1(a), April 2012 CSC-ERPO BOE Form 1(b), April 2012
4	**Regional Director/ Duly Authorized Official**	Sign the Certificate	Sign the Certificate of Services Rendered of Barangay Official Forward to the Focal Person	Signed Certification
5	**Focal Person**	Issue Certificate	Issue the Certificate duly signed by the Regional Director (RD)/duly Authorized Official Stamp dry seal at the signature part of the Certification issued by the RD and by the C/MLGOO/HUC as well as on the Master list. After issuance of the certificate, advise the requesting Barangay Official to go directly to the Civil Service Commission Regional Office.	Signed Certification

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
6	**Focal Person**	Administration on the Client Satisfaction Survey	At the end of the transaction, advise the client to accomplish the Client Satisfaction Survey Form	Systems Procedure Administration of External Client Satisfaction Survey (R13-SP-06)
7	**Focal Person**	Retain Records	Retain records in accordance with the Control Records Procedure and the Master list of the Records	

Legal References:

- RA 7160
- CSC MC No. 13, s.2012

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Regional Focal Person	**Chief, LGMED**	**Asst. Regional Director**	**Regional Director**
Process Owner	**Deputy QMR**	**Regional QMR**	**Top Management**

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DILG REGION XIII (CARAGA)

QUALITY OBJECTIVE (QO)

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DIVISION/FOU	Local Government Monitoring and Evaluation Division (LGMED)
QUALITY PROCEDURE TITLE	Request for Certification for Services Rendered by Barangay Official for Application for CSC 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 Barangay Officials' Request for Certification on the Services Rendered for Civil Service Commission Eligibility	Timely issuance of certification on the Services Rendered of Barangay Officials for Civil Service Commission Eligibility within the day upon receipt of request	80%	Total number of Request for certification on the Services Rendered of Barangay Officials for Civil Service Commission Eligibility acted within the day (A) over total number of Request for certification on the Services Rendered of Barangay Officials for Civil Service Commission Eligibility received (B) =(A/B) x 100%	Quarterly	Process Owner	BO Eligibility Process Summary Logsheet

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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 Barangay Officials' Request for Certification on the Services Rendered for Civil Service Commission Eligibility	Percentage of clients rated the service rendered at least "Satisfactory or a rating scale of '3' "	At least 80% of the clients gave a rating of 3 or above after completion of the transaction	• Total number of clients that availed the service rated at least satisfactory *5=Excellent 4-4.9=Very Satisfactory 3-3.9=Satisfactory 2-2.9= Fair 1-1.9= Poor	Quarterly	Process Owner	R13-SP-06

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Process Owner	**Deputy QMR**	**Regional QMR**	**Top Management**

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PROCESS QUALITY MONITORING AND EVALUATION (QME)

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DIVISON/FOU	Local Government Monitoring and Evaluation Division (LGMED)
PROCEDURE TITLE	Request for Certification for Services Rendered by Barangay Official for Application for CSC Eligibility
OBJECTIVE STATEMENT	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 a rating scale of '3' "
CURRENT PERIOD	

INDICATORS			**Quarter 1**	**Quarter 2**	**Quarter 3**	**Quarter 4**	**Total**
Objective 1: 80% of received Documents acted within 1 working day upon receipt.							
A	Total no. of documents acted 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						
Objective 2: 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						
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 Action Report (CAR) duly signed by the DILG-XIII Deputy QMR.

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DILG REGION XIII (CARAGA)

REQUEST FOR CERTIFICATION FOR SERVICE RENDERED BY BARANGAY OFFICIAL FOR APPLICATION FOR CSC 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 **a rating scale of '3' "**

FREQUENCY OF MONITORING: Quarterly
COVERED PERIOD:
Due Date of Submission:
Office/Operating Unit:

No.	Name	LGU (Brgy/Mun/City/Prov.)	Date of Receipt	Date of Issuance	Objective Results (1)			CSS	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

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

Checklist for the Request for Certification for Service Rendered by Barangay Official for Application for CSC Eligibility

DATE RECEIVED		
NAME OF BARANGAY OFFICIAL		
LGU		
DOCUMENTARY REQUIREMENTS (Per DILG Citizen's Charter)	**COMPLETE**	**INCOMPLETE**
1. Original/ Certified true copy of Oath of Office		
2. Certification from the following officials as to the inclusive dates of services rendered with Satisfactory Performance and shall include the date and place of Birth of the Barangay Official (applicant) using the revised CSC Form dates April 2012:		
a. Punong Barangay		
b. DILG - Municipal		
c. DILG - Provincial		
d. DILG – Regional		
3. Appointment as Barangay Treasurer/ Secretary or Resolution duly concurred by Barangay Treasurer/ Secretary		
4. Authenticated copy of Birth Certificate and Marriage Contract (if applicable)		
5. Duly signed Certification		
6. Dry Sealed master list per term		
DATE RELEASED		

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