



R02

QUALITY MANAGEMENT SYSTEM MANUAL

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CORRESPONDENCE BETWEEN DILG-RO2 QUALITY MANUAL, ISO 9001:2015 STANDARD AND ANNEX GQMC MC2016-01 D SUGGESTED OUTLINE

DILG-RO2 Quality Manual		ISO 9001:2015 Standard		Annex to GQMC MC2016-01 D Suggested Outline	
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REVISION HISTORY

Revision 01	<ul style="list-style-type: none"> Change of signatory in the Regional Quality Management Representative and QMS Head Secretariat as to the current management As per audit findings during the conduct of Regional Internal Quality Audit
Revision 02	



1. INTRODUCTION

DILG REGION 02 is in consonance with the program of the Philippine government and the following regulations intended to institutionalize best practices in all government agencies:

- a) EO 605 dated February 23, 2007 - Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, Amending for the Purpose Administrative Order No. 161 s. 2006.
- b) Administrative Order No. 25 Inter-Agency Task Force (IATF)
- c) Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring Information and Reporting Systems' yearly Memorandum Circular prescribing the criteria and conditions for the grant of Performance-Based Bonus (PBB) (e.g. Memorandum Circular No. 2016-1 dated May 12, 2016 and Memorandum Circular No. 2017-1 dated March 09, 2017)

DILG REGION 02 established its Quality Management System based on ISO 9001:2015. To comply with the 2015 version of the standard, this QMS was reviewed to cover all the key services and processes of DILG REGION 02 in line with the essence and intent of the version under the "Clause 4: Context of an Organization" of the standard requiring the organization to align its QMS to its purpose and strategic direction.

1.1. Purpose

This Quality Manual aims to achieve the following objectives:

- a) To serve as an effective tool in communicating relevant information to the stakeholders / interested parties the different frontline services of the Department consistent with its mandate and mission. It also considered the applicable government policies and regulations including freedom of information.
- b) To provide evidence of DILG R02's conformity to the different legal /regulatory, customer/ stakeholder and organizational requirements through the documented information that it maintains and retains. These requirements include pertinent provisions of ARTA (Anti-Red Tape Act) and resulting evidences which are suitably controlled consistent with applicable regulations of the National Archives Law of the Philippines (NAP).
- c) To provide a medium for knowledge sharing between the different operating groups and functions within the Department, utilizing and maximizing the Local Governance Regional Resources Center (LGRRC), thus enhancing effectiveness and efficiency across all levels that contribute to the enhancement of customer satisfaction.
- d) To disseminate and preserve the organization's experiences in the overall operation and control of its processes in the course of the delivery of its frontline services to the public in general and the LGUs in particular.



1.2. Content

This Quality Manual covers both the documented information required by ISO 9001:2015 and those determined by DILG R02 as necessary for the effective planning, operation and control of its Quality Management System (QMS). It contains the different policies and commitments of the DILG Management that would demonstrate its firm resolve to conform to and comply with the applicable requirements. Designed as Level 1 document, the Quality Manual will lead the user to the different sections and aspects of the DILG R02's QMS through cross-referencing as outlined in the documentation hierarchy of the QMS through each pertinent section.

1.3. Amendment or Revision

This Quality Manual is a live document. It is maintained up-to-date to reflect the current policies, procedures and practices across the Agency. It is amended or revised as deemed necessary by the Management, Heads, Process Owners, and other interested parties by their feedback or initiative. These amendments and revisions are governed by the procedure on the Control of Maintained Documented Information (Document Control) through the Document Control Request.

1.4. Distribution

This Quality Manual is distributed to identify copy holders in the Quality Manual Distribution List - FM-SP-R02-01.

2. DEFINITION OF TERMS

For the purpose of providing a clear and common understanding of terms to be used in Quality Management System documentations, terms and definitions given in *ISO 9000:2015 – Fundamentals and Vocabulary*, shall be applied.

In addition to those given in ISO 9000:2015 – the following terms and definitions generally apply to DILG -R02's QMS.

- a) **DILG Region 02 (DILG R02)** – refers to one of the Operating Regions of the DILG which is composed of:
 - a.1. Regional Office which covers the Office of the Regional Director (ORD), Office of the Assistant Regional Director, Local Government Capability Development Division (LGCDD), Local Government Monitoring and Evaluation Division (LGMED) and Finance and Administrative Division (FAD); and
 - a.2. Five (5) Provincial Offices composed of the provinces of Batanes, Cagayan, Isabela, Nueva Vizcaya and Quirino with all its city/municipal field offices



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- b) **Clients/Customers** – refer to persons or entities outside the DILG R02 organizational structure who/which are the intended beneficiary of DILG R02 Programs, Projects, Activities (PPAs) and services. In consideration of the QMS scope, this specifically refers to the Field Offices, Local Government Units/Officials/Employees, other Regional Agencies and the general public.
- c) **Operations Processes** – refer to core processes that are directly involved in the performance of the mandate of the DILG R02 in the provision of LGU capacity development services, performance oversight and incentives and awards which are intended for its clients/customers.
- d) **Support to Operations Processes** – refer to processes needed to ensure the satisfactory performance of the core processes delivered by the different support service offices – ORD; FAD LGCDD; and LGMED - which cater to the officials, employees and/or operating units/offices of the DILG R02.
- e) **External Documents/References** – Documents of external origin - usually from Office of the President (OP), Civil Service Commission (CSC), Commission on Audit (COA), Department of Budget and Management (DBM), Other National Government Agencies (NGAs), Civil Society Organizations (CSOs), Government Financial Institutions (GFIs), Government-Owned and Controlled Corporations (GOCCs), State Universities and Colleges (SUCs)/Local Resource Institutes (LRIs) and Local Government Units (LGUs) - necessary for planning and operations which include Circulars, Memoranda, Republic Acts, Executive Orders, Administrative Orders, Guidelines, Manuals, Resolutions, Orders, other Issuances, Reportorial and Compliance Forms, among others.
- f) **Form** – A document in a structured format with standardized data fields that gathers information as a requirement of a certain regulation or necessary in achieving desired process, procedure, and/or service outputs/objectives/results that when duly filled out, are considered records.
- g) **Major Final Output (MFO)** – the major deliverables of the DILG which are measured, evaluated, monitored and reported as performance results of the Department. Specifically, this refers to LGU capacity development, performance oversight, and rewards and incentives.
- h) **Top Management** – this refers to the high-level management which is the Regional Director.
- i) **Quality Management Representative (QMR)** - refers to the Assistant Regional Director who has the responsibility and authority to ensure that adequate resources and management support are provided for the effective implementation, sustainability, and continual improvement of the Quality Management System (QMS).
- j) **Deputy QMRs** – refer to the Provincial Directors and Division Chiefs who oversee the overall affairs of the QMS and reports to the QMR the performance of the QMS and any need for improvement and performs the functions of the QMR in his absence.



- k) **Internal Quality Audit (IQA)** – A systematic, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine compliance to international standard requirements for QMS.

Other terms and definitions deemed applicable to a specific process or function are defined in the specific quality procedure (QP).

3. ORGANIZATIONAL BACKGROUND

3.1 The Department of the Interior and Local Government (DILG)

The Department of the Interior and Local Government is the Executive Department of the Philippine government responsible for promoting peace and order, ensuring public safety and strengthening local government capability aimed towards the effective delivery of basic services to the citizenry.

The main powers and functions of DILG are the following; assists the President in the exercise of general supervision over local governments; advises the President in the promulgation of policies, rules, regulations and other issuances on the general supervision over local governments and on public order and safety; establishes and prescribes rules, regulations and other issuances to implement laws on public order and safety, general supervision over local governments and promotion of local autonomy and community empowerment, and monitors compliance thereof; formulates plans, policies and programs which will meet local emergencies arising from natural and man-made disasters; establishes a system of coordination and cooperation among the citizenry, local executives and the Department, to ensure effective and efficient delivery of basic services to the public.

3.1a History and the DILG Mandate

The present Department of the Interior and Local Government (DILG) traces its roots from the Philippine Revolution of 1897. On March 22, 1897, the Katipunan Government established the first Department of Interior at the Tejeros Convention.

A revolutionary government was also established at that time and the new government elected General Emilio Aguinaldo as President and Andres Bonifacio as Director of Interior, although Bonifacio did not assume the post. At the NAIC Assembly held on April 17, 1897, President Aguinaldo appointed General Pascual Alvarez as Secretary of the Interior.

The Department of Interior was enshrined in the Biak-na-Bato Constitution signed on November 1, 1897. Article XV of the said Constitution defined the powers and functions of the Department that included statistics, roads and bridges, agriculture, public information and posts, and public order.

