



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: 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	
Provision of Technical Assistance for the Implementation of Community-Based Monitoring System									
	LGU Requests	NMO Amon	CBMS Steel Cabinet	LGU Requests	Sequential (Latest on top)	2	2	4	Shredding/ Re-use
	CBMS Guidelines	NMO Amon	CBMS Steel Cabinet	CBMS Guidelines	Sequential	2	2	4	Shredding/ Re-use
	CBMS TA Log Sheet	NMO Amon	CBMS Steel Cabinet	CBMS TA Log Sheet	Sequential	2	2	4	Shredding/ Re-use
	CSS Monitoring Log Sheet (Orientation Briefing)	NMO Amon	CBMS Steel Cabinet	CSS Monitoring Log Sheet (Orientation Briefing)	Sequential	2	2	4	Shredding/ Re-use
	CSS Monitoring Log Sheet (CBMS Module 1)	NMO Amon	CBMS Steel Cabinet	CSS Monitoring Log Sheet (CBMS Module 1)	Sequential	2	2	4	Shredding/ Re-use
	CSS Monitoring Log Sheet (CBMS Module 2)	NMO Amon	LG CDD CBMS Steel Cabinet	CSS Monitoring Log Sheet (CBMS Module 2)	Sequential	2	2	4	Shredding/ Re-use
	CSS Monitoring Log Sheet (CBMS Module 3)	NMO Amon	LG CDD CBMS Steel Cabinet	CSS Monitoring Log Sheet (CBMS Module 3)	Sequential	2	2	4	Shredding/ Re-use
	CSS Monitoring Log Sheet (CBMS Module 4)	NMO Amon	LG CDD CBMS Steel Cabinet	CSS Monitoring Log Sheet (CBMS Module 4)	Sequential	2	2	4	Shredding/ Re-use
	Process QME	NMO Amon	LG CDD CBMS Steel Cabinet	Process QME	Sequential	2	2	4	Shredding/ Re-use
	Post-Activity Evaluation Form (CBMS Orientation Briefing)	NMO Amon	CBMS Steel Cabinet	Post-Activity Evaluation Forms	Sequential	2	2	4	Shredding/ Re-use
	Post-Activity Evaluation Form (CBMS module 1)								
	Post-Activity Evaluation Form (CBMS module 2)								
	Post-Activity Evaluation Form (CBMS module 3)								
	Post-Activity Evaluation Form (CBMS module 4)								

Prepared By

LOLITA S. GO
LG00 VI

Process Owner

Reviewed by

RAY GREGORY F. ARANILLA
Division Chief

Deputy QMR





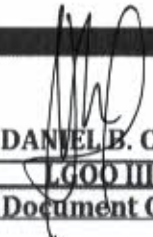
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Name of Division/FOU: **Local Government Monitoring and Evaluation Division**

MASTERLIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of Technical Assistance for the Implementation of Community-Based Monitoring System							
QP-R13-LGMED-07	Quality Procedure	10.16.17					
QO-QP-R13-LGMED-07	Quality Objective	10.16.17					
QME-QP-R13-LGMED-07	Quality Monitoring and Evaluation	10.16.17					
FM-QP-R13-LGMED-07-01	Process Summary Logsheet	10.16.17					

Prepared By

JOB DANIEL B. CASSION
LGDO III
Regional Document Controller

Noted By

DONALD A. SERONAY
CAO/ OIC- Asst. Regional Director
Regional QMR





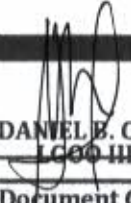
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Name of Division/FOU: **Local Government Monitoring and Evaluation Division**

MASTER LIST OF MAINTAINED DOCUMENTED INFORMATION (EXTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of Technical Assistance for the Implementation of Community-Based Monitoring System							
	CBMS Guidelines						
	Post-Activity Evaluation form (Orientation Briefing)						
	Post-Activity Evaluation form (CBMS Module 1)						
	Post-Activity Evaluation form (CBMS Module 2)						
	Post-Activity Evaluation form (CBMS Module 3)						
	Post-Activity Evaluation form (CBMS Module 4)						
	CSS Monitoring Log Sheet (CBMS Module 1)						
	CSS Monitoring Log Sheet (CBMS Module 1)						
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Prepared By

