



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

Document Code		
FM-R13-SP-01A-01		
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Name of Division/FOU: **Local Government Capability and Development Division**

MASTERLIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of LGRRRC Services							
QP-R13-LGCDD-04	Quality Procedure	10.16.17					
QO-QP-R13-LGCDD-04	Quality Objective	10.16.17					
QME-QP-R13-LGCDD-04	Quality Monitoring and Evaluation	10.16.17					
FM-QP-13-LGCDD-04-01	Process Summary Logsheet	10.16.17					
FM-QP-13-LGCDD-04-02	LGRRRC Logbook for Incoming Communications	10.16.17					
FM-QP-13-LGCDD-04-03	LGRRRC Logbook for Outgoing Communications	10.16.17					
FM-QP-13-LGCDD-04-04	LGRRRC Knowledge Products (KP) Monitoring Sheet	10.16.17					
FM-QP-13-LGCDD-04-05	LGRRRC Knowledge Products (KP) Availability Slip	10.16.17					
FM-QP-13-LGCDD-04-06	LGRRRC Checklist for Qualified Borrowers	10.16.17					
FM-QP-13-LGCDD-04-07	LGRRRC Borrower's Slip	10.16.17					
FM-QP-13-LGCDD-04-08	LGRRRC Visitor's Logbook	10.16.17					

Prepared By

JOB DANIEL B. CASSION
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Noted By

DONALD A. SERONAY
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Name of Division/FOU: **Local Government Capability and Development Division**

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of LGRRC Services							
	DILG M.C. 2016-165 entitled "Establishment of a Local Governance Innovative Solutions Bank" dated November 16, 2016						

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Name of Division /FOI:

Local Government Canability Development Division

MASTERLIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
Provision of LGRRRC Services									
	Quality Procedure	LGRRRC Admin.	LGRRRC datafiler	LGRRRC QP - 01	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers
	Quality Objective	LGRRRC Admin.	LGRRRC datafiler	LGRRRC QO - 01	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers
	Quality Monitoring and Evaluation	LGRRRC Admin.	LGRRRC datafiler	LGRRRC QME - 01	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers
	Process Summary Logsheet	LGRRRC Admin.	LGRRRC datafiler	LGRRRC PSL - 01	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers
	LGRRRC Visitors Logbook	LGRRRC Admin.	LGRRRC datafiler	Visitors Logbook	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers
	LGRRRC Logbook for Incoming Communications	LGRRRC Admin.	LGRRRC datafiler	Logbook of Incoming Communication	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers
	LGRRRC Logbook for Outgoing Communications	LGRRRC Admin.	LGRRRC datafiler	Logbook of Outgoing Communication	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers
	LGRRRC Knowledge Products (KP) Monitoring Sheet	LGRRRC Admin.	LGRRRC datafiler	KP Monitoring Sheet	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers
	LGRRRC Knowledge Products (KP) Availability Slip	LGRRRC Admin.	LGRRRC datafiler	KP Availability Slip	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers
	LGRRRC Checklist for Qualified Borrowers	LGRRRC Admin.	LGRRRC datafiler	Checklist for Qualified Borrowers	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers
	LGRRRC Borrower's Slip	LGRRRC Admin.	LGRRRC datafiler	Borrower's Slip	Chronological (latest on top)	3 years	3 years	6 years	Recycle/Reuse papers

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 Process Owner

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JOCELYN C. JAYOMA
 OIC, Division Chief
 Deputy QMR