As the years of struggle for independence and self-government continued, the Interior Department became the premier office of the government tasked with various functions ranging from supervision over local units, forest conservation, public instructions, control and supervision over the police, counter-insurgency, rehabilitation, community development and cooperatives development programs.



In 1950, the Interior Department was abolished, and its functions were transferred to the Office of Local Government (later renamed Local Government and Civil Affairs Office) under the Office of the President. On January 6, 1956, President Ramon Magsaysay created the Presidential Assistant on Community Development (PACD) to implement the Philippine Community Development Program that will coordinate and integrate, on a national scale, the efforts of various governmental and civic agencies to improve the living conditions of barrio residents nationwide and make them self-reliant.

In 1972, Presidential Decree No. 1 created the Department of Local Government and Community Development (DLGCD) through Letter of Implementation No. 7 on November 1, 1972. Ten years later or in 1982, the DLGCD was reorganized and renamed Ministry of Local Government (MLG) by virtue of Executive Order No. 777; and in 1987, it was further reorganized and this time, renamed Department of Local Government (DLG) by virtue of Executive Order No. 262.

Again, on December 13, 1990, by virtue of Republic Act No. 6975, the DILG underwent reorganization into what is now known as the Department of the Interior and Local Government (DILG). The law integrated under the new DILG, the Philippine National Police (formerly known as the Philippine Constabulary-Integrated National Police), the National Police Commission, the Bureau of Fire Protection, the Bureau of Jail Management and Penology, and the Philippine Public Safety College; and absorbed the National Action Committee on Anti-Hijacking from the Department of National Defense (DND).

The passage of RA 6975 also paved the way for the union of the local governments and the police force after more than 40 years of separation. Today, the Department faces a new era of meeting the challenges of local autonomy, peace and order, and public safety. *

3.1b Vision, Mission, Goals, Objectives

DILG Vision

A strongly determined and highly trusted Department committed to capacitate and nurture local government units, public order and safety institutions to sustain peaceful, progressive, and resilient communities where people live happily.

DILG Mission

The Department shall promote peace and order, ensure public safety, and strengthen capability of local government units through active people participation and a professionalized corps of civil servants.

DILG Goals

- Develop, peaceful, safe, self-reliant and development- directed communities;
- Improve performance of local governments in governance, administration, social and economic development and environmental management;
- Sustain peace and order condition and ensure public safety.

DILG Objectives



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- Reduce crime incidents and improve crime solution efficiency;
- Improve jail management and penology services;
- Improve fire protection services;
- Continue professionalization of PNP, BFP and BJMP personnel and services;
- Enhance LGU capacities to improve their performance and enable them to effectively and efficiently deliver services to their constituents;
- Continue to initiate policy reforms in support of local autonomy.

* This is a Master Copy of the Quality Manual.

3.2. The DILG Region 02

The approval of the Rationalization Plan of the Department of the Interior and Local Government (DILG) pursuant to Executive Order (EO) No. 366, gave the DILG the opportunity to reconfigure its structure and operations so that it can effectively provide oversight over LGUs and strengthen LGU capacity for governance.

This rationalized structure orchestrated improvements in the systems and processes of all units that will eventually lead to improved organizational outcomes. The approved rationalized structure and the DILG Outcome-Based Framework are shown in the following figures:

Figure 1. DILG R02 Structure

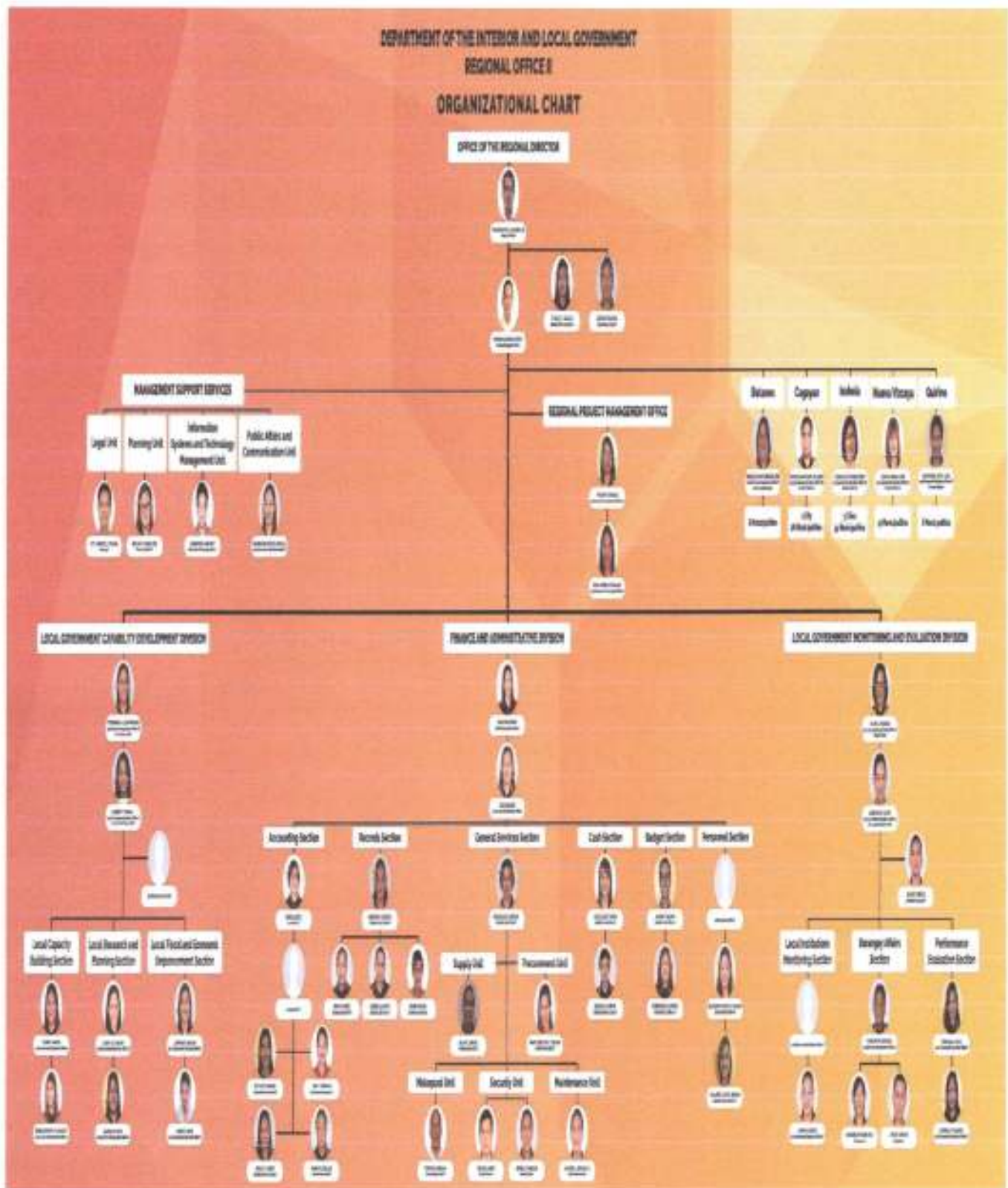
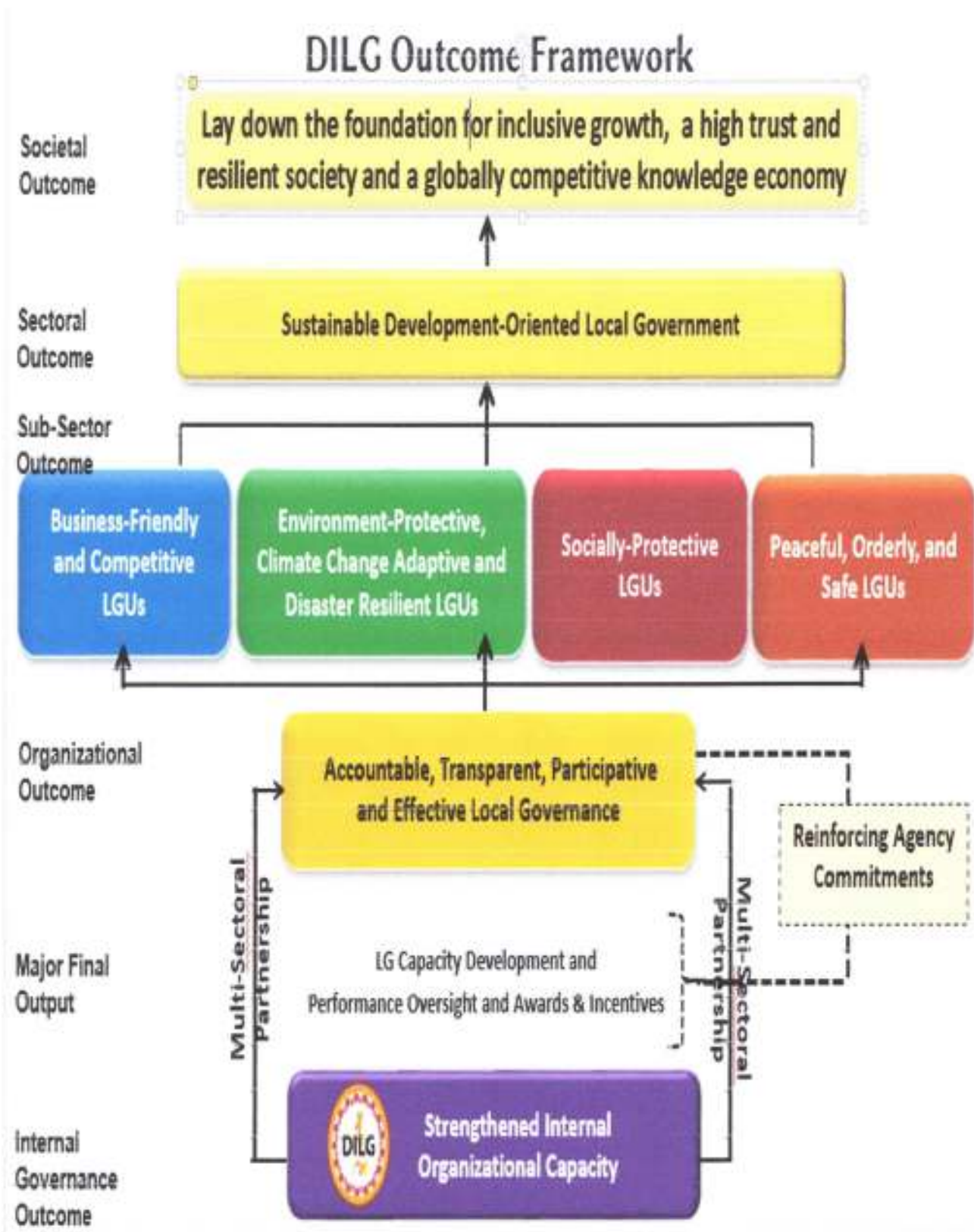




