



DILG - REGION V
QUALITY
PROCEDURE (QP)

Document Code		
QP-R05-LGCDD-23		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 6

PROCEDURE TITLE	Provision of Technical Assistance to LGUs on DILG Core Programs
SCOPE	This process starts from receipt of a) request for technical assistance from LGUs; or b) roll-out directive from the Bureaus/LGA up to the conduct of Technical Assistance and release of terminal or post activity report
PURPOSE	To define the standard procedure in providing technical assistance to ensure effective and efficient implementation and management of training or coaching programs by the implementing unit or division. (Regional, Provincial, City/Municipality)

PROCESS DESCRIPTION

INPUT	PROCESS	OUTPUT
Field/LGU Bureaus/LGA a) Request b) Directive	Provision of Technical Assistance to LGUs on DILG Core Programs	Post Activity or Terminal Report Bureaus/LGA Participants

DESCRIPTIVE STATEMENT:

This process involves the provision of technical assistance for the conduct and management of trainings and other learning events. This starts from: a) the receipt of request of LGUs to the actual conduct of the activity; or b) the directive from concerned Bureaus/LGA, preparation of design, actual conduct of the activity up to the release of the Post Activity Report.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
A. FOR LGU REQUESTS				
1	City/Municipal Local Government Operations Officer (C/MLG00)	Receive and endorse LGU request	Receives, records & reviews request Determines what specific technical assistance the LGU needs, <i>if within the competence of C/MLG00, render TA</i> , otherwise transmits to the provincial office Return request if not within DILG Mandate	Letter-request LGU Logbook Letter-reply
2	C/MLG00	Endorse to PO/RO	If the request for TA is highly technical or specific for the Provincial/Regional level	Endorsement

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

Document Code		
QP-R05-LGCDD-23		
Rev. No.	Eff. Date	Page
00	07.01.19	2 of 6

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
3	Provincial /Regional Records Personnel	Receive, record and route endorsement	Receive, record and route endorsement/ request in accordance with the Regional Management Procedure (RMP) For emailed request- print, record and route to PD/RD	Letter-request /endorsement Records logbook
4	Provincial Director (PD)/ Regional Director (RD)	Route request to focal person (FP)	Evaluate as to availability of resources Route to concerned Section/Division with instructions	Letter-request /endorsement Routing Slip
5	Provincial/ Regional Focal Person (PFP/RFP)	Receive and act on request	(PO) Prepare confirmation letter and necessary documents Forward to PD for approval (RO) Receive and Prepare action document *	Endorsement Process Log Sheet Draft Letter/reply *Activity Design
6	PD/RD	Approval	Signs the Confirmation Letter or Reply to LGU	Letter/Reply Activity design
7	PFP/RFP	Prepares Order	Draft the Provincial or Regional Order when necessary After review of Division Chief, forwards the same to RD for signature	Draft Provincial/ Regional Order
8	PD/RD	Approval	Signs the Provincial or Regional Order	Signed Provincial/Regional Order

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DILG - REGION V
QUALITY
PROCEDURE (QP)

Document Code		
QP-R05-LGCDD-23		
Rev. No.	Eff. Date	Page
00	07.01.19	3 of 6

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
9	Provincial/Regional FP	Provide Technical Assistance (Training or Coaching)	Provide TA per schedule set by LGU	Certificate of Appearance/ Participation/ Appreciation
10	RFP/Records	Release of Post Activity/Terminal Report	Proceed to Step 5 (B)	
B. FOR BUREAUS OR LGA INITIATED TA				
1	Regional Records Officer	Receive, record and route directives	Receive, record and route directives in accordance with the Regional Management Procedure (RMP) For emailed request or directive- print, record and route to ORD	Memorandum or directive Records logbook
2	Provincial/Regional Focal Person (PRP/RFP)	Provide Technical Assistance	a) Regional Office conducts the activity Prepares all Activity/Training documents and coordinates with Provincial FPs Prepare necessary administrative documents for the conduct of the Training and Coaching as appropriate (Regional Order, Letter invitation, and others as applicable) Coordinate with Resource Persons within DILG and prepares	Memorandum from Bureaus/LGA Activity Design Regional Order Invitation Letter Attendance sheets Programme Certificate of Appearance/ Appreciation Evaluation sheets

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DILG - REGION V
QUALITY
PROCEDURE (QP)