JOB DANIEL B. CASSION
LCOO III
Regional Document Controller

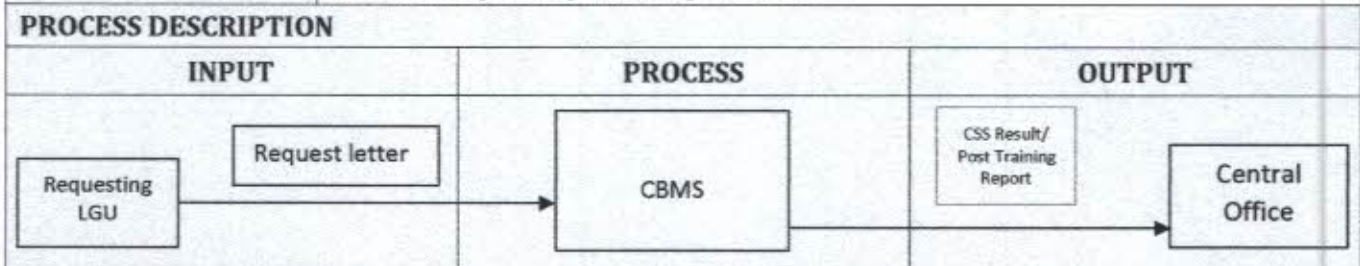
Noted By

DONALD A. SERONAY
CAO/OIC Asst. Regional Director
Regional QMR





QUALITY PROCEDURE (QP)

PROCEDURE TITLE	PROVISION OF TECHNICAL ASSISTANCE FOR THE IMPLEMENTATION OF COMMUNITY-BASED MONITORING SYSTEM
SCOPE	This process starts from the receipt of request for technical assistance on CBMS to the actual conduct of the technical assistance inclusive of the administration of customer satisfaction survey.
PURPOSE	To standardize the provision of technical assistance on the implementation of CBMS to requesting LGUs region wide.



DESCRIPTIVE STATEMENT:
 The process starts from the receipt of the C/MLGOO from the city/municipality request letter for technical assistance on CBMS. Upon evaluation of the request, it will be acted upon by the concerned division for the preparation and conduct of TA on CBMS inclusive of the administration of the customer satisfaction survey. The consolidated survey result will be forwarded to the Central Office.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	C/MLGOO	Receive and indorse request of LGU for CBMS TA	<ul style="list-style-type: none"> Receive request for provision of TA for CBMS Check completeness and appropriateness of CBMS documentary requirements. If found complete and appropriate, indorse to the Provincial Office; else communicate noted deficiencies to the requesting LGU for appropriate action. <p>Note: Supporting documents should include CBMS Memorandum of Agreement (MOA), Sanggunian Resolution, and Work and Financial Plan (WFP)</p> <ul style="list-style-type: none"> Record the request in the CBMS TA Log Sheet. 	<ul style="list-style-type: none"> Request for CBMS TA CBMS TA Log Sheet Indorsement
2	Provincial	Receive and record	<ul style="list-style-type: none"> Receive and record 	<ul style="list-style-type: none"> Incoming





QUALITY PROCEDURE (QP)

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> Forward to PD for assignment to Focal Person 	<ul style="list-style-type: none"> Indorsement together with LGU request and supporting documents
3	Provincial Focal Person	Verify and evaluate LGU request	<ul style="list-style-type: none"> Verify completeness and appropriateness of CBMS documentary requirements. If found complete and appropriate, check on the availability of the schedule; else communicate noted deficiencies to the provincial office. For provinces, prepare letter to the requesting LGU for the conduct of CBMS TA. Prepare Provincial Order signed by the Provincial Director. Endorse documents to Regional Office for the MOA signing by the Regional Director. If the Provincial Focal Person is not available on the scheduled date of TA, prepare letter-request for CBMS TA to be signed by the Provincial Director and endorse to the Regional Office 	<ul style="list-style-type: none"> Indorsement letter together with LGU request and supporting documents CBMS TA Log Sheet Letter-request Indorsement letter Letter-request
4	Regional, Records Personnel	Receive, record and route indorsement for CBMS TA	<ul style="list-style-type: none"> Receive, record and route indorsement for CBMS TA in accordance to the Records Management Procedure 	<ul style="list-style-type: none"> Indorsement letter with LGU request and supporting documents
5	Regional CBMS Focal Person	Review request and documentary requirements	<ul style="list-style-type: none"> Check completeness and appropriateness of CBMS documentary requirements. If found complete and appropriate, seek recommending 	<ul style="list-style-type: none"> Request for CBMS TA CBMS TA log Sheet



QUALITY PROCEDURE (QP)

