

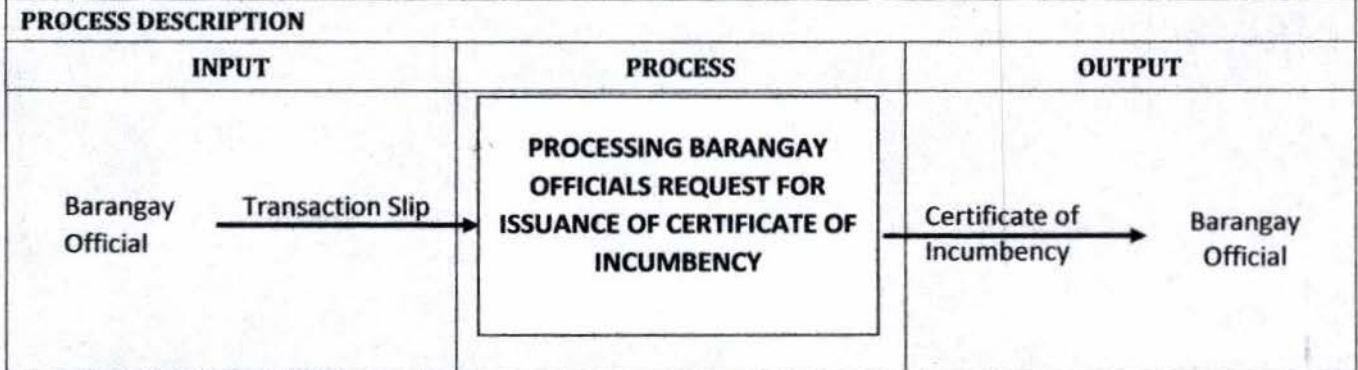


DILG REGION V
**QUALITY
 PROCEDURE (QP)**

Document Code
QP-R05-LGMED-28

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PROCEDURE TITLE	ISSUANCE OF CERTIFICATE OF INCUMBENCY TO BARANGAY OFFICIALS
SCOPE	This process starts from receipt of request (Transaction Slip) from Barangay Official up to the preparation of Certificate of Incumbency by the C/MLGOO.
PURPOSE	To define the standard procedures in the processing of request for issuance of Certificate of Incumbency in accordance with existing guidelines.



DESCRIPTIVE STATEMENT:
 As standard procedure of DILG R5 in processing Barangay Officials request for Certificate of Incumbency, the requesting barangay official submits the duly accomplished transaction slip to the C/MLGOO for verification, and preparation of the Masterlist and Certificate of Incumbency.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	C/MLGOO/ Staff (10 minutes)	Receive and log accordingly	Receive and record the request.	Transaction Slip Logbook Logsheet Process Summary Logsheet
2	C/MLGOO (3 days)	Receive and review request as to purpose.	<p>For general/ reference purposes:</p> <ol style="list-style-type: none"> Verify if the name of the requesting barangay official is included in the list of incumbent barangay officials. Prepare Certificate of Incumbency. <p>For CSC Eligibility (Elective):</p> <ol style="list-style-type: none"> Verify if the name of the requesting barangay official is included in the list of incumbent barangay officials. Crosscheck the name in the COMELEC List of Proclamation and Canvass. 	Transaction Slip Masterlist of Barangay Officials/ BOIS COMELEC Proclamation and Canvass

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			3. Verify if the requesting elected official has completed 1 full term. 4. Prepare Certificate of Services Rendered (CSC-ERPO BOE Form 1(a) and Masterlist. For CSC Eligibility (Appointive): 1. Verify if the name of the requesting barangay official is included in the list of incumbent barangay officials. 2. Review certificate of appointment. 3. Verify if the requesting appointive official has completed 1 full term. 4. Prepare Certificate of Services Rendered (CSC-ERPO BOE Form 1(b) and Masterlist. For Death Claim: 1. Verify if the name of the deceased barangay official is included in the list of incumbent barangay officials. 2. Check other death claim supporting documents. 3. If complete, prepare Certificate of Incumbency.	Any appointment documents (Oath of Office, BOIS, Brgy. Resolution, Appointment)
3	C/MLGOO/ Staff	Release and log accordingly	Record and release the certificate to the requesting barangay official.	Logbook Logsheet Process Summary Logsheet

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Definition of Terms:

- BOIS- Barangay Official's Information Sheet
- BODS- Barangay Officials Database System
- CSC-ERPO BOE Form 1 (a) – Certification on Services Rendered in the Barangay (Elective Official)
- CSC-ERPO BOE Form 1 (b) – Certification on Services Rendered in the Barangay (Appointive Official)