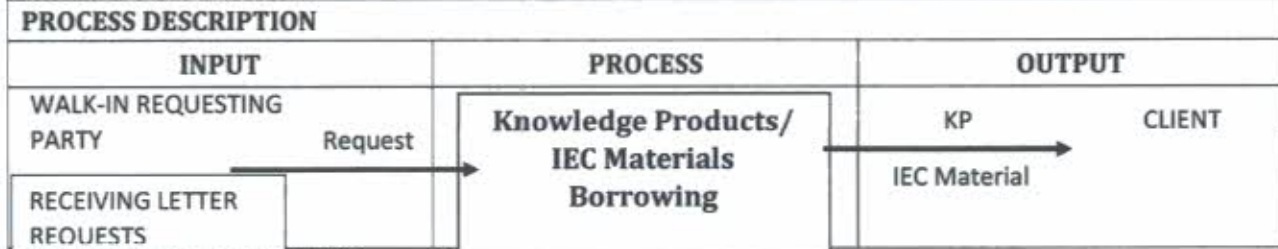


DILG - REGION XIII (CARAGA)
**QUALITY
 PROCEDURE (QP)**

Document Code
QP-R13-LGCCDD-04

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PROCEDURE TITLE	Provision of LGRRRC Services
SCOPE	The process is a continuation of the incoming communication processes (emailed, faxed or couriered letter requests) or starts from the accommodation and logging-in of the walk-in client by the PACD, to the evaluation of the LGRRRC facility administrator, to the servicing by the librarian, including processing, monitoring and return of borrowed materials and provision of soft copy of requested KP. Process ends upon administration of Client Satisfaction and Feedback form by the PACD.
PURPOSE	To define standard procedure for processing borrowing request for Knowledge Products or Information, Education, Campaign (IEC) materials for access inside the facility or to be brought outside the facility of the Local Governance Regional Resource Center (LGRRRC), and provision of soft copy of requested KP.



DESCRIPTIVE STATEMENT:
 The process is a continuation from previous processes (QP-R13-FAD-11) for reservations for in-house access, book borrowings, data mining of soft copy of KPs/IEC materials or starts from the accommodation and logging-in of the walk-in client by the PACD or the receipt of the request or referral by the records officer, logged and forwarded to the LGRRRC facility administrator, recorded, evaluated and coursed to the librarian, on the following:

- In-house access of KPs/IEC material
- Borrowing of KPs/IEC material
- Data mining - soft copy of KPs/IEC material

Borrowers form processing then release; return and evaluation of materials, and recording. Process ends upon administration of R13-SP-02.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
RESERVATIONS OR LETTER/ONLINE REQUESTS				
1	LGRRRC Facility Administrator	FROM PREVIOUS PROCESS: (QP-R13-FAD-11) For walk-in clients, request client to log in to	1. Letter requests (i.e. email, courier or hand-carried, facsimile) as processed by receiving personnel pertaining to requests to access LGRRRC materials are routed to LGRRRC Facility Administrator. 2.a Provide Visitors Logbook for walk-in clients and ascertain needs as against Menu of Knowledge Products.	Letter Request MSAC-affiliate Endorsement Routing Slip Routing Slip MSAC-Affiliate





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**QUALITY
 PROCEDURE (QP)**

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QP-R13-LGCDD-04

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
	ITO	<p>For outside borrowing: Ascertain material availability, allow client to peruse material, and process Borrower's Form.</p> <p>Data mining and processing</p>	<p>1. If qualified, fill-up borrowers form and submit to LGRRC Manager for approval.</p> <p>2.</p> <p>1. Mine and ascertain availability of requested data from databases available</p> <p>2. Mine and Package Data for release to client according to directive of RD</p> <p>3. Route to LGRRC Administrator</p>	<p>Borrower's Form (2 copies) Checklist for qualified borrowers MSAC-affiliate Endorsement</p> <p>Packaged Data</p> <p>Routing Slip Letter Request Packaged Data</p>
3	LGRRC Librarian	Retrieve materials and allow client to peruse material within the facility	<p>1. Retrieve material and allow client to peruse material within the vicinity. Log in KP Materials monitoring sheet</p> <p>2. Once client is done, collect the material(s) and make corresponding updates in the KP Monitoring Sheet.</p> <p>3. Direct client to PACD for administration of R13-SP-02</p> <p>4. Return materials in appropriate shelves</p>	<p>KP Availability Slip KP Monitoring Sheet</p>
3	LGRRC Manager	For outside borrowing: Approve Borrower's Form	1. Approve borrower's Form and return to LGRRC Administrator for release of KPs	<p>Routing Slip Checklist for qualified borrowers Borrower's Form</p>
4	LGRRC Librarian	Release Materials	1. Log in borrowed status in KP Materials	<p>Borrower's Form KP Materials</p>





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

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			monitoring sheet 2. Release material 3. Direct to PACD	monitoring sheet KP Material
5	LGRRC Facility Administrator	For written requests: Draft Letter Response	1. Draft Letter Response for request based on evaluation of qualified borrower or status of material availability	Letter Response KP Availability Slip Routing Slip Letter Request
6	LGRRC Manager	Evaluate and approve letter request	1. Evaluate Letter Response 2. If deemed appropriate, sign Letter Response	Letter Response KP Availability Slip Routing Slip Letter Request
7	Records Officer	Stamp Released	1. Stamp released and indicate date, time and releasing officer	Letter Response
8	LGCDD administrative staff	Release letter response	1. Send out letter response according to provided return address (email, fax or courier thru FOU)	Letter Response
9	LGRRC Facility Administrator		1. Record in LGRRC Outgoing Communications Logbook 2. File copy of outgoing letter	LGRRC Outgoing Communications Logbook Letter Response
MONITORING AND FOLLOWING UP OF BORROWED MATERIAL				
14	LGRRC Facility Administrator and LGRRC Librarian		1. Monitor status of borrowed books and ascertain materials due for the day 2. SMS borrower to remind him/her that the material is due to be returned on that day. 3. Log transmission in KP Materials Monitoring Sheet	KP Materials monitoring sheet KP Materials monitoring sheet
RETURN AND PROCESSING				





