



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

Document Code		
QP-R05-LGMED-17		
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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.

PROCESS DESCRIPTION

INPUT	PROCESS	OUTPUT
Barangay Official → Transaction Slip	<div style="border: 1px solid black; padding: 5px; text-align: center;"> PROCESSING BARANGAY OFFICIALS REQUEST FOR ISSUANCE OF CERTIFICATE OF INCUMBENCY </div>	Certificate of Incumbency → Barangay Official

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 Regional/Provincial Focal Persons and C/MLGOO for verification, and preparation of the Masterlist and Certificate of Incumbency.

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

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ol style="list-style-type: none"> 1. Verify if the name of the requesting barangay official is included in the list of incumbent barangay officials. 2. Crosscheck the name in the COMELEC List of Proclamation and Canvass. 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. <p>For CSC Eligibility (Appointive):</p> <ol style="list-style-type: none"> 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 	<p>COMELEC Proclamation and Canvass</p> <p>Any appointment documents (Oath of Office, BOIS, Brgy. Resolution, Appointment)</p>

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			1(b) and Masterlist.	
3	Regional/Provincial Focal Persons, C/MLGOO/ Staff	Release and log accordingly	Record and release the certificate to the requesting official. barangay	Logbook Logsheet Process Summary Logsheet

Definition of Terms:

- BOIS- Barangay Official's Information Sheet
- BOP- Barangay Officials Profile
- 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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Prepared By	Reviewed By	Approved By
 GERARDO GLENN D. BERCES LG00 V Process Owner	 OLIVIO D. RAMIREZ Division Chief Deputy QMR	 ATTY. ARNALDO E. ESCOBER JR., CESO V Assistant Regional Director Regional QMR



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

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



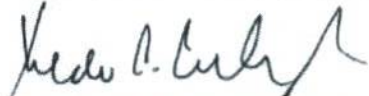
Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsib le for Monitorin g	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (a) No. of DBCs received, consolidated and forwarded to NBOO for 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 the request/transa ction slip at the city/municipal office.	80%	Total number of requests acted upon within three (3) working days from receipt of the request/ transaction slip _____ x 100% Total number of requests received	Quarterly	C/MLGOO	Monitoring Log Sheet Summary Log Sheet





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

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Prepared By	Reviewed By	Approved By
 GERARDO GLENN D. BERCES LG00 V Process Owner	 OLIVIO D. RAMIREZ Division Chief Deputy QMR	 ATTY. ARNALDO E. ESCOBER JR., CESO V Assistant Regional Director Regional QMR

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PROCESS QUALITY MONITORING AND EVALUATION (QME)

DILG (CITY/MUNICIPAL LEVEL)

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OFFICE	City/Municipal Operations Office						
PROCEDURE TITLE	ISSUANCE OF CERTIFICATE OF INCUMBENCY TO BARANGAY OFFICIALS						
OBJECTIVE STATEMENT	To ensure timely action on request for the issuance of Certificate of Incumbency for Barangay Officials						
CURRENT PERIOD							
	INDICATORS	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th 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					
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.							

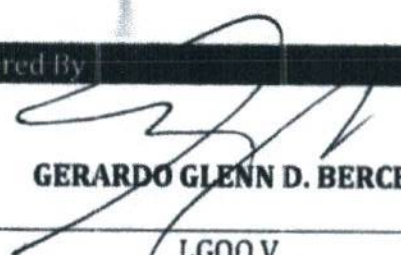
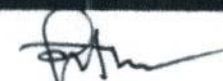
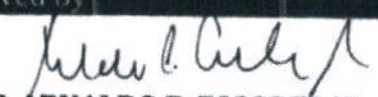
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PROCESS QUALITY MONITORING AND EVALUATION (QME)

DILG (CITY/MUNICIPAL LEVEL)

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Prepared By	Reviewed By	Approved By
 GERARDO GLENN D. BERCES	 OLIVIO D. RAMIREZ	 ATTY. ARNALDO E. ESCOBAR JR., CESO V
LG00 V	Division Chief	Assistant Regional Director
Process Owner	Division Chief/Next Higher Supervisor	Regional QMR

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Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG Provincial Operations Office

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Name of Bureau/Service/Division: DILG (CITY/MUNICIPAL LEVEL)