Document Code		
QP-R05-LGCDD-23		
Rev. No.	Eff. Date	Page
00	07.01.19	4 of 6

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<p>communication for resource persons outside of DILG</p> <p>Conduct of Training</p> <p>Facilitate post evaluation</p> <p>a) Provincial Office conducts the activity (Roll-Out)</p> <p>Coordinates with Regional FP, in the preparation of Activity Design, and other training materials</p> <p>Coordinate with Resource Persons within DILG and prepares communication for Resource Persons outside of DILG</p> <p>Conduct of Training</p> <p>Facilitate post evaluation</p>	<p>Regional Memorandum</p> <p>Activity Design</p> <p>Regional Order</p> <p>Invitation Letter</p> <p>Attendance sheets</p> <p>Programme</p> <p>Certificate of Appearance/ Appreciation</p> <p>Evaluation sheets</p>
3	PFP/RFP	Prepare and Submit Post Activity/ Terminal Report	<p>Draft post activity/ terminal report for approval of:</p> <p>a) PD (Provincial);</p> <p>b) Terminal/Post Activity Report for review of Division Chief and approval of RD/ARD (Regional)</p>	Terminal/Post Activity Report



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

Document Code		
QP-R05-LGCDD-23		
Rev. No.	Eff. Date	Page
00	07.01.19	5 of 6

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
4	PD/RD (ARD)	Approval	Signs the reviewed Terminal/Post Activity Report PO submits to RO for transmittal to concerned Bureaus/LGA	Terminal/Post Activity Report Transmittal
5	RFP/Records Officer	Routes post activity/terminal report Retain records	Submit report to concerned Bureau/LGA thru Records Section; <i>** copy furnished Planning Officer and Bids & Awards Committee for reference and liquidation purposes</i> Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Retained Documented Information	Control of Retained Documented Information Masterlist of Retained Documented Information

Definition of Terms:

- Technical Assistance – refers to the provision of advice, assistance, training, coaching, mentoring and other learning events;
- Learning events- A learning, training or development activity which includes orientation, briefing, workshops, focused group discussion and other related activities;
- Training – organized procedure by which people learn knowledge and/or skill for a definite purpose. It refers to the teaching and learning activities carried on for the primary purpose of helping members of an organization acquire and apply the knowledge, skills, abilities and attitudes needed by a particular job and organization.

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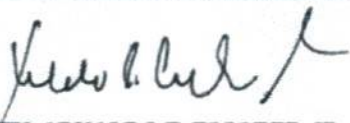


DILG - REGION V
**QUALITY
PROCEDURE (QP)**

Document Code		
QP-R05-LGCDD-23		
Rev. No.	Eff. Date	Page
00	07.01.19	6 of 6

Legal References:

- Directive/Memo from Central Office

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 GRACE S. MINGO LGOOIV  AMALINE R. COLINA LGOOV	 SUSAN EMCE B. SANTIAGO OIC- DC, LGODD	 ATTY. ARNALDO E. ESCOBER, JR. Assistant Regional Director
Process Owner	Deputy QMR	Regional QMR





DILG - REGION V

**QUALITY
OBJECTIVE (QO)**

Document Code		
QO-QP-R05-LGCDD-23		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

OFFICE		LGCDD - Regional Office				
QUALITY PROCEDURE TITLE		Provision of Technical Assistance to LGUs on DILG Core Programs				
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)			
Process on the provision of Technical Assistance (TA) to LGUs on DILG Core Programs	% of the received requests for TA acted within seven (7) working days	80%	Total number of requests/ directives for TA acted seven (7) working days upon receipt ----- x 100 Total number of requests/ directives received for the quarter	Quarterly	LGCDD (concerned Section)/ LGCDS	Process Monitoring Log Sheet
	% of Terminal/Post Activity Report submitted within seven (7) working days after the conduct of activity	80%	Total number of Terminal/Post Activity Report submitted within seven (7) working days after conduct of activity ----- x 100 Total number of Training/coaching conducted.	Quarterly	LGCDD (concerned Section)/ LGCDS	Process Monitoring Log Sheet

Prepared By	Reviewed By	Approved By
 GRACE S. MAGO LGOOIV AMALINE R. COLINA LGOOV Process Owner	 SUSAN EMCE B. SANTIAGO OIC DC LGCDD Deputy QMR	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR

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DILG - REGION V

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

Document Code		
QME-QP-R05-LGCDD-23		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

OFFICE	LGCDD - Regional Office					
PROCEDURE TITLE	Provision of Technical Assistance to LGUs on DILG Core Programs					
OBJECTIVE STATEMENT	1. 80% of the received requests/directives for the provision of technical assistance acted within seven (7) working days upon receipt. 2. 80% of Terminal/Post Activity Report submitted within seven (7) working days after the conduct of activity					
CURRENT PERIOD						
	INDICATORS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total
	Objective 1: 80 % of the received requests/directives for provision of TA acted within seven (7) working days upon receipt					
A	Total number of approved requests and/or directives received for technical assistance to LGUs					
B	Total number of requests/directives received within the quarter					
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)					
	Objective 2: 80% of Terminal/Post Activity Report submitted within seven (7) working days after the conduct of activity					
A	Total number of Terminal/Post Activity Report submitted within seven working days after conduct of activity					
B	Total number of Training/Coaching conducted within the quarter					
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 the QMS Secretariat will initiate correction and corrective action using the Corrective Action Report (CAR), duly signed by the QMR.						