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

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
15	PACD	Direct Client to LGRRC	<ol style="list-style-type: none"> Entertain requesting party and add entry in <i>Visitors' Logbook</i> Determine client intent and direct to LGRRC Librarian 	Visitors' Logbook
16	LGRRC Librarian		<ol style="list-style-type: none"> Collect the material(s) and make corresponding updates in the KP Monitoring Sheet. Direct client to PACD Return materials in appropriate shelves 	KP Monitoring Sheet KP Materials
17	PACD	Administer client satisfaction and feedback form	<ol style="list-style-type: none"> Administer Client Satisfaction and Feedback Form Record status in log-book 	Client Satisfaction and Feedback Form Visitors' Logbook
18	LGRRC Administrator	Retain all records	Retain all records generated in accordance with Control of Retained Documented Information Procedure and Masterlist of Records (R13-SP-02)	Control of Retained Documents Information Procedure

Definition of Terms:

- **Local Regional Resource Center** is the facility that harnesses the role of DILG as knowledge brokers and facilitators of capacity development and to facilitate the integration of knowledge management in DILG processes and systems towards building the department as a knowledge centric organization.

Legal References:

- LGRRC XIII Manual of Operations
- LGRRC XIII Business Plan

Prepared By		Reviewed By	Approved By
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Process Owner	Deputy QMR	Regional QMR	Top Management





DIVISION/FOU	Local Government Capability Development Division
QUALITY PROCEDURE TITLE	Process for Access to LGRRRC Knowledge Products/IEC Materials (Knowledge Sharing)

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)			
Process for in-house access of LGRRRC KPs/ Information Education Campaign (IEC) materials	% of clients accessing KPs in the LGRRRC are accommodated within 30 minutes upon request	90% of clients accommodated	$\frac{\text{Total number of clients accessing KPs accommodated within 30 minutes upon request}}{100} \times$ Total number of clients accessing KPs	Quarterly	LGRRRC Administrator and LGRRRC Librarian	<ul style="list-style-type: none"> • Guest list • KP Availability Slip • KP Monitoring Sheet
Process for outside borrowing of LGRRRC Knowledge Products (KPs)/Information Education Campaign (IEC) materials	% of clients borrowing KPs from the LGRRRC are accommodated within 30 minutes upon request	90% of clients accommodated	$\frac{\text{Total number of clients borrowing KPs accommodated within 30 minutes upon request}}{100} \times$ Total number of clients borrowing KPs	Quarterly	LGRRRC Administrator and LGRRRC Librarian	<ul style="list-style-type: none"> • Guest list • Borrowers Slip





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)			
Process for provision of requested soft copy of LGRRRC KPs Education Campaign (IEC) materials/data	% of clients requesting soft copy of KPs are accommodated within 30-45 minutes upon request	90% of clients accommodated	$\frac{\text{Total number of clients with letters requesting soft copy of KPs accommodated within 30-45 minutes upon request}}{\text{Total number of clients requesting soft copy of KPs}} \times 100$	Quarterly	LGRRRC Administrator and ITO	<ul style="list-style-type: none"> • Guest list • Data Request Form
Process for provision of requested LGRRRC services (Knowledge Sharing)	% of clients requesting for LGRRRC services (knowledge sharing) rated service provided satisfactorily	80% of clients rated LGRRRC service satisfactorily	$\frac{\text{Total number of clients requesting for LGRRRC services (knowledge sharing) rate service provided satisfactorily}}{\text{Total number of clients requesting LGRRRC services (knowledge sharing)}} \times 100$	Quarterly	LGRRRC Administrator and ITO	<ul style="list-style-type: none"> • Guest list • Client's Feedback Form (PACD)





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

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Process Owner	Deputy QMR	Regional QMR	Top Management





