



DILG – Region II  
**QUALITY  
 PROCEDURE (QP)**

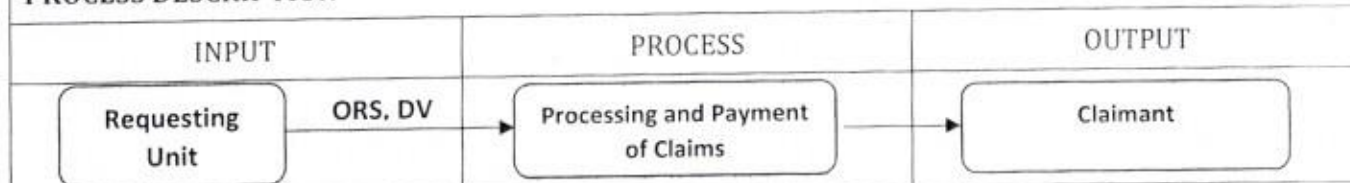
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<b>PROCEDURE TITLE</b>	<b>PROCESSING AND PAYMENT OF CLAIMS</b>
<b>SCOPE</b>	This process starts from the receipt of Obligation Request Status (ORS) by the Budget Section, processing of Disbursement Vouchers (DVs) by the Accounting Section and payment by Cash Section to claimants.
<b>PURPOSE</b>	To define the standard procedures in processing and payment of claims in accordance with existing accounting and auditing rules and regulations.

**PROCESS DESCRIPTION**



**DESCRIPTIVE STATEMENT:**

The requesting unit (regional/field offices) will fill out the ORS and DVs and submit the request for claim with the supporting documents to the Budget Section for fund allocation; to the Accounting Section for processing, verification of documents and confirmation of the availability of funds; to the office of the Regional Director for his approval. The documents (ORS, DVs and supporting documents) are forwarded to the Cash Section for payment thru checks or LDDAP ADA.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Administrative Officer IV- Budget Section	Receipt of the Obligation Request Status (ORS) and Disbursement Voucher (DV) with supporting documents.	<ul style="list-style-type: none"> <li>• Receive the ORS and DV both in 2 copies with the supporting documents.</li> <li>• Attach checklist of documentary requirements.</li> <li>• Check the completeness of supporting documents against the corresponding checklist.</li> </ul> <p><i>Note: If supporting documents are incomplete, return the documents to the requesting unit of the Regional Office or to the Records Section for request coming from Field Offices.</i></p> <ul style="list-style-type: none"> <li>• Record in the ORS Log Book and assign ORS number.</li> <li>• Forward the ORS (numbered), DV and the supporting documents to the AO V/Budget Officer.</li> </ul>	<ul style="list-style-type: none"> <li>• ORS</li> <li>• DV</li> <li>• Supporting documents</li> <li>• Checklist of documentary requirements</li> <li>• ORS Log Book</li> <li>• "Returned" Logbook</li> </ul>

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
2	Administrative Officer V (Budget Officer)	Obligation of the amount of claim in the ORS.	<ul style="list-style-type: none"> <li>• Receive the ORS (numbered), DV and the supporting documents.</li> <li>• Obligate by indicating the amount, PAP code and expense code in the ORS.</li> <li>• Sign the box "B" in the ORS</li> <li>• Retain 1 copy of ORS.</li> <li>• Forward the remaining ORS (duly accomplished), DV and supporting documents to the AO IV.</li> </ul>	<ul style="list-style-type: none"> <li>• ORS</li> </ul>
3	Administrative Officer IV- Budget Section	Releasing of the ORS with DV and supporting documents to the Accounting Section.	<ul style="list-style-type: none"> <li>• Receive the ORS (duly accomplished), DV and supporting documents from AO V/Budget Officer.</li> <li>• Forward ORS, DV and supporting documents to Accounting Section.</li> <li>• Log the release in the "Outgoing" Logbook.</li> </ul>	<ul style="list-style-type: none"> <li>• ORS</li> <li>• Outgoing Logbook</li> </ul>
4	Administrative Assistant (Processor)- Accounting Section	Receipt of the ORS and processing of the DV and supporting documents.	<ul style="list-style-type: none"> <li>• Receive the ORS, DV and supporting documents from the Budget Section.</li> <li>• Check the received DV and supporting documents as to their appropriateness, validity and propriety.</li> </ul> <p><i>Claims with inappropriate supporting documents and claims that are not in accordance with auditing and accounting rules and regulations are returned to requesting operating units for appropriate action.</i></p>	<ul style="list-style-type: none"> <li>• DV</li> <li>• Supporting Documents</li> <li>• DV Monitoring Logbook</li> <li>• "Returned" Logbook</li> </ul>