Figure 2. DILG Outcome-Based Framework





The DILG R02 Quality Management System is in conjunction with the thrust of the Department as a whole in strengthening its internal governance to improve the organization's productivity and the effectiveness of current systems.

The Department, as a catalyst for excellence in local governance plays a crucial role in: (i) formulating of sound policies on strengthening local government capacities, exercising effective performance oversight, and providing incentives and rewards to LGUs; and (ii) provision of effective technical and administrative services to promote excellence in local governance and enhance the service delivery of its Field Offices, and to the LGUs.

As such, DILG R02 is taking the lead in delivering the key strategies of the Department as follows:

- Foster and sustain transparency, accountability and high level of performance among LGUs.
- Improve LGU readiness in dealing with disasters and climate change.
- Improve the business competitiveness of selected LGUs and widen people's access to livelihood and employment opportunities.
- Improve LGU capacity to deliver basic services especially to the poor and/or marginalized.

3.2a DILG Mission

The DILG formulates sound policies, strengthens Local Government capacities and promotes excellence in local governance through capacity development, performance oversight and incentives and awards services in coordination with its regional and field offices and in collaboration with its stakeholders.

3.2b DILG R02 Working Principles and Strategies

The regional strategy dubbed as **#R2GETHER: Region 2 Guarantees Every Task is Harmoniously done with Excellent Result** was conceptualized as a blueprint of the region to ensure smooth, systematic and successful implementation of various Programs, Projects, and Activities.

The **#R2GETHER** resembles the simple yet solid message to all stakeholders that *"Together, Everyone Achieves More"* and *"togetherness is not only a value but one of the best strategies to achieve greater results."*

The ONE BEAT is a decision, an action, and a passion. With ONE BEAT, we will beat the odds:

ONE BEAT working principle stands for:

- O** - Operate using the Connect, Converge and Convene Paradigm. It is a strategic approach to effectively implement PPAs.
- N** - Nurture organization mandates and core values. Public office is a public trust.
- E** - Ensure excellent delivery of PPAs through efficient and judicious utilization of resources. Accountability and responsiveness is everybody's concern.
- B** - Build capacities of LGUs for them to Mapagkalinga at Maunlad na Pamahalaang Lokal. Their success is our success.
- E** - Empower personnel to become Matino, Mahusay, and Maasahan. We are the best asset of the organization.



- A -** Acknowledge and engage with internal and external environments. Total system approach is a must.
- T -** Track performance vis-à-vis targets. Time is of the essence.

These working principles and strategies will be the core of every personnel in DILG R02 which are crucial in demonstrating and exemplifying the Department brand of:

"Matino, Mahusay, at Maaasahang Kagawaran para sa Mapagkalinga at Maunlad na Pamahalaang Lokal."
(***"Committed, Excellent, and Dependable Agency towards a Caring and Developed Local Government."***)

Matino – Sensible, accountable, committed and works with integrity

Mahusay – Skillful, capable, methodical, aims for excellence, mastery of knowledge and skills

Maaasahan – Reliable, dependable and accessible

Mapagkalinga – Caring, sensitive and responsive, attentive

Maunlad – Progressive, developed, matured, enhanced, evolved

4. CONTEXT OF ORGANIZATION

4.1 Internal and External Issues

DILG R02 operates under internal and external environments that influence the fulfillment of its mandate and objectives. Resilient as it is, it is important for DILG R02 in particular and DILG in general to determine and validate its context to be able to consistently provide frontline services that meet legal and customer requirements.

In this regard, DILG R02 identifies the relevant internal and external issues, factors and conditions that affect its ability to achieve planned results.

DILG R02 regularly reviews and updates the issues relevant to its operations every 6 months, or as needed, usually during Planning (Strategic, Operational and QMS Planning) wherein Management Review is included.

The DILG R02's Context Registry contains the relevant key internal and external issues which presents a more detailed analysis of the identified list of DILG R02 issues.

Relevant Documented Information:

ANNEX: QM-R02-A DILG R02's Context Registry

4.2 Interested Parties

Because of their effect or potential effect on DILG R02's ability to consistently provide frontline services



that meet customer and applicable statutory and regulatory requirements, DILG R02 determines:

- The interested parties that are relevant to the quality management system;
- The requirements of these interested parties that are relevant to the quality management system.

DILG R02 monitors and reviews information about these interested parties and their relevant requirements at least twice a year (during Planning and Management Review), and even during the review of risk registers, where necessary.

DILG R02's interested parties are as follows:

- Customer / client – LGUs, LGU Officials, NGAs, CSOs, Citizenry
- Partners – COA, CSC, BIR, DBM, NEDA, DENR, DTI, DSWD, OCD, PNP, and other Regional Line Agencies (RLAs); Local Resource Institutes (State Universities and Colleges; Private Universities/Colleges); Civil Society Organizations (i.e. Philippine Chamber of Commerce and Industry, PROCESS Luzon, among others)
- Media
- External Providers / Suppliers
- Employees – Senior Executives (Assistant Regional Director, Provincial Directors) Middle Managers (Division Chiefs, Assistant Division Chiefs, Cluster Officers, and Program Managers), staff (technical and administrative staff), Contract of Service Personnel
- Top Management – Regional Director

Relevant Documented Information:

ANNEX: QM-R02-B DILG -R02's Needs and Expectations of Relevant Interested Parties Matrix

4.3 DILG R02 QMS Scope

DILG R02 has determined the boundaries and applicability of the requirements of ISO 9001:2015, and considered the following:

- The external and internal issues relevant to its purpose and strategic direction;
- The requirements of relevant interested parties
- The services that it provides.

Further, DILG R02 made use of all the applicable requirements of this International Standard which are applicable within the determined scope of its QMS.

Hence, the scope of the QMS of DILG R02 covers three (3) frontline services that are provided under its Citizen's Charter, which are as follows:

- QP-R02-LGMED-BAS-01** Processing of Barangay Officials Death Benefit Assistance (BODBA);
- QP-R02-LGMED-PES-01** Processing of Request for Issuance of Full Disclosure Policy Compliance Certificate.