Legal References:

1. RA 7160 "Local Government Code of 1991";
2. Civil Service Commission (CSC) Resolution No. 1200865

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DILG REGION V
**QUALITY
 OBJECTIVE (QO)**

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OFFICE	DILG (CITY/ MUNICIPAL LEVEL)
QUALITY PROCEDURE TITLE	PROCESSING OF REQUEST OF BARANGAY OFFICIALS FOR ISSUANCE OF CERTIFICATE OF INCUMBENCY

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 (a) No. of DBCs received, consolidated and forwarded to NBOO for funding within the timeline			
Process request of Barangay Officials for Issuance of Certificate of Incumbency	80% of request acted upon within three(3) working days from receipt of of the request/transaction slip at the city/municipal office.	80%	$\frac{\text{Total number of requests acted upon within three (3) working days from receipt of the request/transaction slip}}{\text{Total number of requests received}} \times 100\%$	Quarterly	C/MLGOO	Monitoring Log Sheet Summary Log Sheet

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		 ELOUISA T. PASTOR, CESO IV Regional Director Top Management

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PROCESS QUALITY MONITORING AND EVALUATION (QME)

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OFFICE		DILG (CITY/MUNICIPAL LEVEL) Operations Office					
PROCEDURE TITLE		PROCESSING OF REQUEST FOR ISSUANCE OF CERTIFICATE OF INCUMBENCY FOR BARANGAY OFFICIALS					
OBJECTIVE STATEMENT		To ensure timely action on request for the issuance of Certificate of Incumbency for Barangay Officials					
CURRENT PERIOD							
INDICATORS		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	
Objective 1: 80% of request for issuance of certificate of incumbency acted upon within three (3) working days from receipt of the request at the City/Municipal Operations Office, up to the release of certificate							
A	Total number of requests acted upon within three (3) working days from receipt, up to the release of certificate						
B	Total number of requests received - Total number of requests not yet due						
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)	Absence of signatories; force majeure and incomplete documentary requirements					
<p>Note: For unmet targets of two (2) consecutive periods, concerned Deputy QMR initiate correction and corrective action using the Corrective Action Report (CAR) and attach it to this form.</p>							

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DILG - REGION V (BIKOL)

Processing of Request of Barangay Officials for Issuance of Certificate of Incumbency

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QUALITY OBJECTIVE: 80% of Request for Issuance of Certificate of Incumbency to Barangay Officials
 FREQUENCY OF MONITORING : Monthly
 CURRENT PERIOD:

No.	Ref. No.	Barangay/City/Municipality/Province	Name of Barangay Official	80% of the request of BO for Issuance of Certificate of Incumbency acted upon within three (3) working days from receipt of the request/ transaction slip				REMARKS (Indicate reason if Target is unmet or NPY)
				Date Received	Date Certificate of Incumbency Issued	Response Time	Date Acknowledged by Barangay Official	

Prepared by GERARDO GLENN D. BERCES LG00 V Process Owner	Reviewed by OLIVIO D. RAMIREZ LGMED Chief Deputy QMR
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Customer Satisfaction Survey Form

Name: (Optional) _____ Date: _____

Service/Assistance Requested/Received: Processing of Request for Issuance of Certificate of Incumbency for Barangay Officials

Office Concerned: DILG Provincial Operations Office/ C/MLG00

Dear Client,

We at DILG Camarines Sur Provincial Office endeavors to consistently provide effective services to meet our client's needs. In this regard, may we request you to help us improve our services by allowing us to hear your voice.

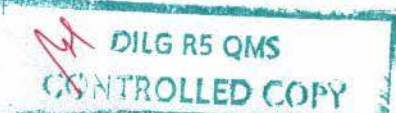
Kindly fill-up this survey form and reflect your impressions about our services on the issuance of certificate of incumbency for barangay officials and the timeliness of our action/s on your request. Attached are the Transaction Slip submitted to this Office as compared to the copy of certificates released/issued for the month in survey.