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> <li>Record details of DVs in the DV Monitoring Logbook and assign DV number.</li> <li>Forward the processed DV, supporting documents and ORS to the Chief Accountant.</li> </ul>	
5	ACCOUNTANT	Signing Box "C" of the Disbursement Vouchers.	<ul style="list-style-type: none"> <li>Review the supporting documents as to their appropriateness, validity and propriety.</li> </ul> <p><i>If not in order, return to the processor with instruction for appropriate action.</i></p> <ul style="list-style-type: none"> <li>Prepare Journal Entry Voucher (JEV) by filling out Box "B" of the DV.</li> <li>Certify as to the availability of funds by signing the box "C" of DV.</li> <li>Forward the certified DV, supporting documents and ORS to the Administrative Assistant.</li> </ul>	<ul style="list-style-type: none"> <li>DV</li> <li>Supporting Documents</li> </ul>
6	Administrative Assistant-Accounting Section	Forwarding of the certified DV for approval of RD	<ul style="list-style-type: none"> <li>Receive the certified DV, supporting documents and ORS from the Chief Accountant.</li> <li>Forward the processed and certified DV to the Office of the Regional Director (ORD).</li> <li>Record the signed DV in the Outgoing DV Logbook.</li> </ul>	<ul style="list-style-type: none"> <li>ORS</li> <li>DV</li> <li>Supporting Documents</li> <li>Outgoing Logbook</li> </ul>
7	Regional Director/ Authorized Representative	Approval of the DV	<ul style="list-style-type: none"> <li>Receive the processed and certified DV from the Accounting Section.</li> </ul>	<ul style="list-style-type: none"> <li>ORS</li> <li>DV</li> <li>Supporting Documents</li> </ul>

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> <li>• Approve the payment by signing the box "D" of DV.</li> <li>• Forward the approved DV and supporting documents to the Cash Section.</li> <li>• Record the approved DV in the Outgoing Logbook.</li> </ul>	<ul style="list-style-type: none"> <li>• Outgoing Logbook</li> </ul>
8	Cashier	Preparation of checks/LDDAP ADA/ACIC/FINDES/PACS-VAL	<ul style="list-style-type: none"> <li>• Receive the approved DV and supporting documents from the Office of the Regional Director.</li> <li>• Identify the nature and mode of payment whether check or LDDAP ADA payment.</li> </ul> <p><b>For Check payment:</b></p> <ul style="list-style-type: none"> <li>• Prepare the check for the payment of claims and forward to ORD and proceed to Step 11</li> </ul> <p><b>For LDDAP ADA payment:</b></p> <ul style="list-style-type: none"> <li>• Record the details of claim in the LDDAP ADA and at the end of the day print the LDDAP ADA, ACIC</li> <li>• For payroll, prepare the PACS-VAL</li> <li>• Forward the LDDAP ADA, ACIC and PACS-VAL to Accounting Section.</li> </ul>	<ul style="list-style-type: none"> <li>• DV</li> <li>• ORS</li> <li>• Supporting Documents</li> <li>• Check/LDDAP ADA, Advice, ACIC, PACS-VAL</li> <li>• FINDES</li> </ul>
9	Accountant	Signing of the LDDAP ADA, PACS-VAL/FINDES	<ul style="list-style-type: none"> <li>• Receive the LDDAP ADA, ACIC and PACS-VAL the Cash Section.</li> <li>• Check the accuracy of data encoded in the LDDAP ADA and ACIC; If not in order, return to Cashier for appropriate action.</li> </ul>	<ul style="list-style-type: none"> <li>• Check/LDDAP ADA</li> <li>• PACS-VAL</li> <li>• FINDES</li> <li>• ACIC</li> </ul>

