



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		
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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	
Processing of Barangay Officials' Request for Certification on the Services Rendered for Civil Service Commission Eligibility									
	BO Certification from MLGOO	Jason Ryan Lam	LGMED Drawer No. 4	BO Eligibility	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use
	BO Certification from PD/HUC Director	Jason Ryan Lam	LGMED Drawer No. 4	BO Eligibility	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use
	BO Certification from Regional Director	Jason Ryan Lam	LGMED Drawer No. 4	BO Eligibility	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use
	Master List of Barangay Officials	Jason Ryan Lam	LGMED Drawer No. 4	BO Eligibility	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use
	Oath of Office of Barangay Officials	Jason Ryan Lam	LGMED Drawer No. 4	BO Eligibility	Sequential by Year (Latest on Ton)	1 year	10 years	11 years	Shredding/ Re-use

Prepared By

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 LGOO V
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Reviewed By

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 Division Chief
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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
Processing of Barangay Officials' Request for Certification on the Services Rendered for Civil Service Commission Eligibility							
QP-R13-LGMED-10	Quality Procedure	10.16.17					
QO-QP-R13-LGMED-10	Quality Objective	10.16.17					
QME-QP-R13-LGMED-10	Quality Monitoring and Evaluation	10.16.17					
FM-QP-13-LGMED-10-01	Process Summary Logsheets	10.16.17					
FM-QP-13-LGMED-10-02	Certification on Services Rendered in the Baranga (Appointive Official)	10.16.17					
FM-QP-13-LGMED-10-03	Certification on Services Rendered in the Baranga (Elective Official)	10.16.17					

Prepared By

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LG00 III
Regional Document Controller

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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
Processing of Barangay Officials' Request for Certification on the Services Rendered for Civil Service Commission Eligibility							
	DILG Memorandum Circular No. 2008-124						
	BO Certification from MLGOO						
	BO Certification from PD/HUC Director						
	BO Certification from Regional Director						
	Master List of Barangay Officials						
	Oath of Office of Barangay Officials						

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PROCEDURE TITLE	Processing of Barangay Officials' Request for Certification on the Services Rendered for Civil Service Commission Eligibility
SCOPE	This process starts from the receipt of request from the Barangay Officials up to the issuance of HUC/Provincial or Regional Office' Certificate of Services Rendered by Barangay Officials 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
Requesting Barangay Officials Request Form →	Processing of Barangay Officials Request for Certificate of Services Rendered for CSC Eligibility
	OUTPUT
	Certificate of Services Rendered of Brgy. Officials →
DESCRIPTIVE STATEMENT: The requesting Barangay Officials shall request and submit supporting documents to the C/MLGOO/HUC/Provincial Focal Person/ 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
A) City/Municipal Level				
1	C/MLGOO; HUC FP	Receive request for the Issuance of Certification of Services Rendered of Barangay Officials	<ul style="list-style-type: none"> Receive and record request for Issuance of Certification of Services Rendered of Barangay Officials along with the documentary requirements 	Request from Barangay Officials with supporting documents Receiving Logbook
2	C/MLGOO;HUC FP	Review documentary requirements and verify records of Barangay Officials	<ul style="list-style-type: none"> Check the required supporting documents Verify and check records of Barangay Officials in the Masterlist and Barangay Officials Database System 	Request from Barangay Officials with supporting documents CSC Policies Barangay Officials Database System (BODS)/ Masterlist