MASTER LIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
Control of Document Procedure									
	Logbook	Process Owner	ISO Corner, QMS Cabinet, Data File Organizer		Sequential by Date	3 years	5 years	8 years	
FM-QP-R05-LGMED-17	Logsheet	Process Owner	ISO Corner, QMS Cabinet, Data File Organizer	Folder # 01 - CERTIFICATE OF INCUMBENCY	Sequential by Date				
QP-R05-LGMED-17	Quality Procedure	Process Owner	ISO Corner, QMS Cabinet, Data File Organizer	Folder # 02 - CERTIFICATE OF INCUMBENCY	n/a				
QO-QP-R05-LGMED-17	Quality Objective	Process Owner	ISO Corner, QMS Cabinet, Data File Organizer	Folder # 02 - CERTIFICATE OF INCUMBENCY	n/a				
	Documentary Requirements Checklist	Process Owner	ISO Corner, QMS Cabinet, Data File Organizer	Folder # 02 - CERTIFICATE OF INCUMBENCY	n/a				
	Issued Certificate of Incumbency	Process Owner	ISO Corner, QMS Cabinet, Data File Organizer	Folder # 03- CERTIFICATE OF INCUMBENCY	Sequential by Date				
	BO Acknowledgment Receipts of the Certificate of Incumbency		ISO Corner, QMS Cabinet, Data File Organizer	Folder # 04 - BO- Acknowledgment Receipts	Sequential by Date				
Process Performance Monitoring and Measurement Procedure									
	Quality Monitoring and Evaluation of the QP	Process Owner	ISO Corner, QMS Cabinet, Data File Organizer	Folder # 05 - CERTIFICATE OF INCUMBENCY - QME		3 years	5 years	8 years	

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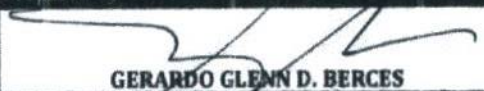

Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG Provincial Operations Office

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MASTER LIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
	QMS Process Summary Logsheet	Process Owner	ISO Corner, QMS Cabinet, Data File Organizer, Process Owner, Computer Desktop/BODBC	Folder # 06 - CERTIFICATE OF INCUMBENCY - PSL					
Management Review Procedure									
QMS Planning Procedure									


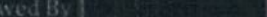

Prepared by	Noted by
 GERARDO GLENN D. BERCES LG00 V Process Owner	 ATTY. ARNALDO E. ESCOBAR JR., CESO V Assistant Regional Director Regional QMR

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ADMINISTERING PERSONNEL: _____

Prepared By:	Reviewed By:	Approved By:
		
GERARDO GLENN D. BERCES	OLVIO D. RAMIREZ	ATTY. ARNALDO E. ESCOBAR JR., CESO V
LG00 V	Division Chief	Assistant Regional Director
Process Owner	Deputy QMR	Regional QMR

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DILG REGION V

ISSUANCE OF CERTIFICATE OF INCUMBENCY TO BARANGAY OFFICIALS

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MONITORING LOG SHEET

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	
1		Brgy. Beguin, Bulan, Sorsogon	Daisy Jean Gebris Gosolan	19-Jul-19	19-Jul-19		1-Aug-19	
2		Municipality of Libon, Albay	Mark Ian V. Cortes	4-Jul-19	4-Jul-19		4-Jul-19	
3		Municipality of Castilla, Sorsogon	Atty. Joan Elizabeth M. Lorenzo-Agu	25-Jul-19	31-Jul-19		31-Jul-19	

Prepared by	Reviewed by	Approved by
GERARDO GLENN D. BERCES	OLIVIA D. RAMIREZ	ATTY. ARNALDO E. ESCOBAR JR, CESO V
LGDO V	LGMED Chief	Assistant Regional Director
Process Owner	Deputy QMR	Regional QMR

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DILG REGION V

ISSUANCE OF CERTIFICATE OF INCUMBENCY TO BARANGAY OFFICIALS

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MONITORING LOG SHEET

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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	
1		Brgy. Santiago, Bato, Camarines Sur	Reynaldo B. Castro	1-Aug-19	1-Aug-19		1-Aug-19	
2		Brgy. Handong, Libmanan, Camarines	Erwin Nealaga Abasola	13-Aug-19	13-Aug-19		13-Aug-19	

Prepared by	Reviewed by	Approved by
GERARDO GLENN D. BERCES	OLIVIO D. RAMIREZ	ATTY. ARNALDO E. ESCOBAR JR, CESO V
LG00 V	LGMED Chief	Assistant Regional Director
Process Owner	Deputy QMR	Regional QMR

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DILG REGION V

ISSUANCE OF CERTIFICATE OF INCUMBENCY TO BARANGAY OFFICIALS

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MONITORING LOG SHEET

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	
1		Brgy. San Jose-San Pablo, Camaligan, C	Fernando S. Bermudo	13-Sep-19	24-Sep-19		24-Sep-19	
2		Brgy. San Jose-San Pablo, Camaligan, C	Annabel De la Cruz Lubiano	13-Sep-19	24-Sep-19		24-Sep-19	
3		Brgy. Lubiano, Pilar, Sorsogon	Dennis Maquinana Bania	16-Sep-19	16-Sep-19		16-Sep-19	
4		Brgy., Bacong, Ligao City, Albay	Ronald Ocfemia Robles	23-Sep-19	23-Sep-19		23-Sep-19	

Prepared by	Reviewed by	Approved by
GERARDO GLENN D. BERCES	OLIVIA D. RAMIREZ	ATTY. ARNALDO E. ESCOBAR JR, CESO V
LG00 V	LG MED Chief	Assistant Regional Director
Process Owner	Deputy QMR	Regional 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/MLGOO

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.