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			<ul style="list-style-type: none"> <li>• Sign the LDDAP ADA for the payment of claims</li> <li>• For payroll, certify availability of funds in the PACS-VAL</li> </ul>	
10	Regional Director/ Authorized Representative	Signing of the check/LDDAP ADA.	<ul style="list-style-type: none"> <li>• Receive the check/LDDAP ADA from Cash Section.</li> <li>• Sign the check/LDDAP ADA/FINDES/ACIC for the payment of claims.</li> <li>• For payroll, sign ACIC/LDDAP-ADA and PACS-VAL.</li> <li>• Forward the signed check/LDDAP ADA/PACS-VAL/FINDES to the Cash Section.</li> </ul>	<ul style="list-style-type: none"> <li>• Check/LDDAP ADA</li> <li>• FINDES</li> <li>• ACIC</li> <li>• PACS-VAL</li> </ul>
11	Cashier	Recording and releasing of the check and submission of LDDAP-ADA/ACIC/PACS-VAL/FINDES to the servicing bank.	<p><b>For Check payment:</b></p> <ul style="list-style-type: none"> <li>• Record the signed checks at Check Disbursement Record as to funding source.</li> <li>• Advise outside claimant of the check through phone call/ text message.</li> <li>• Release the check to the claimant, secure signature in the Check Disbursement Record, secure signature of claimant in the DV and secure issuance of O.R.</li> </ul> <p><b>For LDDAP-ADA payment:</b></p> <ul style="list-style-type: none"> <li>• Submit the LDDAP ADA and PACS-VAL to the servicing bank.</li> </ul> <p>Mark DV with "paid" stamp and indicate the check number, date of check and date of release.</p>	<ul style="list-style-type: none"> <li>• Check/LDDAP ADA</li> <li>• ACIC/LDDAP-ADA Logbook</li> <li>• Check Disbursement Record per fund source</li> <li>• DV</li> <li>• Check Monitoring Log Book</li> </ul>

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Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
			At the end of the week, forward all Paid Disbursement Vouchers to the Accounting Section.	
12	Process Owner	Retention of Records	<ul style="list-style-type: none"> <li>• Update the Summary Log Sheet.</li> <li>• Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Records.</li> </ul>	<ul style="list-style-type: none"> <li>• Summary Log Sheet</li> <li>• SP-02 Control of Documented Information Procedure</li> <li>• Masterlist of Records</li> </ul>

**Prepared by:**

**Reviewed by:**

**Approved by:**

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Process Owner	FAD Chief	QMR	Regional Director

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DILG - Region II  
**QUALITY  
OBJECTIVE (QO)**

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DIVISION/SECTION	FINANCE AND ADMINISTRATIVE DIVISION - BUDGET SECTION
QUALITY PROCEDURE TITLE	PROCESSING AND PAYMENT OF CLAIMS

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker/Logsheet, Summary Logsheet, Report, Memo etc)
	Objective	Target	Indicator/Formula (if applicable)			
To obligate claims and certify as to the availability of funds	Claims should be obligated, certified and released to Accounting Section.	<ul style="list-style-type: none"><li>80% of the number of claims should be obligated, certified and released to Accounting Section.</li></ul>	<ul style="list-style-type: none"><li>Total number of claims obligated, certified and released / Total number of claims received</li></ul>	Monthly	Receiving and releasing clerk (Budget Section)  Budget Officer	<ul style="list-style-type: none"><li>Process Summary Log Sheet (PSL)</li><li>ORS</li><li>Outgoing DV Logbook</li></ul>

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DILG – Region II

**PROCESS MONITORING AND  
EVALUATION (QME)**

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DIVISION/SECTION		FINANCE AND ADMINISTRATIVE DIVISION – BUDGET SECTION												
PROCEDURE TITLE		PROCESSING AND PAYMENT OF CLAIMS												
OBJECTIVE STATEMENT		80% of the number of claims should be obligated, certified and released to Accounting Section.												
CURRENT PERIOD														
INDICATORS		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
A	Total number of claims obligated, certified and released													
B	Total number of claims 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, the QMS Secretariat will issue Corrective/Preventive Action Report (CPAR) duly approved by DILG-RO2 Deputy QMR.														

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**PROCESS MONITORING AND  
EVALUATION (QME)**

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DIVISION/SECTION		FINANCE AND ADMINISTRATIVE DIVISION - ACCOUNTING SECTION												
PROCEDURE TITLE		PROCESSING AND PAYMENT OF CLAIMS												
OBJECTIVE STATEMENT		80% of DVs should be processed, certified, and released to ORD for approval.												
CURRENT PERIOD														
INDICATORS		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
A	Total Number of DVs processed, certified, released													
B	Total No. of DVs 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, the QMS Secretariat will issue Corrective/Preventive Action Report (CPAR) duly approved by DILG-RO2 Deputy QMR.														