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<p>approval of the MOA by the LGMED Chief to facilitate signing by the Regional Director; accomplish CBMS online request forms of the LGU; attach MOA signed by the concerned Local Chief Executive and Regional Director using the Online link provided by the CBMS Network Team; else, communicate noted defeciciencies to the concerned province.</p> <ul style="list-style-type: none"> • If the Regional/Provincial Focal Person is not available on the scheduled date of TA, coordinate with the other trainers, preferably the nearest ones, for possible assistance. • Upon availability of CBMS forms/software applications from CBMS National Netwok Team, mutally agree the date/s of CBMS TA/s with the LGU and the concerned province/city/ municipality. • Prepare letter to the requesting LGU for the conduct of CBMS TA. • If there are no available trainers in the region, prepare indorsement letter to Central Office and letter-reply to the requesting LGU 	<ul style="list-style-type: none"> • Letter-reply • Letter-request



**QUALITY
PROCEDURE (QP)**

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
6	Assigned CBMS trainer	Prepare for the Conduct of TA	<ul style="list-style-type: none"> Prepare the necessary administrative documents for the conduct of CBMS TA as appropriate (Memorandum, Travel Order, and Request for Cash Advance and others as applicable) and the updated/latest CBMS TA Module/s. 	<ul style="list-style-type: none"> Applicable administrative documents CBMS TA Module/s
7	Assigned CBMS trainer	Conduct CBMS TA	<ul style="list-style-type: none"> Conduct the requested CBMS Modular Training as follows: <ul style="list-style-type: none"> CBMS Orientation Module If LGU expressed intent to implement the CBMS, provide the LGU a copy of the MOA template or advise LGU to secure MOA template from the concerned province. Secure signatures in the MOA. Conduct of Modular Trainings Module I - Data Collection Module II - Data Processing and Map Digitizing Community Validation Module III - Planning and Budgeting using CBMS Data Module IV - Community Development Plan (CDP) Formulation 	<ul style="list-style-type: none"> CBMS Module/s

**QUALITY
PROCEDURE (QP)**

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
8	Assigned CBMS trainer	Administer Customer Satisfaction Survey	<ul style="list-style-type: none"> Administer the Customer Satisfaction Survey to the participants at the end of CBMS TA Consolidate the Customer Satisfaction Survey Result. 	<ul style="list-style-type: none"> Customer Satisfaction Survey Form
9	Assigned CBMS trainer	Maintain Records	<ul style="list-style-type: none"> Update CBMS TA Log Sheet. Prepare and submit reports using external forms Retain records in accordance with the Procedure on the Control of Retained Documented Information and Master List of Records. 	<ul style="list-style-type: none"> CBMS TA Log Sheet Control of Retained Documented Information Mastelist of Records
10	Regional Focal Person	Submission of Reports to CO	<ul style="list-style-type: none"> Consolidate report submitted by Assigned CBMS Trainers Prepare transmittal Division Chief review/edit and countersign RD/ORD approves RFP scan and send e-copy of reports with transmittal to BLGD email address Retain records in accordance with the Procedure on the Control of Retained Documented Information and Master List of Records. 	

References:

- CBMS Module/s

Records:

- CBMS Module/s
- CBMS TA Log Sheet
- Customer Satisfaction Survey Result







DILG – REGION XIII (CARAGA)

QUALITY PROCEDURE (QP)

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Prepared By		Reviewed By		Approved By	
 LOLITA S. GO LGOOV VI	 RAY GREGORY F. JARANILLA Division Chief	 DONALD A. SERONAY CAO/OIC-Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director		
Process Owner	Deputy QMR	Regional QMR	Top Management		





DIVISION/FOU	LOCAL GOVERNMENT CAPABILITY DEVELOPMENT DIVISION (CDD)
QUALITY PROCEDURE TITLE	PROVISION OF TECHNICAL ASSISTANCE FOR THE IMPLEMENTATION OF COMMUNITY BASED MONITORING SYSTEM

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)			
Provision of Technical Assistance on the implementation of Community-Based Monitoring System (CBMS) to requesting LGUs region wide	Timely response to request for TA for CBMS modular training (within 10 working days from receipt): C/MLG00=3 days PO = 3 days RO = 4 days	90% of received requests	Total number of replies issued within 10 working days from receipt of request/ Total no. of requests received - Total no. requests received not yet due x 100%	Monthly	Provincial Focal Person Regional Focal Person	CBMS TA Logsheets
	All conducted TAs for CBMS Trainings have 80% Clients Satisfaction Survey (Activity Feedback Form) received with rating of satisfactory (3) and above (4,5).	100% of TAs provided	Total number of TAs with 80% Clients Satisfaction Survey (Activity Feedback Form) received with rating of satisfactory (3) and above (4,5) / Total Number of TAs conducted x 100			CSS Summary Log Sheet