3. **QP-R02-LGCDD-LRPS-01** Indorsement of LGU Request for Issuance of Authority to Purchase Motor Vehicle

However, in its desire to establish a more holistic quality management system, DILG R02 has also included in its scope other local governance services as mandated by law, which are:

Technical and Administrative Assistance:

- **QP-R02-LGCDD-LRPS-02** Review of LGU Annual GAD Plan and Budget
- **QP-R02-LGMED-LIMS-01** Processing of Certification of Services Rendered by Sanggunian Members (SB).
- **QP-R02-ORD-RPMO-01** Progress Monitoring and Reporting of Locally Funded Projects (LFPs)

Oversight Function:

- **QP-R02-ORD-LU-01** Implementation of Ombudsman, Sandiganbayan Decisions, Orders and Resolution.

Rewards and incentives:

- **QP-R02-LGMED-PES-02** Seal of Good Local Governance (SGLG) Assessment for LGUs
- **QP-R02-LGMED-LIMS-02** Implementation of Lupon Tagapamayapa Incentives and Awards (LTIA)
- **QP-R02-ORD-RPMO-02** Provision of Performance Challenge Fund (PCF) Subsidy to Beneficiary LGUs.

The scope also covers the following basic processes: Planning; Support; Monitoring, Measurement, Analysis, and Evaluation Processes.

4.4. DILG R02 Quality Management System and its processes

4.4.1 The DILG R02 establishes and documents a Quality Management System which it implements, maintains and continually improves in accordance with the requirements of ISO 9001:2015.

The DILG R02 determines the processes needed for the quality management system and its application throughout the organization as follows:

- a. determines the inputs required and the outputs expected from these processes;
- b. determines the sequence and interaction of these processes as shown in its business process map;
- c. determines and applies the criteria and methods needed (including monitoring, measurements, and related performance indicators) to ensure that both the operation and control of these processes are effective;
- d. ensures the availability of resources and information necessary to support the operation and monitoring of these processes;
- e. assigns the responsibilities and authorities for these processes;
- f. addresses the risks and opportunities relevant to these processes;
- g. evaluates these processes and implements any changes/actions to achieve planned results;



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- h. implements actions necessary for the continual improvement of these processes and the quality management system.

Where DILG R02 chooses to outsource any process that affects product conformity to requirements, it ensures control over such processes. The type and extent of control to be applied to these outsourced processes are defined within the quality management system.

NOTE: An "outsourced process" is a process that the organization needs for its quality management system and which the organization chooses to have performed by an external party, control of which is through the application of 8.4, as appropriate.

Relevant Documented Information:

SP-R02-03 Risk Identification, Evaluation and Control Procedure

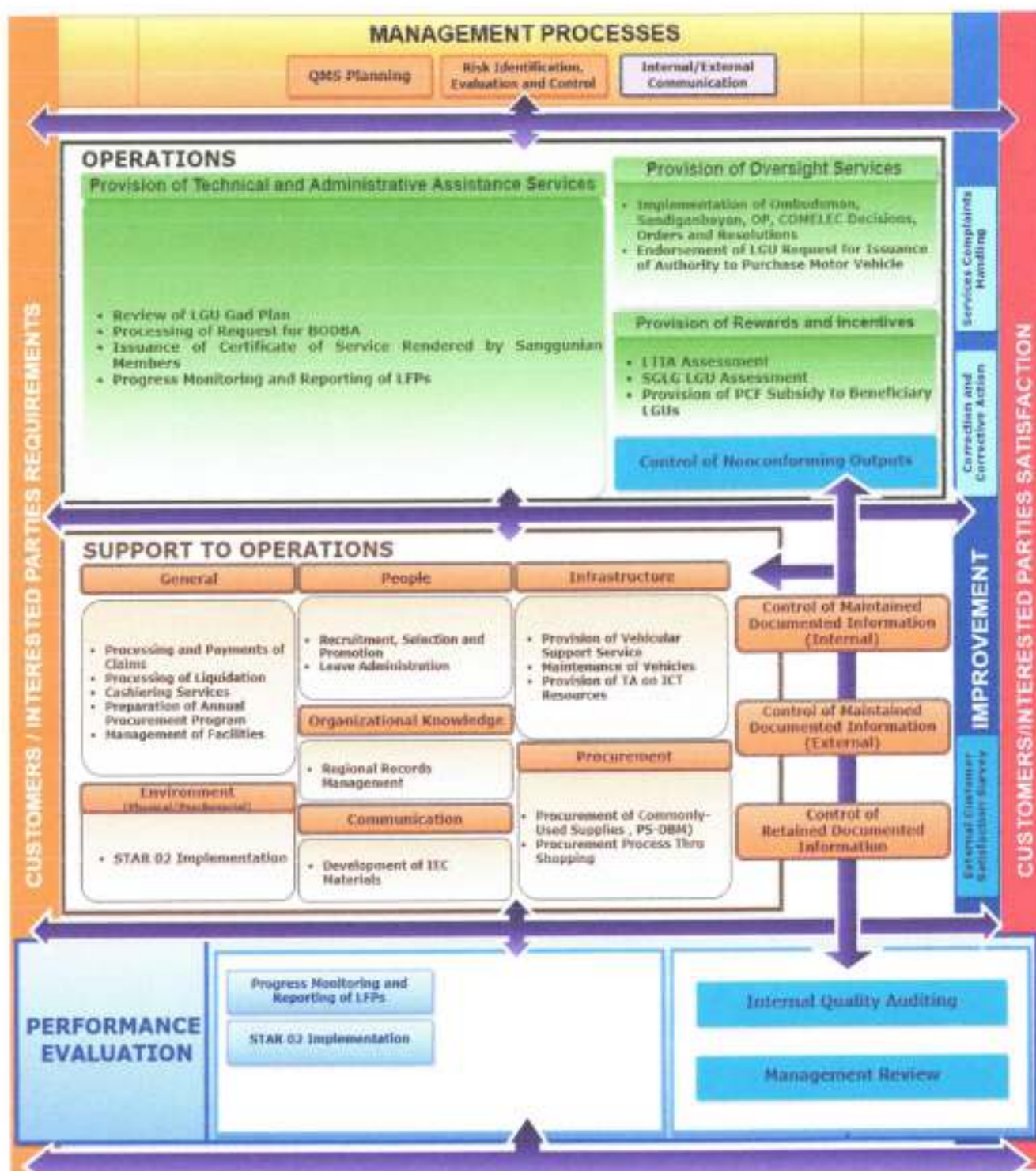
SP-R02-09 QMS Planning Procedure



4.4.1a DILG R02's Business Process Map

Below is the outline of the overall business process map of DILG R02 showing the interrelation and interaction of its many processes:

Figure 4. DILG R02 Business Process Map





4.4.1b Description of the DILG QMS Processes

Based on the DILG R02 Business Process Map, each process within its quality management system is described as follows:

- **Management Processes**

Management processes refer to those activities of DILG R02 management relating to the exercise of leadership and accountability such as establishing the quality policy and quality objectives through QMS planning, providing resources, determining and managing risks and opportunities, conducting management reviews, and implementing internal communication within the QMS.

- **Operations Processes** - There are the major services covered by DILG R02 QMS as follows:

- 1) **Provision of services** as follows:

(a) Technical and administrative services, delivered through the following core processes:

4.4.1b Description of the DILG QMS Processes

Based on the DILG R02 Business Process Map, each process within its quality management system is described as follows:

- **Management Processes**

Management processes refer to those activities of DILG R02 management relating to the exercise of leadership and accountability such as establishing the quality policy and quality objectives through QMS planning, providing resources, determining and managing risks and opportunities, conducting management reviews, and implementing internal communication within the QMS.