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

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QME-QP-R13-LGCDD-04		
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DIVISION/FOU	Local Government Capability Development Division												
PROCEDURE TITLE	Provision of LGRRRC Services												
OBJECTIVE STATEMENT	1. % of clients accessing KPs in the LGRRRC are accommodated within 30 minutes upon request. 2. % of clients borrowing KPs from the LGRRRC are accommodated within 30 minutes upon request. 3. % of clients requesting soft copy of KPs are accommodated within 30-45 minutes upon request. 4. % of clients requesting for LGRRRC services (knowledge sharing) rated service provided satisfactorily.												
CURRENT PERIOD													
INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Objective 1: % of clients borrowing KPs from the LGRRRC are accommodated within 30 minutes upon request.													
A	Total number of clients borrowing KPs accommodated within 30 minutes upon request.												
B	Total number of clients borrowing KPs.												
C	Formula: $\frac{A}{B} \times 100$		Target Result: 90%										
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met												
Objective 2: % of clients borrowing KPs from the LGRRRC rated service provided satisfactorily.													
A	Total number of clients borrowing KPs rate service provided satisfactorily.												
B	Total number of clients borrowing KPs.												
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 3: % of clients borrowing KPs from the LGRRRC rated service provided satisfactorily													
A	Total number of clients borrowing KPs rate service provided satisfactorily.												
B	Total number of clients borrowing KPs.												
C	Formula: $\frac{A}{B} \times 100$		Target Result: 80%										





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

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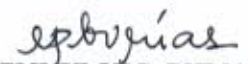


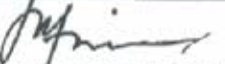
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met												
Objective 4: % of clients borrowing KPs from the LGRRRC rated service provided satisfactorily													
A	Total number of clients borrowing KPs rate service provided satisfactorily.												
B	Total number of clients borrowing KPs.												
C	Formula: $\frac{A}{B} \times 100$												
D	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.													





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

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 LILIBETH A. FAMACION, CESO III Regional Director		
Process Owner	Deputy QMR	Regional QMR
		Top Management





DILG - REGION XIII (CARAGA)
Provision of LGRRRC Services

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QUALITY OBJECTIVE: 1) 80% of clients requesting for LGRRRC services (knowledge sharing) rated service provided satisfactorily

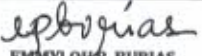
FREQUENCY OF MONITORING: Quarterly


COVERED PERIOD:

Due Date of Submission: Every 5th day of the 1st month of the quarter

Legend:

No.	POV Control No.	Date client availed of LGRRRC service	Date CSS was administered to client	Survey Mode	Rating	Objective Results			Remarks/Particulars
						Met	Unmet	Remarks, if unmet	
1									
2									
3									
4									
5									
6									
TOTAL RESULT									

Prepared by:

EMMYLOU P. BURIAS
 LGOOV - LGRRRC Administrator
 Process Owner

Signed by:

JOCELYN C. TAYOMA
 OIG Division Chief
 Deputy QMR





DILG - REGION XIII (CARAGA)

LGRRC KNOWLEDGE PRODUCTS (KP) MONITORING SHEET

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Date	KP Title	Availability		Borrower	Address	Date to be Returned
		YES	NO			

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Process Owner	Regional QMR	Top Management





DILG - REGION XIII (CARAGA)

LGRRC KNOWLEDGE PRODUCT (KP) AVAILABILITY SLIP

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GOVERNANCE AREA(s):

Related KPs :

Available Not Available

Available Not Available

Date Borrowed: _____

Date to be Returned: _____

Date Returned: _____

_____ Client

_____ Address

_____ Signature

_____ Contact No. & Email Address

Prepared By	Reviewed By	Approved By
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Process Owner	Regional QMR	Top Management

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LGRRC CHECKLIST FOR QUALIFIED BORROWERS

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Borrower's Name : _____
Office & Position : _____
Email Address & Phone No. : _____

Referred by :

Name

Position

Agency/Office

MSAC member

DILG FOU's

Approved by:

DONALD A. SERONAY
Assistant Regional Director/LGRRRC Manager

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DILG - REGION XIII (CARAGA)
LGRRC BORROWER'S SLIP

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GOVERNANCE AREA(s):

KNOWLEDGE PRODUCT (s):

PURPOSE:

Date Borrowed:

Date to be Returned:

Date Returned:

Client

Address

Signature

Contact No. & Email Address

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DILG - REGION XIII (CARAGA)
LGRRC VISITORS LOGBOOK

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DATE	ACTIVITY/ PURPOSE	NAME	POSITION/ DESIGNATION	OFFICE/ADDRESS	SIGNATURE

Prepared By	Reviewed By	Approved By
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