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DIVISION/SECTION	FINANCE AND ADMINISTRATIVE DIVISION- ACCOUNTING SECTION
QUALITY PROCEDURE TITLE	PROCESSING AND PAYMENT OF CLAIMS

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker/Logsheet, Summary Logsheet, Report, Memo etc)
	Objective	Target	Indicator/Formula (if applicable)			
To process and certify Disbursement Vouchers	<ul style="list-style-type: none"> <li>Claims should be processed certified and released to ORD for approval.</li> </ul>	<ul style="list-style-type: none"> <li>80% of DVs should be processed, certified, and released to ORD for approval.</li> </ul>	<ul style="list-style-type: none"> <li>Total Number of DVs processed, certified and released/Total number of DVs received.</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Releasing clerk</li> <li>Regional Accountant</li> </ul>	<ul style="list-style-type: none"> <li>Process Summary Log Sheet (PSL)</li> <li>Outgoing DV Logbook</li> </ul>

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**PROCESS MONITORING AND  
EVALUATION (QME)**

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DIVISION/SECTION		FINANCE AND ADMINISTRATIVE DIVISION – CASH SECTION												
PROCEDURE TITLE		PROCESSING AND PAYMENT OF CLAIMS												
OBJECTIVE STATEMENT		80% of approved DV for check/LDDAP-ADA preparation												
CURRENT PERIOD														
INDICATORS		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
A	Total number of checks and LDDAP-ADA prepared													
B	Total No. of DVs 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, the QMS Secretariat will issue Corrective/Preventive Action Report (CPAR) duly approved by DILG-R02 Deputy QMR.														

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DILG - Region II  
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DIVISION/SECTION	FINANCE AND ADMINISTRATIVE DIVISION - CASH SECTION
QUALITY PROCEDURE TITLE	PROCESSING AND PAYMENT OF CLAIMS

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker/Logsheets, Summary Logsheets, Report, Memo etc)
	Objective	Target	Indicator/Formula (if applicable)			
To prepare and issue checks/LDDAP ADA for approved DVs	<ul style="list-style-type: none"> <li>Prepare and issue checks/LDDAP ADA within the day</li> </ul>	<ul style="list-style-type: none"> <li>80% of approved DV for check/LDDAP-ADA preparation</li> </ul>	<ul style="list-style-type: none"> <li>Number of checks and LDDAP-ADA prepared/ Number of DVs received</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Administrative Assistant IV</li> <li>Cashier</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring Log Sheet</li> </ul>

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Process Owner	FAD Chief	QMR	Regional Director

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## Processing of Claims - ORS Summary Logsheet

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**QUALITY OBJECTIVE:** 80% of the number of claims should be obligated, certified and released to Accounting Section.  
**CURRENT PERIOD:** October 2017

DATE	NUMBER OF CLAIMS			NO. OF CLAIMS RELEASED					UNPROCESSED CLAIMS			RESULT				NOTES
	Total No. of Claims Received Within the Day	Total No. of Claims Carried Over From Previous Day	Total No. of Claims (TNC) (Formula: B+C)	From Received Within the Day	From Carried Over from Previous Day	Total number of Returned Claims From Within the Day	Total number of Returned Claims From Previous Day	Total No. of Claims Released (TNCR) (Formula: F+G+H)	From Received Within the Day	From Carried Over from Previous Day	Total No. of Unprocessed Claims (TNUC)	TNCR/TNC %	MET $\geq 80\%$	UNMET $<80\%$	Remarks (indicate reason if target is unmet)	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
10/02/2017	5	0	5	5	0	0	0	5	0	0	0	100%	x			
10/04/2017	28	0	28	28	0	0	0	28	0	0	0	100%	x			
10/06/2017	21	0	21	21	0	0	0	21	0	0	0	100%	x			
10/09/2017	7	0	7	7	0	0	0	7	0	0	0	100%	x			
10/10/2017	20	0	20	20	0	0	0	20	0	0	0	100%	x			
10/11/2017	14	0	14	14	0	0	0	14	0	0	0	100%	x			
10/13/2017	17	0	17	17	0	0	0	17	0	0	0	100%	x			
10/23/2017	6	0	6	6	0	0	0	6	0	0	0	100%	x			
10/24/2017	16	0	16	16	0	0	0	16	0	0	0	100%	x			
10/25/2017	23	0	23	23	0	0	0	23	0	0	0	100%	x			
10/26/2017	16	0	16	16	0	0	0	16	0	0	0	100%	x			
10/27/2017	33	0	33	33	0	0	0	33	0	0	0	100%	x			
<b>TOTAL</b>	<b>206</b>	<b>0</b>	<b>206</b>	<b>206</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>206</b>	<b>0</b>	<b>0</b>	<b>0</b>					

Prepared By:
(sgd.)
JAYSON P. VERZON
Date:
PROCESS OWNER

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Noted By:
(sgd.)
LORNA M. DUHWIN
Date:
FAD CHIEF



DILG- REGION II

## Processing of Claims - ORS Summary Logsheet

**QUALITY OBJECTIVE:** 80% of the number of claims should be obligated, certified and released to Accounting Section.  
**CURRENT PERIOD:** November 2017