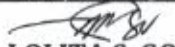
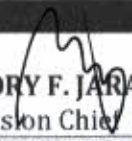

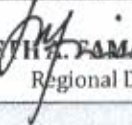




DILG REGION XIII (CARAGA)

QUALITY OBJECTIVE (QO)

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Prepared By	Reviewed By	Approved By
 LOLITA S. GO LG00 VI	 RAY GREGORY F. JARANILLA Division Chief	 DONALD A. SERONAY CAO/ OJC- Asst. Regional Director
 LILIBETH T. PAMACION, CESO III Regional Director		
Process Owner	Deputy QMR	Regional QMR
		Top Management





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

Document Code:
QME-QP-R13-LGMED-07

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DIVISION/FOU	LGMED												
PROCEDURE TITLE	Provision of Technical Assistance for the implementation of Community Based Monitoring System												
OBJECTIVE STATEMENT	1. 80% of received requests, issued reply within 10 working days upon receipt. 2. All conducted Tas have 80% Clients Satisfaction Survey (Activity Feedback Form) received with rating an average rating of 3 and above.												
CURRENT PERIOD													
INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Objective 1: 80% of received requests, issued reply within 10 working days upon receipt													
1.A. C/MLGOO (3 Days)													
A	Total no. of request acted upon the prescribed period upon receipt from LGU												
B	Total no. of request received												
C	Total no. of request received not yet due												
D	Formula: $(A/(B-C)) \times 100$ Target Result: 80%												
E	Gap Analysis: Put your analysis in case the objective is not met.												
1.B. PO (3 Days)													
A	Total no. of request acted upon the prescribed period upon receipt from C/MLGOO												
B	Total no. of requests received.												
C	Total no. of requests received not yet due												
D	Formula: $(A/(B-C)) \times 100$ Target Result: 80%												
E	Gap Analysis: Put your analysis in case the objective is not met.												
1.C. RO (4 Days)													
A	Total no. of replies issued within 3 working days from receipt of request from the PO												
B	Total no. of requests received												
C	Total no. of requests received not yet due												
D	Formula: $(A/(B-C)) \times 100$ Target Result: 80%												
D	Gap Analysis: Put your analysis in case the objective is not met.												





PROCESS QUALITY MONITORING AND EVALUATION (QME)

Objective 2: All conducted TAs for CBMS Trainings have 80% Clients Satisfaction Survey (Activity Feedback Form) received with an average rating of 3 and above	
A	Total number of TAs with 80% Clients Satisfaction Survey (Activity Feedback Form) received with an average rating of 3 and above.
B	Total Number of TAs conducted
C	Formula : (A/B)x10 Target: 80%
D	Gap Analysis: Put your analysis in case the objective 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.	

Prepared By		Reviewed By	Approved By
 LOLITA S. GO LGOO VI	 RAY GREGORY F. JARANILLA Division Chief	 DONALD A. SERONAY CAO/ OIC-Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owner	Deputy QMR	Regional QMR	Top Management





DILG REGION XIII (CARAGA)

Provision of Technical Assistance for the Implementation of Community-Based Monitoring System Process Summary Logsheet (PSL)

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QUALITY OBJECTIVE: 1) Timely response to request for technical assistance for community-based monitoring system modular training
2) All conducted technical assistance for community-based monitoring system trainings have 80% client satisfaction survey received with rating of satisfactory and above

FREQUENCY OF MONITORING: Monthly

COVERED PERIOD: January to December

Due Date of Submission:

Legend:

No.	Control No.	PROVINCE	Date of Transmittal Letter	Date Received by RO Records Section/ Regional Focal Person	Consolidation/Checking of DBO List	Finalization of Regional Consolidated List of DBO	Date Submitted to NBOO	Objective Results			Remarks/Particulars
								Met	Unmet	Remarks, if unmet	
1											
2											
3											
4											
5											
6											
7											
8											

Total
Result

Prepared by
LOLITA S. GO
100031
Process Owner

Noted by
RAY GREGORY F. JARANILLA
Division Chief
Deputy QMR