- **Operations Processes** - There are the major services covered by DILG R02 QMS as follows:

- 2) **Provision of services** as follows:

(a) Technical and administrative services, delivered through the following core processes:

- **QP-R02-LGCDD-LRPS-02** Review of LGU Annual GAD Plan and Budget
- **QP-R02-LGMED-BAS-01** Processing of Barangay Officials Death Benefit Assistance (BODBA)
- **QP-R02-LGMED-LIMS-01** Processing of Certification of Services Rendered by Sanggunian Bayan/Panlungsod and Panlalawigan Members
- **QP-R02-LGMED-PES-01** Processing of Request for Issuance of Full Disclosure Policy (FDP) Compliance Certificate
- **QP-R02-ORD-RPMO-01** Progress Monitoring and Reporting of Locally Funded Projects (LFPs)



(b) Oversight function, through:

- **QP-R02-ORD-LU-01** Implementation of Ombudsman, Sandiganbayan, OP, ComElec Decision Orders and Resolution
- **QP-R02-LGCDD-LRPS-01** Indorsement of LGU Request for Issuance of Authority to Purchase Motor Vehicles

(c) Rewards and Incentives, through:

- **QP-R02-LGMED-PES-02** Seal of Good Local Governance (SGLG) Assessment for LGUs
 - **QP-R02-LGMED-LIMS-02** Implementation of the Lupon Tagapamayapa Incentives and Awards (LTIA)
 - **QP-R02-ORD-RPMO-02** Provision of Performance Challenge Fund (PCF) Subsidy to Beneficiary LGUs
- **Support to Operations Processes** - Support processes are those that provide the needed enablers to ensure the satisfactory service delivery performance of the core processes. These are provided by the Finance and Administrative Division. There are procedures covering the full range of support to operations processes of DILG R02 in the following areas:

General:

- **QP-R02-FAD-BS-AS-CS-01** Processing and Payment of Claims and Cashiering Services
- **QP-R02-FAD-AS-01** Processing of Liquidations
- **QP-R02-FAD-CS-01** Cashiering Services
- **QP-R02-FAD-GSS-01** Preparation of Annual Procurement Program
- **QP-R02-FAD-GSS-02** Management of Facilities

People:

- **QP-R02-FAD-PS-01** Recruitment, Selection and Promotion for First and Second Level Positions
- **QP-R02-FAD-PS-02** Leave Administration

Infrastructure:

- **QP-R02-FAD-GSS-03** Provision of Vehicular Support
- **QP-R02-FAD-GSS-04** Maintenance of Vehicles
- **QP-R02-ORD-ISTMU-01** Provision of Technical Assistance on ICT Resources

Environment:

- **QP-R02-FAD-PS-03** STAR 02 Implementation

Organizational Knowledge:

- **SP-R02-01**-Control and Management of Records

Communication:

- **QP-R02-ORD-PACU-01** Development of IEC Materials

Procurement:



- **QP-R02-FAD-GSS-05** Procurement of Commonly-Used Supplies and Equipment Thru Procurement Services, Department of Budget and Management (PS-DBM)
- **QP-R02-FAD-GSS-06** Procurement Thru Shopping

Performance Evaluation Processes- The core and support processes are further supported by feedback from Monitoring, Measurement, Analysis, and Evaluation Processes as follows:

- **QP-R02-ORD-RPMO-01** Progress Monitoring and Reporting of Locally-Funded Projects
- **QP-R02-ORD-RPMO-02** Monitoring and Evaluation of Performance Challenge Fund (PCF) Projects Procedure

Improvement Processes - The improvement processes are both proactive and reactive. These are:

- **SP-R02-05** Services Complaints Handling and Customer Satisfaction Survey

System Procedures: This refers to the procedures of which there is no *Office Primarily Responsible* (OPR) because implementation is not limited to one division only, rather system-wide in coverage, which are deemed necessary to ensure compliance with a specific clause requirement in the ISO 9001:2015 standard. Some of these processes were already earlier classified as operations, support to operations, performance evaluation or improvement processes:

- SP-R02-01** Control and Management of Records (Clause 7.5.3)
- SP-R02-03** Risk Identification, Evaluation and Control (Clause 6.1)
- SP-R02-04** Non-Conforming and Corrective Action (Clause 10.2)
- SP-R02-05** Services Complaints Handling and Customer Satisfaction Survey (8.2.1c)
- SP-R02-08** Management Review (Clause 9.3)
- SP-R02-10** Regional Internal Quality Auditing (Clause 9.2)

4.4.1c Responsibility for DILG R02's QMS Processes

The responsibilities and authorities for each process, the application of appropriate controls and the management of risks and opportunities in the QMS follows the following hierarchy:

- **Process Owner** – due to their direct control over the processes;
- **Provincial Directors/Division Chiefs/Deputy Quality Management Representatives (DQMR)** – due to their direct supervisory control and management over the process owners;
- **Assistant Regional Director/Quality Management Representative (QMR)** - due to his/her supervisory and control over Division Chiefs/Deputy QMR
- **Regional Director**- being the top management at the Regional Office

4.4.1d Controls over QMS Processes

The relevant QMS and process controls are embedded in all the procedures and supporting documents such as risk registers to ensure that these controls are fully implemented by concerned process owners.

4.4.2. To the extent necessary, DILG R02:

- a) maintains documented information to support the operation of its processes;



- b) retains documented information to have confidence that the processes are being carried out as planned.

5. LEADERSHIP

5.1 Leadership and Commitment

Guided by the DILG R02's Vision and Mission and in compliance with applicable legal requirements in fulfilling its mandate to formulate sound policies and strengthen LGU capacities, perform oversight function and provide rewards and incentives, the DILG R02's top management commits to develop, implement and continually improve the effectiveness of its quality management system by:

- a) taking accountability for the effectiveness of the quality management system;
- b) establishing quality policy and quality objectives compatible with the context and strategic direction of the organization;
- c) ensuring the integration of the quality management system requirements into the organization's business processes;
- d) promoting the use of the process approach and risk-based thinking;
- e) providing resources needed;
- f) communicating the importance of effective quality management system and conforming to the quality management system requirements;
- g) ensuring that the quality management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

The DILG Top Management refers to the Regional Director. The Assistant Regional Director serves as the Quality Management Representative (QMR) of the Regional Office 02 and the Provincial Directors and Division Chiefs as the Deputy Quality Management Representative (DQMR).

5.1.2 Client/Customer Focus

The DILG R02's top management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction, which is primarily to strengthen the capabilities of Field Offices, to promote excellence in local governance, and to attend to the needs of other clients/stakeholders. Information about customer needs and expectations is extracted from feedback mechanisms, complaints handling, and customer satisfaction data.

The DILG R02 client/customer refers to the Field Offices, Local Government Units, officials, employees, other Regional Line Agencies and the general public and other stakeholders.

The DILG R02's top management demonstrates leadership and commitment with respect to customer focus by ensuring that:



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- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of frontline services and the ability to enhance customer satisfaction are determined and addressed; and
- c) the focus on enhancing customer satisfaction is maintained.

Relevant Documented Information:

- **SP-R02-05** Services Complaints Handling and Customer Satisfaction Survey

5.2 Quality Policy

5.2.1 Establishing the DILG R02 Quality Policy

The DILG R02's top management ensures that the Quality Policy is appropriate to the purpose and context of the organization and supports its strategic direction:

- a) provides a framework for establishing and reviewing quality objectives;
- b) includes a commitment to comply with applicable requirements and
- c) includes commitment to continually improve the effectiveness of the quality management system.

The Quality Policy is reviewed during Management Reviews to ensure its continuing suitability in relation to the organization's vision, mission, strategic thrusts and directions.

5.2.2 Communicating the DILG R02 Quality Policy

The DILG R02's top management together with the Assistant Regional Director, Provincial Directors and Division Chiefs ensure that the DILG R02 Quality Policy is communicated and understood within the organization. The DILG R02 Quality policy is:

- a) available and maintained as documented information;
- b) communicated, understood and applied within the organization;
- c) available to relevant interested parties, as appropriate.

The Information Systems and Technology Management Unit (ISTMU) is responsible for ensuring that the DILG R02 Quality Policy is posted in DILG's website. The QMS Secretariat is responsible for posting the DILG R02 Quality Policy in conspicuous places in the DILG premises and for developing other materials to communicate the Quality Policy, as deemed appropriate. The Finance and Administrative Division ensures that all employees are oriented and aware of the DILG R02 Quality Policy in coordination with the QMS Core Team.



5.2.2a The DILG R02 Quality Policy

The DILG R02, a strongly determined and highly trusted agency, commits to oversee, empower and nurture Local Government Units to achieve peaceful, progressive and resilient communities.

In “ONE BEAT” and in compliance with existing laws, rules and regulations, DILG R02 Guarantees Every Task is Harmoniously done with Excellent Result **(R2GETHER)** through the Quality Management System and the continual improvement of its effectiveness guided by our **RICH** (Responsiveness, Integrity, Competence and Hardwork) core values.

- O** - Operate using the Connect, Converge and Convene Paradigm. It is a strategic approach to effectively implement PPAs.
- N** - Nurture organization mandates and core values. Public office is a public trust.
- E** - Ensure excellent delivery of PPAs through efficient and judicious utilization of resources. Accountability and responsiveness is everybody’s concern.
- B** - Build capacities of LGUs for them to become Mapagkalinga at Maunlad na Pamahalaang Lokal.
Their success is our success.
- E** - Empower personnel to become Matino, Mahusay, and Maasahan. We are the best asset of the organization.
- A** - Acknowledge and engage with internal and external environments. Total system approach is a must.
- T** - Track performance vis-à-vis targets. Time is of the essence.