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DATE	NUMBER OF CLAIMS			NO. OF CLAIMS RELEASED					UNPROCESSED CLAIMS			RESULT				NOTES
	Total No. of Claims Received Within the Day	Total No. of Claims Carried Over From Previous Day	Total No. of Claims (TNC) <small>(Formula: B+C)</small>	From Received Within the Day	From Carried Over from Previous Day	Total number of Returned Claims From Within the Day	Total number of Returned Claims From Previous Day	Total No. of Claims Released (TNCR) <small>(Formula: E+F+G+H)</small>	From Received Within the Day	From Carried Over from Previous Day	Total No. of Unprocessed Claims (TNUC)	TNCR/TNC %	MET ≥ 80%	UNMET <80%	Remarks (indicate reason if target is unmet)	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
11/02/2017	10	0	10	10	0	0	0	10	0	0	0	100%	X			
11/06/2017	24	0	24	24	0	0	0	24	0	0	0	100%	X			
11/08/2017	2	0	2	2	0	0	0	2	0	0	0	100%	X			
11/09/2017	30	0	30	30	0	0	0	30	0	0	0	100%	X			
11/10/2017	11	0	11	11	0	0	0	11	0	0	0	100%	X			
11/13/2017	16	0	16	16	0	0	0	16	0	0	0	100%	X			
11/14/2017	7	0	7	7	0	0	0	7	0	0	0	100%	X			
11/16/2017	23	0	23	23	0	0	0	23	0	0	0	100%	X			
11/21/2017	20	0	20	20	0	0	0	20	0	0	0	100%	X			
11/22/2017	23	0	23	23	0	0	0	23	0	0	0	100%	X			
11/24/2017	9	0	9	9	0	0	0	9	0	0	0	100%	X			
<b>TOTAL</b>																
%																

Prepared By
(sgd.)
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PROCESS OWNER

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Date:
FAD CHIEF





DILG- REGION II

## Processing of Claims - ORS Summary Logsheet

**QUALITY OBJECTIVE:** 80% of the number of claims should be obligated, certified and released to Accounting Section.  
**CURRENT PERIOD:** December 2017

Document Code		
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DATE	NUMBER OF CLAIMS			NO. OF CLAIMS RELEASED					UNPROCESSED CLAIMS			RESULT				NOTES
	Total No. of Claims Received Within the Day	Total No. of Claims Carried Over From Previous Day	Total No. of Claims (TNC) (Formula: B+C)	From Received Within the Day	From Carried Over from Previous Day	Total number of Returned Claims From Within the Day	Total number of Returned Claims From Previous Day	Total No. of Claims Released (TNCR) (Formula: E+F+G+H)	From Received Within the Day	From Carried Over from Previous Day	Total No. of Unprocessed Claims (TNUC)	TNCR/TNC %	MET ≥ 80%	UNMET <80%	Remarks (indicate reason if target is unmet)	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
12/01/2017	10	0	10	10	0	0	0	10	0	0	0	100%	x			
12/04/2017	34	0	34	34	0	0	0	34	0	0	0	100%	x			
12/05/2017	22	0	22	22	0	0	0	22	0	0	0	100%	x			
12/06/2017	9	0	9	9	0	0	0	9	0	0	0	100%	x			
12/07/2017	7	0	7	7	0	0	0	7	0	0	0	100%	x			
12/08/2017	32	0	32	32	0	0	0	32	0	0	0	100%	x			
12/11/2017	15	0	15	15	0	0	0	15	0	0	0	100%	x			
12/12/2017	23	0	23	23	0	0	0	23	0	0	0	100%	x			
12/13/2017	24	0	24	24	0	0	0	24	0	0	0	100%	x			
12/14/2017	8	0	8	8	0	0	0	8	0	0	0	100%	x			
12/15/2017	24	0	24	24	0	0	0	24	0	0	0	100%	x			
12/20/2017	20	0	20	20	0	0	0	20	0	0	0	100%	x			
12/21/2017	26	0	26	26	0	0	0	26	0	0	0	100%	x			
12/22/2017	40	0	40	40	0	0	0	40	0	0	0	100%	x			
12/27/2017	29	0	29	29	0	0	0	29	0	0	0	100%	x			
12/28/2017	207	0	207	207	0	0	0	207	0	0	0	100%	x			
TOTAL																
%																

Prepared By
(sgd.)
JAYSON P. VERZON
Date:
PROCESS OWNER

**CONTROLLED COPY**

Noted By
(sgd.)
LORNA M. DURWIN
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