<u>Rating Scale</u>	<u>Description of Level of Satisfaction</u>
5	Very High
4	High
3	Moderate
2	Low
1	Very Low

Service Parameter	Client Satisfaction			Remarks
1. Are all the names of requesting barangay officials which were submitted for the month of _____ in transaction slip accurately and completely reflected in the certificate issued? _____	1	2	3	
	4	5		
2. Are all the requests for the month of _____, timely issued with appropriate certificate? _____	1	2	3	
	4	5		
3. For the month of _____, is the C/MLG00 responsive to all your queries/requests?	1	2	3	
	4	5		

A. Suggestion for improvement:

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QMS Secretariat Head	Regional QMR	Top Management





CUSTOMER SATISFACTION SURVEY MATRIX

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Quality Objective: At least 80% average Satisfactory (3) and above (4, 5) rating from received Customer Satisfaction Survey Forms/Survey Tools

Schedule of submission: Every 5th working day of the ensuing month of the monitoring period

OFFICE	NAME OF PROCESS (Indicate the name of the process as it appears in the document quality procedures)	CUSTOMERS (Specify the customers of the process, e.g. field offices, LGUs/Officials/Employees, and/or the general public)	MODE OF SURVEY (specify whether in person or electronic)	SURVEY TOOL (Indicate whether CSS form or specify the name of other survey tool used)	FREQUENCY (the frequency should be the same with the monitoring period indicated in your process quality objective (QO) form)	SAMPLE SIZE (Indicate the percentage from the total customers for the period to be given survey tool)	TARGET RESPONSE RATE (ensure that the results can reliably represent the "voice" of the customers)	RESPONSIBLE PERSON (Indicate the name of the personnel responsible for monitoring the customer satisfaction objective and submitting reports)
C/MLGOO	Processing of request for Certificate of Incumbency for Barangay Officials	Barangay Officials	Person	Questionnaire	Quarterly	80%	80%	C/MLGOO

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Process Owner	Deputy QMR

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QMR Secretariat Head	Regional QMR	Top Management

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Name of Bureau/Service/Division: City/Municipal Operations Office

MASTERLIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Processing of Request for Issuance of Certificate of Incumbency for Barangay Officials							
QP-RO5-LGMED-28	Processing of Request for Issuance of Certificate of Incumbency Quality Procedure						
QO-QP-RO5-LGMED-28	Processing of Request for Issuance of Certificate of Incumbency Quality Objective						
QME-QP-RO5-LGMED-28	Processing of Request for Issuance of Certificate of Incumbency Quality Monitoring and Evaluation						
FM-QP-RO5-LGMED-28-03	Processing of Request for Issuance of Certificate of Incumbency Process Summary Log Sheet						
FM-QP-RO5-LGMED-28	Processing of Request for Issuance of Certificate of Incumbency Process Monitoring Log Sheet						

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OLIVIO D. RAMIREZ
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Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
 DILG Provincial Operations Office, Mabolo, Naga City
region5.dilg.gov.ph

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Name of Bureau/Service/Division: City/Municipal Operations Office

MASTER LIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
Processing of Request for Issuance of Certificate of Incumbency for Barangay Officials							
	Transaction Slip						
	Master Copy of Certificate of Incumbency						
	Master Copy of Certificate of Service Rendered (Elective) (CSC-ERPO BOE Form 1(a))						
	Master Copy of Certificate of Service Rendered (Appointive) (CSC-ERPO BOE Form 1(b))						

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RISK REGISTER														
REGION	REGION 5													RR Code
PROCESS	Processing of request for issuance of Certificate of Incumbency for Barangay Officials													
PROJECT	Certificate of Incumbency													

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT						RISK CONTROL PLAN				
							IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RISK CONTROL ACTION	RPN (Risk Priority No.)	ACTION PLAN (if risk rating is significant)	RESPONSIBLE	TIMELINE
80% of requests acted upon within three(3) working days from receipt, up to the release of certificate	lacking documentary requirements/ MOVs; absence of signatory	1. Transaction Slip; 2. Proclamation and Canvass (service rendered for elective barangay official); 3. Any appointment documents/MOV (oath of office, barangay resolution, BOIS, appointment)	Delay in the processing of request	Incomplete documentary requirements	Failure to issue appropriate certificate	Updating of Masterlist/database; zero error in encoding data such as spelling of name; suffix; middle initials	4	3	1	12		NS	None	3	NA	NA	NA

RISK ASSESSMENT:	RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED	RPN
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme	1-25	LOW	Not Significant	No further action required (Retain risk by informed decision)	3
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain	26-40	MODERATE	Not Significant	Alert level but no further action required for now	2
DETECTION: 1-Very likely; 2-Likely; 3-Low; 4-Remote; 5-Very remote	>40	HIGH	Significant	Control (e.g., Treat/Mitigate Transfer, Terminate)	1

Risk Rating = Impact X Likelihood X Detection

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