Rating Scale

5
4
3
2
1

Description of Level of Satisfaction

Very High
High
Moderate
Low
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/MLGOO responsive to all your queries/requests?	1	2	3	
	4	5		

A. Suggestion for improvement:

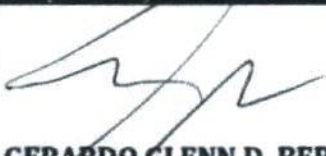

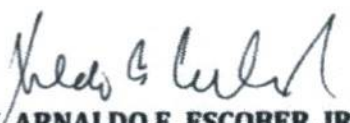


Department of the Interior and Local Government
Regional Office 5
Rizal St., Legazpi City

Document Code

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Prepared By	Reviewed By	Approved By
 GERARDO GLENN D. BERCES LG00 V QMS Secretariat Head	 OLIVIO D. RAMIREZ Division Chief Deputy QMR	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR



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DILG REGION V

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

Prepared By	Reviewed By	Approved By
GERARDO GLENN D. BERCES LG00 V	OLIVO D. RAMIREZ LGMED Chief	ATTY. ARNALDO E. ESCOBAR JR., CESO V
Process Owner	Deputy QMR	Assistant Regional Director Regional QMR

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DILG REGION V

RISK REGISTER (PROCESS RISK ASSESSMENT)

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OFFICE

LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION

PROCEDURE TITLE

ISSUANCE OF CERTIFICATE OF INCUMBENCY TO BARANGAY OFFICIALS

PROCESS STEP (Based on the procedure's key process steps)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT					
					IMPACT	LIKELIHOOD	RATING	RISK / OPPORTUNITY LEVEL (S, NS)	TYPE OF ACTION	RISK CONTROL PLAN / OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
Receive and log accordingly	Incomplete documentary requirements	Applicant/s unaware of the required documents	Delay in the Issuance of Certification	Educate elective/appointive local officials of the ISDO	3	2	6			
Receive and review request as to purpose.	Incomplete documentary requirements	Applicant/s unaware of the required documents	Delay in the Issuance of Certification	Educate elective/appointive local officials of the ISDO process and the proper documentary requirements	3	2	6			
Record and release the certificate to the requesting barangay official.	Incomplete documentary requirements	Applicant/s unaware of the required documents	Delay in the Issuance of Certification	Educate elective/appointive local officials of the ISDO process and the proper documentary requirements	3	2	6			

RISK ASSESSMENT:	RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme	1 - 7	LOW	Not Significant	No further action required (Maintain and sustain the existing control)
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain	8 - 9	MODERATE	Not Significant	Alert level (Maintain and sustain the existing control)
Risk Rating = Impact X Likelihood X Detection	10 - 25	HIGH	Significant	Control (e.g. Avoid or Treat/Mitigate, Transfer, Terminate)

Prepared by:	Reviewed by:	Approved by:
 GERARDO GLENN D. BERCES LGOO V Process Owner	 OLIVO D. RAMIREZ Division Chief Deputy QMR	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR

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DILG REGIONAL OFFICE V

RISK REGISTER (OBJECTIVE RISK ASSESSMENT)

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OFFICE

LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION

PROCEDURE TITLE

ISSUANCE OF CERTIFICATE OF INCUMBENCY TO BARANGAY OFFICIALS

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK or OPPORTUNITY	RISK TRIGGER (N/A FOR OPPORTUNITY)	CONSEQUENCE (RISK) / BENEFIT (OPPORTUNITY)	EXISTING RISK CONTROL MEASURE (N/A FOR OPPORTUNITY)	RISK ASSESSMENT					RISK CONTROL PLAN/ OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
							IMPACT	LIKELIHOOD	RATING	RISK / OPPORTUNITY LEVEL (S, NS)	TYPE OF ACTION	
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		3	9			

RISK ASSESSMENT:	RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme	1 - 7	Low	Not Significant (NS)	No further action required (Maintain and sustain the existing control)
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Almost Certain	8 - 9	MODERATE	Not Significant (NS)	Alert level (Maintain and sustain the existing control)
Risk/Opportunity Rating = Impact X Likelihood	10 - 25	High	Significant (S)	Control (e.g. Avoid or Treat/ Mitigate, Transfer, Terminate)

Reviewed by:	Recommending Approval:
 GERARDO GLENN D. BERCES LGOO V Process Owner	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR

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