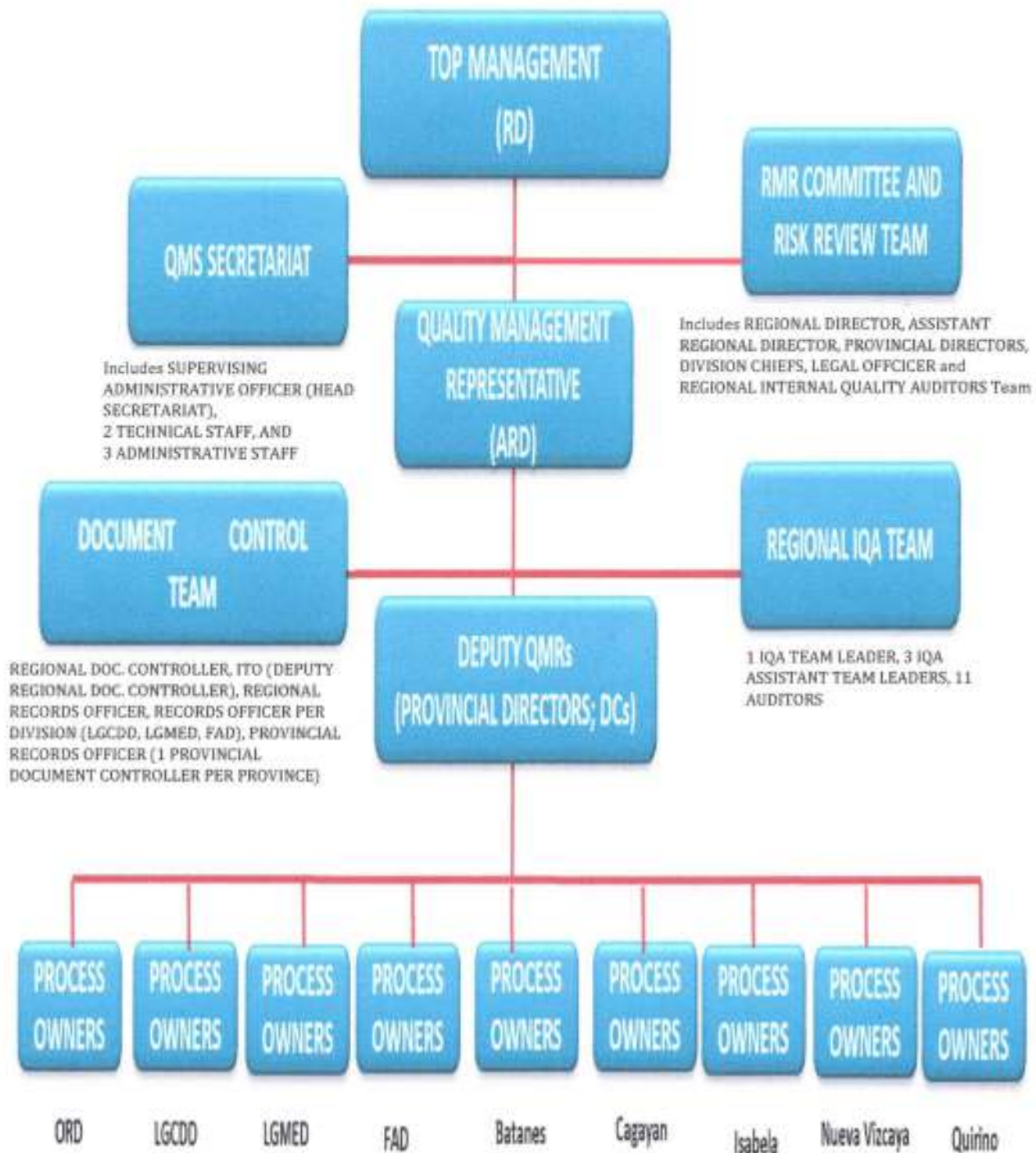
5.3 Organizational Roles, Responsibilities and Authorities

The DILG R02’s top management ensures that responsibilities and authorities in the Department are defined and communicated for effective delivery of its services. The DILG R02’s Organizational Structure clearly shows the levels of authority, lines of coordination and divisions of tasks of the different operating units, to attain organizational goals. Likewise, the QMS Organizational Structure is defined to enable the effective implementation of its QMS showing the different divisions/unit and field offices responsible for establishing, implementing, maintaining and continually improving the DILG R02’s Quality Management System to attain the Quality Objectives consistent with the Quality Policy.



5.3a The DILG R02 QMS Organizational Structure

Figure 5: The DILG R02 QMS Structure





The QMS structure is composed of the following:

DILG R02 Top Management - This refers to the Regional Director. The following responsibilities and authorities are assigned accordingly:

TOP MANAGEMENT	
<i>Composition:</i> Regional Director	<ol style="list-style-type: none"> 1. Ensure that the quality system conforms with the standards; 2. Establish, review, and maintain the quality policy; 3. Ensure that the established quality objectives are relevant to the mandate of the Regional Office; 4. Ensure the allocation of available resources to support the QMS; 5. Define responsibilities and authorities of each unit in the Office; 6. Review and monitor the effectiveness of the QMS action plans; 7. Ensure that the communication mechanisms are established and implemented effectively; and 8. Ensure the integrity of the QMS when changes are implemented.
QUALITY MANAGEMENT REPRESENTATIVE	
<i>Composition:</i> Assistant Regional Director	<ol style="list-style-type: none"> 1. Oversee the establishment, documentation, and effective implementation of the QMS in the DILG-Regional Office 02; 2. Acts as liaison with external parties on matters relating to QMS; 3. Ensures that the procedures for the Internal Quality Audit, Management Review, and Corrective and Preventive Actions are established and implemented; and 4. Report QMS performance to management for review and continual improvement.
REGIONAL MANAGEMENT REVIEW COMMITTEE	
<i>Composition:</i> Head: Regional Director Members: <ul style="list-style-type: none"> • QMS Core Team (Assistant Regional Director/ QMR Deputy QMRs, QMS Secretariat, DCT, RIQA and Process Owners) 	<ol style="list-style-type: none"> 1. Reviews the performance of the QMS every six months or as deemed necessary to evaluate the continuing adequacy, suitability, and effectiveness of the QMS in satisfying the requirements of clients and other relevant interested parties.
RISK REVIEW TEAM	
<i>Composition:</i> <ul style="list-style-type: none"> • Regional Director • Assistant Regional Director/QMR • Cluster Heads • Program Managers • Provincial Directors • Division Chiefs • Regional and Provincial Information Officers 	<ol style="list-style-type: none"> 1. Assists the Management in fulfilling its oversight responsibilities with respect to the management of the organization risk management; 2. Oversees the identification of major areas of risks and opportunities, their effect on the Organization and its operations, and leads in the planning for courses of action to address those risks and opportunities; 3. Facilitates the development of the R02 Improvement Plan; and



<ul style="list-style-type: none"> Regional Legal Officer Accountant Regional Planning Officer Information Technology Officer Budget Officer 	4. Oversees the policies, practices, and controls related to the Organization's Annual Operations Plan and Budget (AOPB)
REGIONAL QMS SECRETARIAT	
<i>Composition:</i>	Under the supervision of the QMR:
<ul style="list-style-type: none"> Supervising Administrative Officer-Head Secretariat 2 Technical Staff 3 Administrative Staff 	<ol style="list-style-type: none"> Plan and execute activities and next steps in relation to the QMS; Provide technical assistance to Operating Units on the areas of QMS development, implementation, and performance measurement; Study/review QMS outputs and endorse acceptance of the outputs to the QMR; Closely work with the Division Chiefs for the design of the QMS training and education program, preparation of training/activity document, requirement, and provision of technical assistance and secretariat services during the conduct of trainings/activities; Ensure that major agreements/highlights/decisions before, during, and after the QMS training/activity and Management Reviews are documented and submitted to QMR and to all concerned personnel; Study and equip themselves with knowledge, skills, and attributes (KSAs) on QMS as they will serve as facilitators in the conduct of QMS trainings and activities; and Perform other tasks as may be assigned by the QMR
DEPUTY QUALITY MANAGEMENT REPRESENTATIVES	
<i>Composition:</i>	
<ul style="list-style-type: none"> Provincial Directors Division Chiefs 	<ol style="list-style-type: none"> Support the QMR in the effective planning, development, implementation, maintenance, and continual improvement of the QMS; Assist the QMR in the performance of assigned responsibilities; and Represents the Process Owners at the Divisions and Field Offices levels; Implement the processes identified at their levels and ensure the effective integration to the DILG R02 core services; Submit the documented information as evidence of QMS implementation; and Assume the responsibility of the QMS in their respective units
REGIONAL INTERNAL QUALITY AUDIT (IQA) TEAM	
<i>Composition:</i>	Together with representative from the DILG Central Office – Internal Audit Service:
<ul style="list-style-type: none"> Provincial Director-Team Leader Cluster Head, Program Manager, Planning Officer-Assistant Team Leaders 11 Technical and Administrative Staff-Auditors 	<ol style="list-style-type: none"> Conducts quality audits at planned intervals; Ensures that results of audits are reported to management; Verify and keep track of the implementation of the corrective/preventive actions raised during audits; and Retains documented information as evidence of implementation of the audit program and audit results.



