



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

Document Code		
QP-R05-LGCDD-21		
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PROCEDURE TITLE	Endorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees		
SCOPE	This process starts from the receipt of request up to the endorsement of scholarship application to Local Government Academy (LGA)/Central Office (CO)		
PURPOSE	To define the standard procedure of processing request for the endorsement of application for scholarship grants/study leave of LGU officials and employees.		
PROCESS DESCRIPTION			
INPUT		PROCESS	OUTPUT
Applicant (LG Officials and Employees) → Letter Request & Documentary requirements		Endorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees	Endorsement Letter → LGA/CO
DESCRIPTIVE STATEMENT:			
The process in endorsing the application for scholarship grants/study leave of local government officials and employees starts from the receipt of request from the client, review and evaluation as to the completeness of documentary requirements and endorsement of application to LGA.			

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	C/MLGOO/PO/ Receiving Officer/RO Record	Check documentary requirements with the Letter request and endorse application	Check the request and its documentary requirements as to its correctness and completeness based on the requirements of the course/scholarship being applied for If with noted deficiency, communicate with the applicant/concerned office and return the documentary requirements for appropriate action	Letter-request Documentary requirements

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			If found complete and in order, prepare Endorsement letter and forward to next higher office in accordance with the Regional Record Management Procedures	
2	LGCDD FP	Review documentary requirements with the Letter request and endorse application	<p>Review the request and its documentary requirements as to its correctness and completeness based on the requirements of the course/scholarship being applied for</p> <p>If with noted deficiency, communicate with the applicant/concerned office and return the documentary requirements for appropriate action</p> <p>If found complete and in order, prepare endorsement letter and have it signed by the authorize signatory</p>	<p>Letter-request</p> <p>Documentary requirements</p> <p>Routing Slip</p> <p>Checklist of requirements</p>
3	LGCDD Receiving Clerk	Release the endorsement	Record and release endorsement in accordance with the Records Management Procedure	Endorsement
4	Process Owner	Retain records	<p>Updating the Process Monitoring Log Sheet</p> <p>Retain records in accordance with control of Retained Documented</p>	<p>Process Monitoring Log Sheet</p> <p>Control of Documented Information</p> <p>Masterlist of</p>

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			Information procedures and Masterlist of Retained Documented Information	Retained Documented Information

Definition of Terms:

- Scholarships are awarded based upon various criteria, which usually reflect the values and purposes of the donor or founder of the award
- Study leave – leave of absence from work granted in order to allow a person time to study or carry out research
- LGU – Local Government Unit

Legal References:

- Memorandum Circulars/Directive from Central Office/Local Government Academy relative to the Scholarship Grants/Courses available for local government officials and employees

Prepared By	Reviewed By	Approved By
 RAFAEL DELA RAMA JR. LGDO IV	 SUSAN EMCE B. SANTIAGO OIC – Division Chief, LGCDD	 ATTY. ARNALDO E. ESCOBAR JR., CESO V Assistant Regional Director
Process Owner	Deputy QMR	Regional QMR

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DILG - REGION V

**QUALITY
OBJECTIVE (QO)**

Document Code

QO-QP-R05-LGCDD-21

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OFFICE	LGCDD
QUALITY PROCEDURE TITLE	Endorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees

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)			
<ul style="list-style-type: none"> Endorsement of application for scholarship grant/study leave of local government officials and employees 	<ul style="list-style-type: none"> 80% of received requests are endorsed to LGA/CO within 5 working days upon receipt 	<ul style="list-style-type: none"> 80% 	$\frac{\text{Total number of requests endorsed to LGA/CO within working days upon receipt}}{\text{Total number of requests received}} \times 100$	<ul style="list-style-type: none"> Quarterly 	<ul style="list-style-type: none"> LGCDD Staff 	<ul style="list-style-type: none"> Process Monitoring Log Sheet Process Summary Log Sheet

Prepared By	Reviewed By	Approved By
 RAFAEL DELA RAMA JR. LGCDD V Process Owner	 SUSAN EMCE B. SANTIAGO OIC - Division Chief, LGCDD Deputy QMR	 ATTY. ARNALDO E. ESCOBER JR., CESO V Assistant Regional Director Regional QMR

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DILG - REGION V

**PROCESS QUALITY MONITORING AND
EVALUATION (QME)**

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OFFICE	LGCDD																									
PROCEDURE TITLE	Endorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees																									
OBJECTIVE STATEMENT	80% of received requests are endorsed to LGA/CO within 5 working days upon receipt																									
CURRENT PERIOD																										
INDICATORS		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			Total												
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec													
Objective 1: 80% of received requests are endorsed to LGA/CO within 5 working days upon receipt																										
A	80% of received requests are endorsed to LGA/CO within 5 working days upon receipt																									
B	Total number of requests received																									
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)																									
Note: For unmet targets, QMS Secretariat will initiate correction and corrective action using the Corrective Action Report (CAR) duly signed by the Regional Quality Management Representative.																										