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**QUALITY
 PROCEDURE (QP)**

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
3	C/MLGOO; HUC FP	Act on the Request	<p>If the documentary requirements are found complete and verified, prepare and sign the Certification of Services Rendered of Barangay Officials using the prescribed form by CSC; else inform the Barangay Official to submit lacking documents.</p> <p>If the certification is issued, advise the client to secure provincial certification; except for HUC, advise client to go directly to CSC</p>	<p>Request from Barangay Officials with supporting documents</p> <p>CSC Policies</p>
4	C/MLGOO; HUC FP	Maintain Records	<ul style="list-style-type: none"> Retain records in accordance with Control Records procedure 	Signed Certification of Services Rendered
b) Provincial Level				
1	Receiving Clerk	Receive the signed Certification of Services Rendered of Barangay Officials by C/MLGOO with supporting documents	<p>Receive and record the signed Certification of Services Rendered of Barangay Officials by C/MLGOO with supporting documents</p> <ul style="list-style-type: none"> Forward to the Focal Person 	Signed Certification of Services Rendered of Barangay Officials by C/MLGOO with supporting documents
2	Focal Person	Review documentary requirements and verify records of Barangay Officials	<ul style="list-style-type: none"> Check the required supporting documents including the issued Certification of Services Rendered by C/MLGOO Verify and check records of Barangay Officials in the Masterlist and Barangay Officials Database System 	Signed Certification of Services Rendered of Barangay Officials by C/MLGOO with supporting documents





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**QUALITY
 PROCEDURE (QP)**

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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 of Barangay Officials, 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 Barangay Officials using the prescribed form and requirements to the Provincial Director/ duly Authorized Official</p>	Signed Certification of Services Rendered of Barangay Officials by C/MLGOO with supporting documents
5	Provincial Director/ Duly Authorized Official	Sign the Certification	<p>Sign the Certification of Services Rendered of Barangay Officials</p> <p>Forward to the Focal Person</p>	Signed Certification
6	Focal Person	Release Certification	<ul style="list-style-type: none"> Forward signed certification to the provincial records officer Issue the Certification duly signed by Provincial Director to requesting Barangay Official If the certification is issued, advise the Barangay Official to go directly to the Civil Service Commission Regional Office. In the instance of unavailability of certification or 	Signed Certification





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**QUALITY
 PROCEDURE (QP)**

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			discrepancy on the data therein, the client may proceed to the Regional Office for further issuance of such document. Then processing at the regional level shall start accordingly.	
7	Focal Person	Maintain Records	<ul style="list-style-type: none"> Maintain records in accordance with Control Records procedure 	Signed Certification of Services Rendered issued by C/PD
c) Regional Level (optional)				
1	PACD Officer	Assist Barangay Officials	<ul style="list-style-type: none"> Assist Client and indorse to Focal Person 	Signed Certification of Services Rendered of Barangay Officials by C/MLGOO and PD with supporting documents
2	Focal Person	Receive, Record and Review requirements and verify records of Barangay Officials	<ul style="list-style-type: none"> Received Record and Check the required supporting documents Verify and check records of Barangay Officials in the Masterlist and Database 	Signed Certification of Services Rendered of Barangay Officials by C/MLGOO and PD with supporting documents BODS/ Masterlist Receiving Logbook
3	Focal Person	Act on the Request	If the documentary requirements are found correct and validated, prepare the Certification of Services Rendered of Barangay Officials	Signed Certification of Services Rendered of Barangay Officials by C/MLGOO and





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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<p>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 of Barangay Officials using the prescribed form and requirements to the Regional Director/ duly Authorized Official</p>	PD with supporting documents
4	Regional Director/ Duly Authorized Official	Sign the Certification	<p>Sign the Certification of Services Rendered of Barangay Officials</p> <p>Forward to the Focal Person</p>	Signed Certification of Services Rendered of Barangay Officials
5	Focal Person	Issue Certification	Issue the Certification duly signed by Regional Director/duly Authorized Official and with DILG seal	Signed Certification of Services Rendered of Barangay Officials
6	Regional Records Officer	Administration on the Customer Satisfaction Survey	At the end of the transaction, advise client 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 of Barangay Officials by RD

Definition of Terms:

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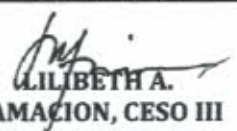
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Legal References:

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

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





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DIVISION/FOU	Local Government Monitoring and Evaluation Division
QUALITY PROCEDURE TITLE	Processing of Barangay Officials' Request for Certification on the Services Rendered for Civil Service Commission 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	90%	Total number of Request for certification on the Services Rendered of Barangay Officials for Civil Service Commission Eligibility acted upon receipt (A)/ total number of Request for certification on the Services Rendered of Barangay Officials for Civil Service Commission Eligibility received within the month (B) = (A/B) x 100%	Montly	C/MLGOO/ Provincial/HUC/ Regional Focal Persons	BO Eligibility Tracker Sheet