DOCUMENTATION CONTROL TEAM	
Composition: <ul style="list-style-type: none"> • LGCDD OIC- Division Chief - Team Leader • Information Technology Officer - Assistant Team Leader • Regional and Division Records Officers • Designated Provincial Offices Representatives 	<ol style="list-style-type: none"> 1. Establishes, documents, implements, and maintains a procedure for the maintenance of documented information; 2. Ensures that changes and the current revision status of documents are identified, the unintended use of obsolete documents is prevented, and records are controlled through established means of identification, storage protection, retrieval, and disposition. 3. Maintains the master copies and master list of Quality Manual, Quality Procedures, as well as the master list of externally-generated document information and references; 4. Ensures that the current versions of the relevant documented information are available at point of use; 5. Prohibits unintended use of obsolete as well as the unauthorized use of relevant documented information; and 6. Ensures the traceability of documented information.
PROCESS OWNERS	
Composition: <ul style="list-style-type: none"> • Technical and Administrative Staff 	<p>The person with the highest number of and/or significant activities/steps in the process, or who has the widespread responsibility thereby being accountable for its performance with the authority and ability to initiate necessary changes. They are usually the signatories in the "prepared by" section of the Approved Quality Procedures.</p>

6. PLANNING

6.1. Actions to address Risks and Opportunities

6.1.1 DILG R02 considers its internal and external issues and the requirements, needs and expectations of its interested parties and determines the risks and opportunities that need to be addressed to:

- a) give assurance that the quality management system can achieve its intended result (s);
- b) enhance desirable effects;
- c) prevent, or reduce, undesired effects; and
- d) achieve improvement.

DILG R02 implements *Risk, Identification and Evaluation Control Procedure*. *Risk Control Plans and Opportunity Management Plans* are prepared, implemented, and updated to address risks and opportunities. Effectiveness of the actions taken to address risks and opportunities are being discussed for appropriate action during the Management Review.

Relevant Documented Information:

- **SP-R02-03** Risk Identification, Evaluation and Control Procedure



- **FM-SP-R02-03** Risk Control Plans
- **FM-SP-R02-03-04** Opportunity Management Plan
- **ANNEX QM-R02-C** Risk Register
 - **Regional Office**
 - Management Committee*
 - Finance and Administrative Division*
 - Technical Divisions*
 - *Office of the Regional Director*
 - *LGCD*
 - *LGMD*
 - **Provincial Offices**
 - *Batanes*
 - *Cagayan*
 - *Isabela*
 - *Quirino*
 - *Nueva Vizcaya*

6.2.1 Quality Objectives and Planning to achieve them

6.2.1 Quality Objectives

Consistent with the Quality Policy, and relevant to its frontline services, and with an end in mind to enhance customer satisfaction, DILG R02 shall:

1. Provide assistance to 100% target LGUs in the implementation and compliance to relevant policies, plans, programs/projects and or/system on various governance areas annually.
 - 1.a. 100% of target LGUs provided with pertinent capacity building/TA services on various governance areas as follows:
 - a. Peaceful, orderly and safe LGUs;
 - b. Socially Protective LGUs;
 - c. Business Friendly and competitive LGUs;
 - d. Environment Protective, Climate Change Adaptive and Disaster Resilient LGUs;
 - e. Accountable, transparent and Participative Local Governance;
 - 1.b. 100% target LGUs provided with financial support for the Implementation of projects for local government development.
2. The DILG R02 shall maintain an awards and incentives system to recognize exemplary performer LGUs annually.



- 2.a. 100% of LGUs that passed the criteria for Seal of Local Governance was conferred with the Seal and Award with the corresponding incentives;
- 2.b. 100% of LGUs assessed on good local governance.
3. The DILG R2 shall conduct continual supervision and monitoring to 100% LGUs annually.
4. The DILG R2 shall continue to observe equal opportunities on recruitment and promotion in filling up 100%vacant positions.
5. The DILG R2 shall provide support to operations thru 100% procurement of goods and services annually;
6. The DILG R2 shall conduct continual professionalization of all personnel;
7. The DILG R2 shall provide continual recognition, awards and incentives to 100% qualified personnel annually.

6.2.2a Quality management system planning

The DILG -R02's top management ensures that the planning of the QMS is carried out in order to meet the requirements as well as the quality objectives, and the integrity of the QMS is maintained when changes are planned and implemented.

The planning in DILG R02 is done in a two-tiered process. First tier planning impacts the achievement of the strategic direction and Major Final Output (MFO) through strategic planning and operationalizing the strategic plan annually, with reference to the performance indicators set in the annual General Appropriations Act. Operations Plan and Budget (OPB) and Performance Commitment Reports (OPCR, DPCR, and IPCR) are prepared by the Operating Units. The DILG -R02's QMS planning is carried out in the second-tier planning which directly impacts the Quality policy supported by the Quality Objectives for each relevant functions and processes of the QMS.

Relevant Documented Information:

- **SP-R02-09** QMS Planning Procedure

6.3 Planning of changes

For changes to the quality management system, the changes are carried out in a planned manner, such that DILG R02 considers the:

- a) purpose of the changes and their potential consequences;
- b) integrity of the quality management system;
- c) availability of resources; and
- d) allocation or reallocation of responsibilities and authorities.



Planning of changes are considered during QMS Planning and Management Review.

Relevant Documented Information:

- **SP-R02-08** Management Review
- **SP-R02-09** QMS Planning Procedure

7. Support

7.1 Resources

7.1.1. General

DILG R02's top management ensures that necessary resources are provided for the development, effective implementation, maintenance and continual improvement of the QMS processes.

Annual Operations Plan and Budget (AOPB) is prepared to enable the implementation of plans and programs and the attainment of performance targets through the OPCR (Office Performance Commitment and Review, considering: a) the capabilities of, and constraints on, existing internal resources; and b) what needs to be obtained from external providers.

Quality Action Plans (QAPs) are prepared by the concerned Offices to address the issues and concerns relevant to the capabilities of, and constraints on, existing internal resources that affects the effective implementation of the QMS. QAPs are prepared during QMS Planning and any time in the course of QMS implementation. Procurement requirements are determined through the preparation of the Annual Procurement Plan and Project/Procurement Management Plan (PPMP).

Sufficient planning through activity/training design is prepared and approved for specific activities that have budget requirements.

Relevant Documented Information:

- **SP-R02-09** QMS Planning Procedure
- **QP-R02-FAD-BS-AS-CS-01** Processing and Payment of Claims Procedure
- **QP-R02-ORD-RPMO-02** Provision of Performance Challenge Fund (PCF) Subsidy to Beneficiary LGU's Procedure
- **QP-R02-FAD-AS-01** Processing of Liquidation for Cash Advances Procedure
- **QP-R02-CS-01** Provision Cashiering Services Procedure
- **QP-R02-FAD-GSS-01** Preparation of Annual Procurement Plan Procedure
 - Annual Procurement Plan (APP)
 - Project Procurement Management Plan (PPMP)



7.1.2. People

DILG R02 determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

Human Resource Merit Promotion and Selection Board (HRMPSB) ensure that personnel performing work affecting conformity to service requirements are competent on the basis of appropriate qualifications standards i.e. education, training, experience, and eligibility, and competency i.e. knowledge, skills, and attributes as defined in the *Position Description Form (PDF)*.

The process for recruitment, selection and promotion is defined in a documented procedure compliant with Civil Service rules and regulations. Recruitment is done with the involvement of the concerned Divisions/Unit and Field Offices through the *Human Resource Merit Promotion and Selection Board*.

Relevant Documented Information:

- QP-R02-FAD-PS-01** Recruitment, Selection and Promotion for 1st and 2nd Level Positions Procedure
- QP-R02-FAD-PS-03** STAR 02

7.1.3. Infrastructure

DILG R02 determines, provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of its frontline and support services.

Under Finance and Administrative Division, suitable infrastructure is provided and maintained to address DILG R02's service requirements. This includes office facilities, workspaces, equipment, hardware and software, and service vehicles.