Prepared By	Reviewed By	Approved By
 RAFAEL DELA RAMA JR. LGOO IV Process Owner	 SUSAN EMCE B. SANTIAGO OIC - Division Chief, LGCDD Deputy QMR	 ATTY. ARNALDO E. ESCOBAR JR., CESO V Assistant Regional Director Regional QMR

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DILG - REGION V

Endorsement of Application for Scholarship Grants/ Study Leave of Local Government Officials and Employees PROCESS SUMMARY LOGSHEET (PSL)

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QUALITY OBJECTIVE: 80% of received requests are endorsed to LGA/CO within 5 working days upon receipt

FREQUENCY OF MONITORING: Quarterly

COVERED PERIOD:

Due Date of Submission:

Legend:

No.	Scholarship Title	Requesting Party	Date of Request Received C/MGLOO/ PO	Regiona Office				Objective 1 Results		
				Review and Action Taken				Met	Unmet	Remarks
				Complete		Incomplete				
				Date of Request Received	Date Endorsemen t was Released	Date lacking documents received	Date communicated the deficiency or lacking documents to client for compliance			
1								Acted 5 working days upon receipt of request	Acted beyond 5 working days upon receipt of request	
2										
3										
4										
5										
nth										
Total Result										

Prepared By	Noted By	Approved by
RAFAEL DELA RAMA JR. LGOO IV Process Owner	SUSAN EMCE B. SANTIAGO OIC-Division Chief Deputy QMR	ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR

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DILG - REGION V

**Indorsement of Application for
Scholarship Grants/Study
Scholarship Documentary
Requirements Checklist**

Document Code

FM-QP-R05-LGCDD-21-02

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Date: _____

Name of Requesting Party/Applicant: _____

Position: _____

LGU: _____

Scholarship Grant Title: _____

Check the box before the requirement if present, and cross if not. (to be filled up by DILG Personnel)

<input type="checkbox"/>	Updated Personal Data Sheet with 2 x 2 picture
<input type="checkbox"/>	Transcript of Records (Certified true copy of BS Degree and MS if any)
<input type="checkbox"/>	Diploma (Certified true copy)
<input type="checkbox"/>	List of Trainings/Seminars attended
<input type="checkbox"/>	Updated Service Record
<input type="checkbox"/>	Certified Actual Duties and Responsibilities
<input type="checkbox"/>	Certificate of No Pending Administrative and Criminal Case
<input type="checkbox"/>	Certificate of No Pending Nomination in Local &/or Foreign Scholarship Programs
<input type="checkbox"/>	Certificate of No Service Obligation from Local &/or Foreign Scholarship Programs
<input type="checkbox"/>	Performance Rating for the Last Two (2) Rating Periods
<input type="checkbox"/>	Certificate of Non-withdrawal signed by the nominee and attested by the HRD or Personnel Manager
<input type="checkbox"/>	Written Consent of Spouse (if Married)
<input type="checkbox"/>	Endorsement from DILG Regional Director
<input type="checkbox"/>	Endorsement from Local Chief Executive (LCE)
<input type="checkbox"/>	Other documents as required by the program/course

_____ **Complete** _____ **Incomplete** **Remarks:** _____

Reviewed by: _____

Prepared By	Reviewed By	Approved By
 RAFAEL DELA RAMA JR. LG00 IV	 SUSAN EMCE B. SANTIAGO OIC - Division Chief, LGCDD	 ATTY. ARNALDO E. ESCOBAR JR., CESO V Assistant Regional Director
Process Owner	Deputy QMR	Regional QMR

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DILG- REGION V

**Endorsement of Application for Scholarship Grants
Study Leave of Local Government Officials and Employees
PROCESS MONITORING LOGSHEET**

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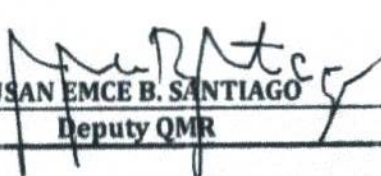
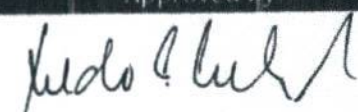
QUALITY OBJECTIVE : : 80% of received requests are endorsed to LGA/CO within 5 working days upon receipt

FREQUENCY OF MONITORING: Quarterly

Due Date of Submission:

Legend:

Reviewing Authority	Total No. of LGUs subject for review & endorsement	No. of endorsement received		No. of Reviewed & Endorsed		% of reviewed & endorsed w/n 5 working days upon receipt	Met	Unmet	Remarks
		w/in Prescribed period	after Prescribed period	w/in Prescribed period	after Prescribed period				
C/MLGOO									
Province									
Region									
Total									

Prepared by:	Reviewed By:	Approved By:
 RAFAEL L. DELA RAMA JR. Process Owner	 SUSAN EMCE B. SANTIAGO Deputy QMR	 ATTY. ARNALDO E. ESCOBAR JR., CESO V Regional QMR

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DILG REGION V

CUSTOMER SATISFACTION SURVEY MATRIX

Document Code		
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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 documented quality procedures)	CUSTOMERS (specify the customers of the process, e.g. regional, offices, 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 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)

Prepared By	Reviewed By	Approved By
 RAFAEL L. DELA RAMA, JR. LGCO IV Process/Owner	 SUSAN EMCE B. SANTIAGO OIC-DIVISION CHIEF Deputy QMR	 ATTY. ARNALDO E. ESCOBAR, CESO V Assistant Regional Director Regional QMR

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DILG REGION V
Address: Rizal St., Legazpi City

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Customer Satisfaction Survey Form

Name: (Optional) Date: _____

Service/Assistance Requested/Received: _____

Office Concerned: _____

Dear Client,

We at DILG-Regional Office Sendeavors 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. Encircle the rating that corresponds to your satisfaction level.

Rating Scale

5
4
3
2
1

Description of Level of Satisfaction

Very High
High
Moderate
Low
Very Low

A. Service Parameter

Client Satisfaction

Remarks

1. Service Quality 5 4 3 2 1

2. Service Timeliness 5 4 3 2 1

3. Staff Responsiveness 5 4 3 2 1

B. Overall Impression 5 4 3 2 1

C. Suggestion for Improvement:

Prepared By	Reviewed By	Approved By
 RAFAEL L. DELA RAMA, JR LG00 IV	 SUSANENCE B. SANTIAGO OIC-Division Chief	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director
Process/Owner	Deputy QMR	Regional QMR



DILG REGION V

CSS Summary Log Sheet

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Office: DILG Region V

Procedure: _____

No.	Date Survey Form Issued	Survey Mode (In person, electronic)	Name of the Activity	Date CSS Form Received	Unsatisfactory and Below (2, 1)	Satisfactory or Above rating (3, 4, 5)	Remarks, if any
Total							
%							

Prepared By	Reviewed By	Approved By
 RAFAEL C. DELA RAMA, JR. LGOR V Process Owner	 SUSAN EMCE B. SANTIAGO OIC-Division Chief Deputy QMR	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR
Date:	Date:	Date:

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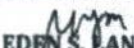
Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG Regional Office No. 5, Rizal St., Legazpi City
region5.dilg.gov.ph

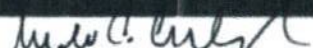
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Name of Bureau/Service/Division: _____ LGCDD

MASTERLIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees							
QP-R05-LGCDD-21	Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees-Quality Procedure	07.01.19					
QO-QP-R05-LGCDD-21	Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees-Quality Objective	07.01.19					
QME-QP-R05-LGCDD-21	Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees-Quality Monitoring and Evaluation	07.01.19					
FM-QP-R05-LGCDD-21-01	Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees - Process Summary Logsheet	07.01.19					
FM-QP-R05-LGCDD-21-02	Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees Scholarship Documentary Requirements Checklist	07.01.19					
FM-QP-R05-LGCDD-21-03	Process Monitoring Logsheet	07.01.19					

Prepared By
 EDEN S. LANUZA IT Officer -1
Regional Document Controller

Noted By
 Atty/ARNALDO E. ESCOBAR, JR. Assistant Regional Director
Regional QMR






Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG Regional Office No. 5, Rizal St. Legazpi City
region5.dilg.gov.ph

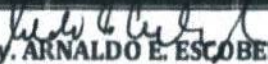
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Name of Bureau/Service/Division: LGCDD

MASTER LIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION

MASTER LIST OF MAINTAINED EXTERNAL DOCUMENTED INFORMATION							
DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
Endorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees							

Prepared By	
	
EDEN S. LANUZA	
Officer 1	
Regional Document Controller	

Noted By	
	
Atty. ARNALDO E. ESCOBAR, JR.	
Assistant Regional Director	
Deputy OMR	

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
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Name of Bureau/Service/Division: LGCDD