Prepared By	Reviewed By	Approved By
 GRACE S. MAGO LGOOIV AMALINE R. COLINA LGOOV Process Owner	 SUSAN EMCE B. SANTIAGO OIC-DC LGCDD Deputy QMR	 ATTY. ARNALDO E. ESCOBAR, JR., CESO V Assistant Regional Director Regional QMR

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Process Monitoring Log Sheet

Document Code		
FM-QP-RO5-LGCDD-23-01		
Rev. No.	Eff. Date	Page
0	07.01.19	1

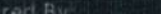
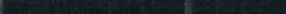

QUALITY OBJECTIVE: 1. 80% of the received requests/directives for the provision of technical assistance acted within seven (7) working days upon receipt; and 2. 80% of the Terminal/Post Activity report have been submitted within the prescribed period

FREQUENCY OF MONITORING: Quarterly

COVERED PERIOD

Due Date of Submission:

[illegible]

Prepared By:	Reviewed By:	Approved By:
 GRACE S. MAGO/ AMALINE R. COLINA LG00IV / LG00V Process Owner/s	 SUSAN EMCE B. SANTIAGO OIC DC, LGCD Deputy QMR	 ATTY. ARNALDO E. ESCOBAR JR., CESO V Assistant Regional Director Regional QMR



DILG - REGION V
Post Evaluation
Training Services

Document Code		
FM-QP-R05-LCGDD-23-03		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

Name /Title of Activity : _____

Date & Venue : _____

Office -In-Charge of Activity : _____

Instructions: Please rate the over-all effectiveness of the Resource Person/s and your degree of satisfaction using the 5-point scale. Please check appropriate box.

FACILITATION	RESOURCE PERSON/S				
Learning Service Providers	1 Poor	2 Unsatisfactory	3 Satisfactory	4 Very Satisfactory	5 Outstanding
1. Mastery of Subject Matter					
2. Communicated Effectively					
3. Time Management					
4. Appropriateness of Learning Methodologies					
5. Professional Conduct					

TRAINING ASPECT	DEGREE OF SATISFACTION				
Design/Administration	1 Poor	2 Unsatisfactory	3 Satisfactory	4 Very Satisfactory	5 Outstanding
1. Clarity of Training Objectives					
2. Relevance of Content					
3. Usefulness of Learning Materials					
4. Learning Environment					
5. Pre-course Coordination					
6. Assistance to Participants					
7. Professional Conduct					

Instructions: Please rate your degree of satisfaction on **Supplier's Performance** using the 5-point scale. Please check appropriate box.

MEALS & ACCOMODATION	Degree of Satisfaction				
Service Indicators	1 Poor	2 Unsatisfactory	3 Satisfactory	4 Very Satisfactory	5 Outstanding
1. Foods: Flavorful/palatable					
2. Foods: Quantity of serving					
3. Utensils Used (Clean Utensils)					
4. Waters' Appearance (Neatness)					
5. Courteous Waiters					
6. Timeliness of Service					
7. Venue (Spacious/Conducive for Learning)					
8. Internet Facilities					
9. Clear Sound System					
10. Spacious Bedrooms (if applicable)					

Remarks/Comments: _____

 Rater's Name and Signature
 (Optional)

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Please submit accomplished form to the Secretariat. Thank you for your cooperation!

CN: _____



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Document Code		
FM-SP-ROS-02-01		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

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	
Control of Document Procedure									
	Documentary Request or Directive (memorandum)	concerned FOCAL PERSON	ISO Corner QMS Filing Cabinet 2 Drawer 2	Green folder	chronological by date	1 year	3 years	4 years	
	Process Monitoring Log Sheet	concerned FOCAL PERSON	ISO Corner QMS Filing Cabinet 2, Drawer 2,	Green folder					
Process Performance Monitoring and Measurement Procedure									
	Activity Design, Invitation, Regional Order, BAC Required documents and other documents aqs needed	concerned FOCAL PERSON	ISO Corner QMS Filing Cabinet 2, Drawer 2, LGU Name	Green folder	by activity	1 year	3 years	4 years	
	Post Evaluation Training Services	concerned FOCAL PERSON, BAC,	ISO Corner QMS Filing Cabinet 2, Drawer 2, CSS Form	Green folder					
	After Activity/ Terminal Report	concerned FOCAL PERSON, BAC, Planning	ISO Corner QMS Filing Cabinet 2, Drawer 2, Financial Reports	Green folder	per activity				
Management Review Procedure									
QMS Planning Procedure									

Prepared By	Noted By
GRACE S. MAGDO / AMALINE R. COLINA LGOOIV / LGOOV Process Owner	ATTY. ARNALDO E. ESCOBAR JR., CESO V Assistant Regional Director Regional QMR

