



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-02-01		
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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 Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service Eligibility									
	Request for Certification of Services Rendered Quality Procedure	Jason Ryan Lam	LGMED Drawer No. 4	SME	Sequential by Year (Latest on	perpetual	perpetual	perpetual	perpetual
	Request for Certification of Services Rendered Quality Objective	Jason Ryan Lam	LGMED Drawer No. 4	Master List of Local Officials	Sequential by Year (Latest on	perpetual	perpetual	perpetual	perpetual
	Request for Certification of Services Rendered Quality Monitoring and Evaluation	Jason Ryan Lam	LGMED Drawer No. 4	Master List of Local Officials	Sequential by Year (Latest on	perpetual	perpetual	perpetual	perpetual
	Request for Certification of Services Rendered Process Summary Logsheets	Jason Ryan Lam	LGMED Drawer No. 4	Master List of Local Officials	Sequential by Year (Latest on	perpetual	perpetual	perpetual	perpetual
	Republic Act 10156	Jason Ryan Lam	LGMED Drawer No. 4	Master List of Local Officials	Sequential by Year (Latest on	perpetual	perpetual	perpetual	perpetual
	CSC Resolution No. 1300486	Jason Ryan Lam	LGMED Drawer No. 4	Master List of Local Officials	Sequential by Year (Latest on	perpetual	perpetual	perpetual	perpetual
	CSC Memorandum No. 12 s. 2013	Jason Ryan Lam	LGMED Drawer No. 4	Master List of Local Officials	Sequential by Year (Latest on	perpetual	perpetual	perpetual	perpetual
	DILG Memorandum dated August 28, 2013	Jason Ryan Lam	LGMED Drawer No. 4	Master List of Local Officials	Sequential by Year (Latest on	perpetual	perpetual	perpetual	perpetual
	SME Certification	Jason Ryan Lam	LGMED Drawer No. 4	SME	Sequential by Year (Latest on	1 year	10 years	11 years	Shredding/ Re-use
	Master List of Local Officials	Jason Ryan Lam	LGMED Drawer No. 4	SME	Sequential by Year (Latest on	1 year	10 years	11 years	Shredding/ Re-use

Prepared By

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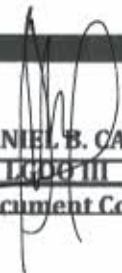
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Name of Division/FOU: **Local Government Monitoring and Evaluation Division**

MASTERLIST OF MAINTAINED DOCUMENTED INFORMATION (INTERNAL)

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Processing of Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service Eligibility							
QP-R13-LGMED-11	Quality Procedure	10.16.17					
QO-QP-R13-LGMED-11	Quality Objective	10.16.17					
QME-QP-R13-LGMED-11	Quality Monitoring and Evaluation	10.16.17					
FM-QP-13-LGMED-11-01	Process Summary Logsheet	10.16.17					

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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 Sangguniang Panlalawigan/Panlungsod/ Bayan Member Request for Certification to Support Application for Civil Service Commission Eligibility							
	Republic Act 10156						
	CSC Resolution No. 1300486						
	CSC Memorandum No. 12 s. 2013						
	DILG Memorandum dated August 28, 2013						
CSC SME Form 1	Certification on Services Rendered by Sanggunian Member	March 2013					
	Master List of Local Officials						

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

Document Code		
QP-R13-LGMED-11		
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PROCEDURE TITLE	Processing of Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to support application for Civil Service Commission Eligibility	
SCOPE	This process starts from the receipt of request from the SP/SB Officials up to the issuance of Regional Office's Certificate of Services Rendered for CSC Eligibility	
PURPOSE	To define the process of facilitating the request of SP/SB Member for Certificate of Services Rendered in accordance with existing CSC rules and regulations.	
PROCESS DESCRIPTION		
INPUT	PROCESS	OUTPUT
Requesting SP/SB Member Request Form →	Processing of SP/SB Member Request for Certificate of Services Rendered for CSC Eligibility	Certificate of Services Rendered of SP/SB Member →
DESCRIPTIVE STATEMENT: The requesting SP/SB Member 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 SP/SB Member	<ul style="list-style-type: none"> Receive and record request for Issuance of Certification of Services Rendered of SP/SB Member along with the documentary requirements 	Request from SP/SB Member with supporting documents Receiving Logbook
2	C/MLGOO; HUC FP	Review documentary requirements and verify records of the SP/SB Member	<ul style="list-style-type: none"> Check the required supporting documents Verify and check records of Officials in the Masterlist - 	Request from SP/SB Member with supporting documents CSC Policies Masterlist
3	C/MLGOO; HUCD	Act on the Request	If the documentary requirements are found complete and verified, prepare and sign the Certification of Services Rendered of Officials using the prescribe form by CSC; else inform the requesting party to submit lacking	Request from S/SB Member with supporting documents CSC Policies





Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			documents. If the certification is issued, advise the client to secure provincial certification, except for HUC, go directly to Regional Office to secure regional certification	
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 the S/SB Member by C/MLGOO with supporting documents	<ul style="list-style-type: none"> Receive and record the signed Certification of Services Rendered of the SP/SB Member by C/MLGOO with supporting documents Forward to the Focal Person 	Signed Certification of Services Rendered of SP/SB Member by C/MLGOO with supporting documents
2	Focal Person	Review documentary requirements and verify records of SP/SB Member	<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 the SP/SB Member 	Signed Certification of Services Rendered of the SP/SB Member by C/MLGOO with supporting documents
3	Focal Person	Act on the Request	If the documentary requirements are found correct and validated, prepare the Certification of Services Rendered for approval of the Provincial Director or duly authorized officials; else inform and ask the client to comply with lacking documents.	Signed Certification of Services Rendered of the SP/SB Member by C/MLGOO with supporting documents



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

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			Forward the Certification of Services Rendered of SP/SB Member using the prescribed form and requirements to the Provincial Director/ duly Authorized Official	
5	Provincial Director/ Duly Authorized Official	Sign the Certification	Sign the Certification of Services Rendered of the SP/SB Member Forward to the Focal Person	Signed Certification
6	Focal Person	Issue Certification	Issue the Certification duly signed by Provincial Director to requesting Official If the certification is issued, advise the Local Official to secure regional certification	Signed Certification
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				
1	Receiving Officer	Assist Local Official	<ul style="list-style-type: none"> Assist Client and indorse to Focal Person 	Signed Certification of Services Rendered of the SP/SB Member by C/MLGOO and PD with supporting documents
2	Focal Person	Receive, Record and Review requirements and verify records of the SP/SB Member	<ul style="list-style-type: none"> Received Record and Check the required supporting documents Verify and check records of Local Officials in the ELOPD 	Signed Certification of Services Rendered of Local Officials by C/MLGOO and PD with supporting documents Masterlist/ELOPD





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

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
				Receiving Logbook
3	Focal Person	Act on the Request	<p>If the documentary requirements are found correct and validated, prepare the Certification of Services Rendered of the SP/SB Member 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 using the prescribed form and requirements to the Regional Director/ duly Authorized Official</p>	Signed Certification of Services Rendered by C/MLGOO and PD with supporting documents
4	Regional Director/ Duly Authorized Official	Sign the Certification	<p>Sign the Certification of Services Rendered the SP/SB Member</p> <p>Forward to the Focal Person</p>	Signed Certification of Services Rendered of the SP/SB Member
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
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 by RD

Definition of Terms:

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

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Legal References:

- RA 10156
- CSC MC No. 12, s.2013

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Process Owner	Deputy QMR	Regional QMR	Top Management		





DILG REGION XIII (CARAGA)
QUALITY OBJECTIVE (QO)

Document Code		
QO-QP-R13-LGMED-11		
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DIVISION/FOU	Local Government Monitoring and Evaluation Division
QUALITY PROCEDURE TITLE	Processing of Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service 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 Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service Eligibility	Timely issuance of certification on the Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service Eligibility within the day upon receipt of request	90%	Total number of Request for certification on the Sangguniang Panlalawigan/Panlungsod/ Bayan Member Request for Certification to Support Application for Civil Service Eligibility acted upon receipt (A)/ total number of Request for certification on the Sangguniang Panlalawigan/Panlungsod/ Bayan Member Request for Certification to Support Application for Civil Service Eligibility received within the month (B) = (A/B) x 100%	Montly	C/MLGOO/ Provincial/HUC/ Regional Focal Persons	SM 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 Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service 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

Prepared By	Reviewed By		Approved By
<i>[Signature]</i> JASON RYAN R. LAM LG00 V	<i>[Signature]</i> RAY GREGORY R. JARANILLA Division Chief	<i>[Signature]</i> DONALD A. SERONAY CAO/OIC-Asst. Regional Director	<i>[Signature]</i> LILIBETH A. FAMACION, 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-11		
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DIVISON/FOU	Local Government Monitoring and Evaluation Division													
PROCEDURE TITLE	Processing of Sangguniang Panlalawigan/Panlungsod/Bayan Member Request for Certification to Support Application for Civil Service Eligibility													
OBJECTIVE STATEMENT	1. Timely issuance of certification on the Sangguniang Panlalawigan/ Panlungsod/ Bayan Member Request for Certification to Support Application for Civil Service 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	0	0	1	
B	Total No. of Documents received.	-	-	-	-	-	-	-	-	1	0	0	1	
C	Formula: $\frac{A}{B} \times 100$ Target Result: 100%	-	-	-	-	-	-	-	-	1	0	0	1	
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.														

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Process Owner	Deputy QMR	Regional QMR	Top Management





DILG REGION XIII (CARAGA)

PROCESSING OF SANGGUNIANG PANLALAWIGAN/PANLUNGSOD/BAYAN MEMBER REQUEST FOR CERTIFICATION TO SUPPORT APPLICATION FOR CIVILSERVICE ELIGIBILITY

Process Summary Logsheet (PSL)

Document Code		
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QUALITY OBJECTIVE: 1) Timely issuance of certification on the Sangguniang Panlalawigan/ Panlungsod/ Bayan Member Request for Certification to Support Application for Civil Service 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	Date of Certification Issued by HUC/Provincial Director	Checking of Master List of Local Officials	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:

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 Process Owner

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