MASTER LIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
Provision of LGRRRC Services									
QP-R05-LGCDD-21	Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees-Quality Procedure	Process Owner	filing cabinet	white	Chronologically arrange by date				
QO-QP-R05-LGCDD-21	Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees-Quality Objective			white	Chronologically arrange by date				
QME-QP-R05-LGCDD-21	Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees-Quality Monitoring and Evaluation			white	Chronologically arrange by date				
FM-QP-R05-LGCDD-21-01	Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees - Process Summary Logsheet			white	Chronologically arrange by date				
FM-QP-R05-LGCDD-21-02	Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees Scholarship Documentary Requirements Checklist			white	Chronologically arrange by date				
FM-QP-R05-LGCDD-21-03	Process Monitoring Logsheet			white	Chronologically arrange by date				
FM-SP-R05-07-01	CSS Summary Matrix			white	Chronologically arrange by date				
FM-SP-R05-07-02	CSS Form			white	Chronologically arrange by date				
FM-SP-R05-07-03	CSS Summary Logsheet			white	Chronologically arrange by date				
FM-SP-R05-07-04	CSS Monitoring Logsheet			white	Chronologically arrange by date				

Prepared by:	Noted by:
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DILG REGION V
RISK REGISTER (PROCESS RISK ASSESSMENT)

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OFFICE
PROCEDURE TITLE

LGCCD
Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees

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)				
Check documentary requirements with the Letter request and endorse application	delay in the preparation of endorsement	insufficient documentary requirements; unavailability of Action Officer	Delay in the preparation of the endorsement	Alternate Action Officer; Checklist of requirements at hand	2	2	4		N/A	None				
Review documentary requirements with the Letter request and endorse application	delay in the approval of endorsement	Unavailability of concerned action officer or approving officer; Multiple activities & functions attended	Delay in the approval of the endorsement	Designate OIC in case of non-availability of the authorized signatory/ies	2	2	4		N/A	None				
Release the endorsement	delay in the release of endorsement	Unavailability of concerned action/releasing officer; Multiple activities & functions attended	Delay in the release of the endorsement	delegate release of documents to LGCCD Staff	2	2	4		N/A	None				
Retain records	misplace of endorsement	Unavailability of process owner; Multiple activities & functions attended	misplace of retained document	delegate the documents to LGCCD Staff	2	2	4		N/A	None				
RISK ASSESSMENT:			RISK RATING	RISK LEVEL	RISK DESCRIPTION		ACTION REQUIRED							
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme			1 - 7		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			10 - 25		Significant		Control (e.g. Avoid or Treat/Mitigate, Transfer, Terminate)							
Prepared by:			Reviewed by:			Recommending Approval								
 RAFAEL L. DEL RAMA, JR. LGCCD IV Process Owner			 SUSAN EMCE B. SANTIAGO OIC-Chief, LGCCD Risk Review Committee Head			 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR								

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DILG REGION V

RISK REGISTER (OBJECTIVE RISK ASSESSMENT)

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OFFICE

LGDD

PROCEDURE TITLE

Indorsement of Application for Scholarship Grants/Study Leave of Local Government Officials and Employees

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					
							IMPACT	LIKELIHOOD	RATING	RISK / OPPORTUNITY LEVEL (S, NS)	TYPE OF ACTION	RISK CONTROL PLAN/ OPPORTUNITY MANAGEMENT PLAN NO. (For Significant Risk/Opportunity)
<ul style="list-style-type: none"> 80% of received requests are endorserd to LGA/CO within 5 working days upon receipt 	Non-availability of action officer to review and prepare the action document	Clients	Delay in the issuance of indorsement	Multiple functions and overlapping activities	Delay in the issuance of indorsement	Designation of an Alternate Action Officer	2	2	4		N/A	None
	Deficiency in the documentary requirements										N/A	None
<ul style="list-style-type: none"> 80% of received requests for endorsement have Clients Satisfaction Survey received with rating of satisfactory (3) and above (4,5) 	Low return of CSS Forms	Action officer	Accomplishment of CSS form not a priority of the client	various concerns of the client	inaccurate data in the CS rating	Ensure retrieval of accomplished CSS form	3	2	6		N/A	None
RISK ASSESSMENT:				RISK RATING		RISK LEVEL	RISK DESCRIPTION		ACTION REQUIRED			
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Extreme				1 - 7			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			Significant (S)		Control (e.g. Avoid or Treat/ Mitigate, Transfer, Terminate)			

Prepared by:	Reviewed by:	Noted by:
 RAFAEL L. DELA RAMA, JR. LGDD IV Process Owner	 SUSAN EMCE B. SANTIAGO O.C. Division Chief Deputy QMR	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR

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