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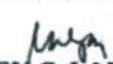
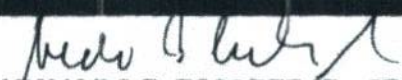
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Document Code		
FM-SP-R05-01B-01		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

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					
PROVISION OF TECHNICAL ASSISTANCE TO LGUs ON DILG CORE PROGRAMS							

Prepared by:	Noted By:
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Regional Document Controller	Regional QMR

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Document Code: FM-SP-R05-01A-01		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

Name of Bureau/Service/Division: Local Government Capacity Development Division

MASTERLIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Provision of Technical Assistance to LGUs on DILG Core Programs							
QP-R05-LGCDD-23	Provision of Technical Assistance to LGUs on DILG Core Programs Quality Procedure	07.01.19					
QO-QP-R05-LGCDD-23	Provision of Technical Assistance to LGUs on DILG Core Programs Quality Objective	07.01.19					
QME-QP-R05-LGCDD-23	Provision of Technical Assistance to LGUs on DILG Core Programs Quality Monitoring and Evaluation	07.01.19					
FM-QP-R05-LGCDD-23-01	Provision of Technical Assistance to LGUs on DILG Core Programs Process Monitoring Logsheet	07.01.19					
FM-QP-R05-LGCDD-23-02	Attendance Sheet	07.01.19					
FM-QP-R05-LGCDD-23-03	Post Evaluation Training Services	07.01.19					
RRP-QP-R05-LGCDD-23	Risk and Opportunity Register	07.01.19					
RRO-QP-R05-LGCDD-23	Risk Register (Objective Risk Assessment)	07.01.19					

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 DILG REGION V

Document Code		
RRP-QP-R05-LGCDD-23		
Rev. No.	Eff. Date	Page
00	07.01.19	1 of 1

RISK AND OPPORTUNITY REGISTER

OFFICE **LGCD**

PROCEDURE TITLE **PROVISION OF TECHNICAL ASSISTANCE TO LGUS ON DILG CORE PROGRAMS**

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)
Route request to focal person (FP)	delayed action on request	absence of Focal Person	delayed action on request/directive	designate alternate focal person	1	3	3		maintain and sustain the existing control	
Receive and act on request	delayed receipt of request/directive				1	3	3			
Approval	delayed approval	multiple functions of approving officer		use of social media/designate authorized officer	1	4	4		maintain and sustain the existing control	
	delayed /non preparation of Order	multiple functions of focal person/overlapping of activities		designate alternate focal person	2	4	8		Alert, maintain and sustain the existing control	
Prepares Order										
Provision of Technical Assistance (Training or Coaching)	postponement of activity/ re-schedule of activity	overlapping of activities/unavailability of resource persons	Re-schedule of activity/non-compliance to directive	re-schedule/alternate Resource person	3	2	6		maintain and sustain the existing control	
Prepare and Submit Terminal/ Post Activity Report	delayed or non-submission of terminal/post activity report	overlapping of activities/non-preparation of report	late/non-submission of report	designate alternate focal person	3	3	9		Alert, maintain and sustain the existing control	
Routes final terminal/post activity report	non-submission of final terminal/post activity report	no report prepared	non-compliance to directive		3	2	6		maintain and sustain the existing control	
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			10 - 25	HIGH	Significant			Control (e.g. Avoid or Treat/Mitigate, Transfer, Terminate)		

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RISK REGISTER (OBJECTIVE RISK ASSESSMENT)

OFFICE **LGCDD**
 PROCEDURE TITLE **PROVISION OF TECHNICAL ASSISTANCE TO LGUs ON DILG CORE PROGRAMS**

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)
80 % of the received requests for TA acted within seven (7) working days	Non-availability of Focal Person	Focal Person, Reviewing and Approving Officer	Delayed action on the request	Multiple functions and over-lapping of activities	Delayed action on therequest within the prescribed period	designate an alternate Focal Person	3	3	9	NS	maintain and sustain the existing control	
80 % of Terminal/Post Activity Report submitted within seven (7) working days after the conduct of activity			Non-submission of Terminal/ After Activity Report		delayed or non-submission of report		3	3	9	NS	maintain and sustain the existing control	

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-Absolutely Certain	8-9		Not Significant (NS)	Alert level (Maintain and sustain the existing control)
Risk Rating = Impact X Likelihood	10-25		Significant (S)	Control (Avoid or treat/Mitigate, Transfer, Terminate)

Prepared by: GRACE S. MAYO / AMALINE R. COLINA LGOOIV / LGOOV Process Owner	Reviewed by: SUSAN EMCE B. SANTIAGO OIC DC, LGCDD Risk Review Committee Head	Approved by: ATTY. ARNALDO E. ESCOBAR JR., CESO V Assistant Regional Director Quality Management Representative
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