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	Timely administration on Customer Satisfaction Survey	At least 80% of the clients gave a rating of 3 or above (satisfactory -excellent rating) after completion of the transaction	<ul style="list-style-type: none"> Total number of clients that availed the service rated at least satisfactory *5=Excellent 4=Very Satisfactory 3=Satisfactory 2= Fair 1= Poor	ANA	Regional Records Officer	R13-SP-02

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		Top Management





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

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DIVISON/FOU	Local Government Monitoring and Evaluation Division (LGMED)													
PROCEDURE TITLE	Processing of Barangay Officials' Request for Certification on the Services Rendered for Civil Service Commission 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. Timely administration on Customer Satisfaction Survey													
CURRENT PERIOD	Calendar Year 2017													
INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Objective 1: 80% of received Documents acted upon within 1 working day upon receipt.														
A	Total no. of documents acted upon within 1 day upon receipt	-	-	-	-	-	-	-	-	-	1	2	1	4
B	Total No. of Documents received.	-	-	-	-	-	-	-	-	-	1	2	1	4
C	Formula: $\frac{A}{B} \times 100$	Target Result: 80%		-	-	-	-	-	-	-	1	2	1	4
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met	No gaps found												
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 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.														





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

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Process Owner	Deputy QMR	Regional QMR	Top Management





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) Timely administration on Customer Satisfaction Survey

FREQUENCY OF MONITORING:

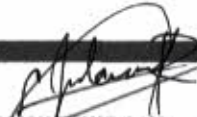
COVERED PERIOD:

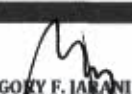
Due Date of Submission:

Legend:

No.	Control No.	LGU	Date of Transaction Processed at the Regional Office	Date of Certification Issued by C/MLGOO	Checking of Master List of BOs	Checking of Oath of Office	Issuance of Regional Certification	Objective Results			Remarks/Particulars
								Met	Unmet	Remarks, if unmet	
1											
2											
3											
4											
5											
6											
7											
8											

Total Result

Prepared by

JASON RYAN R. LAM
 LGOO V
 Process Owner

Reviewed by

RAY GREGORY F. JARANILLA
 Division Chief
 Deputy QMR





CERTIFICATION ON SERVICES RENDERED IN THE BARANGAY (Appointive Official)

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This is to certify that **Mr./Ms.** _____ has rendered services in Barangay _____, Municipality of _____, Province of _____, with the following details:

Position Held	Date of Appointment (start from most recent)	Inclusive Dates of Years Served		Number of Years Served	Appointing Punong Barangay		
		From (mm/dd/yy)	To (mm/dd/yy)		Name	Date Elected	Term of Office

This Certification is issued in support of the evaluation/processing of the application of **Mr./Ms.** _____ for the grant of Barangay Official Eligibility pursuant to Republic Act No. 7160, in accordance with CSC Resolution No. 1200865.

Issued this _____ day of _____, 2017 at _____.

Regional Director

Prepared By	Reviewed By	Approved By
 JASON RYAN R. LAM LG00 V	 DONALD A. SERONAY CAO/OIG-Asst. Regional Director	 LILIBETH A. FAMACION, CESO III Regional Director
Process Owner	Regional QMR	Top Management





CERTIFICATION ON SERVICES RENDERED IN THE BARANGAY (Elective Official)

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This is to certify that **Mr. /Ms.** _____ has rendered services at Barangay _____, Municipality of _____, Province of _____, with the following details:

Position Held	Date of Election (mm/dd/yyyy)	Term of Office (No. of Years)	Inclusive Dates	
			From (mm/dd/yyyy)	To (mm/dd/yyyy)

Completed Term of Office?

- YES
- NO, Specify total number of days served
Reason for non-completion:

This Certification is issued in support of the evaluation/processing of the application of **Mr. /Ms.** _____ for the grant of Barangay Official Eligibility pursuant to Republic Act No. 7160, in accordance with CSC Resolution No. 1200865.

Issued this _____ day of _____, 2017 at _____.

Regional Director

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