The maintenance of the building and common utilities such as air-conditioning, janitorial, and pest services is carried out by the General Services Section of the DILG R02. The Chiefs of the different Divisions are responsible for identifying the need and requirements for their respective office spaces such as necessary repairs, installation, and/or any layout modifications of which requests are submitted to the administrative service through the General Services Section.

Preventive and corrective maintenance are carried out for service vehicles to ensure safety of personnel.

At the moment, the DILG R02 has an existing leased line connection managed by the Information Systems and Technology Management Unit (ISTMU) and used for hosting DILG R02 Website that caters the web-posting requirements of the organization in general and the concerned Divisions/Units and Field Offices within the QMS scope in particular. Under ISTMU, DILG -R02's ICT provides the needed technical support services to all operating units of DILG.

Relevant Documented Information:

- QP-R02-FAD-GSS-02** Management of Facilities Procedure
- QP-R02-FAD-GSS-03** Provision of Vehicular Support Service Procedure
- QP-R02-FAD-GSS-04** Maintenance of Vehicles Procedure
- QP-R02-ORD-ISTMU-01** Provision of Technical Assistance on ICT Resources Procedure



7.1.4. Environment for the operation of processes

DILG R02 determines, provides and maintains the suitable environment necessary for the operation of its processes and to achieve conformity of its frontline and support services. A suitable environment includes programs and activities dealing with the combination of human and physical factors (social, psychological and physical).

The DILG R02 manages the work environment needed to achieve conformity to service requirements by providing Programs/Projects/Activities (PPAs) which includes the following:

- a) Related to physical factors:
 - **ANNEX QM-R02-D** Implementation of a 5S Program
 - Mobility services
 - Security services
 - Janitorial services
- b) Related to psychosocial factors:
 - **ANNEX QM-R02-E** Annual Medical Check-up for personnels
 - **QP-R02-FAD-PS-03** Search for Top Achievers in Region 02-(STAR 02)
 - **QP-R02-FAD-PS-02** Leave Administration
 - **ANNEX QM-R02-F** Implementation of Gender and Development (GAD)

7.1.5. Monitoring and measuring resources

DILG R02 provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify its frontline and support services.

7.1.6. Organizational knowledge

DILG R02 determines the knowledge necessary for the operation of its processes and to achieve conformity of frontline services. This knowledge includes those gained from or enhanced through:

- a) Internal sources (e.g. training and capacity development; scholarship; experience through implementation of programs/projects/activities (PPAs) including the lessons learned and best practices; results of process performance and/or improvements; and internal communication;
- b) External sources (e.g. standards; academia; conferences; knowledge or feedback from customers/external providers).

Personnel who attended short (minimum of three months) and long training courses/conferences or scholarship grants prepares and submits *Post Activity Report* to capture the knowledge gained. Likewise, for every completion of a Program or Project, the concerned *Office Primarily Responsible* (OPR) prepares a *Terminal Report* to capture the accomplishment and lessons learned in the implementation.

The *Local Governance Regional Resource Center* (LGRRC) through concerned division/unit develops IEC Materials and issues press releases to drumbeat support and advocacy programs, projects, activities as part of organizational knowledge.



All the knowledge products are maintained, shared and made available to the extent necessary to concerned personnel through various means, through Records Management services, and through the use of electronic, website and social media.

When addressing changing needs and trends, DILG R02 considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates from internal and external sources aforementioned.

Relevant Documented Information:

- **SP-R02-01** Control and Management of Records
- **QP-R02-ORD-PACU-01** Development of IEC Materials

7.2 Competence

To ensure the effective implementation and maintenance of its QMS and processes, the DILG R02:

- a) determines the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
- b) ensures that these persons are competent on the basis of appropriate education, training, or experience;
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d) retains appropriate documented information as evidence of competence.

The *DILG Competency Framework and Dictionary Manual* serve as a reference tool for the competency requirements of DILG Personnel. Every plantilla position in DILG R02 has a *Position Description Form* (PDF) which serves as the reference document for the description, qualification standards and competency requirements of the position.

The Finance and Administrative Division – Personnel Section identifies learning and development intervention needs from the Individual Development Plan (IDP), Professional Development Plan (PDP), and IDP for Division Chiefs and Executive Managerial Position in the 2nd Level.

Applicable actions to address the competency requirements/gaps include the provision of training to, mentoring / coaching of, or the re- assignment of currently employed persons; or the hiring or contracting of competent persons.

The PAD takes the lead in implementing the full cycle of the learning and development process to include conduct and management of Learning and Development Interventions which are part of the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).

DILG R02 ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of its quality objectives.

Appropriate records of education, training, skills and experience are maintained by relevant personnel.



Relevant Documented Information:

- DILG Competency Framework and Dictionary Manual
- Position Description Form (PDFs)
- **QP-R02-FAD-PS-04** Learning and Development

7.3 Awareness

DILG R02 ensures that persons doing work under the organization's control are aware of:

- a) the Quality Policy;
- b) relevant Quality Objectives;
- c) their contribution to the effectiveness of the Quality Management System, including the benefits of improved performance;
- d) the implications of not conforming with the Quality Management System requirements.

The different Division and Section Chiefs are responsible for ensuring that their respective personnel are aware of the above QMS information.

For new employees and personnel, including Contract-of-Service (COS) personnel, the FAD-PS ensures that appropriate orientation is given to these personnel.

7.4 Communication

Communication is crucial in any organization. It is the glue that keeps everyone together. In this regard, DILG R02 considers it as an important mechanism in ensuring effective and efficient delivery of its services to its clients such as in crafting and deploying policies for the guidance of all personnel, monitoring and feedback on performance versus objectives, and other issues needing awareness across DILG R02. In this regard, DILG R02 determines the internal and external communications relevant to its quality management system, including:

- a) on what it will communicate;
- b) when to communicate;
- c) with whom to communicate;
- d) how to communicate; and
- e) who communicates.

The Local Governance Regional Resource Center (LGRRC) plays a lead role in developing, implementing and improving the external and internal communication of DILG R02.

DILG R02's top management and Division/Units ensure that internal communication is implemented regarding the effectiveness of its QMS. This includes the appropriate communication of the quality policy, operating procedures and quality objectives. Concerned operating units carry out performance monitoring and measurement to monitor, evaluate and report their respective QMS performance results.

The DILG R02 Quality Policy is posted in the DILG R02 website, bulletin board and incorporated in the *Amariong*, a quarterly newsletter distributed to LGU's, employees and other clients of the office. The DILG R02 Quality Policy is also included in the DILG R02 Organizational Structure Manual. It is also posted in



strategic places in the DILG R02 Offices. Newly hired employees are provided orientation on DILG R02's Quality Management System. News/articles about Quality Management System are posted as Press Releases in the website, other social media accounts of the DILG R02, and in the premises of the offices.

Relevant Documented Information:

- ANNEX QM-R02-G DILG R02 Communication Plan

7.5 Documented Information

7.5.1 General

DILG R02's quality management system includes documented information required by ISO 9001:2015 and those determined by the organization as necessary for the effectiveness of the quality management system.

DILG R02 establishes and documents its quality management system following a documentation structure to ensure effective planning, operations, and control of all its processes.



Figure 6:
The DILG R02 QMS Documentation Structure

This QMS documentation structure enables a cohesive and systematic functioning of the QMS guided with the description of the levels and types of documents as follows:

- **Level 1** – contains policy directions and goals of DILG R02. This includes the Quality Policy, Quality Objectives and Quality Manual.

Quality Policy: The overall direction of the organization in relation to Quality.

Quality Objectives: Something sought to be achieved in relation to the Quality Policy.

Quality Manual: A document specifying operating policies, scope and exclusions and other relevant information about the Quality Management System

- **Level 2** – contains the procedures to implement the various processes of the QMS which include the six mandatory procedures, operating procedures and the systemic procedures.



Procedure – A document describing a specified way to implement a process. There are two types of procedures:

System Procedures (SP): refer to the procedures which do not have an Office Primarily Responsible (OPR) because implementation is not limited to one Operating Unit only, rather, system-wide in coverage, and are deemed necessary to be documented because it supports compliance of a specific clause requirement in ISO 9001:2015 standards such as:

Operating Procedures: refer to the Quality Procedures (QP) of the different operating units (Divisions/Provincial Offices) documented to ensure effectiveness and efficiency of operation. These procedures are classified as core or support.

- **Level 3** – refer to support documentations needed for the effective implementation of Levels 1 and 2 documents which include guidelines, work instructions, forms, job descriptions, plans, references and other types of documents. Quality records which provide evidences of implementation and effectiveness of the QMS also belong to level 3.

QMS Operations Manual is provided for each division and operating unit which include relevant procedures, forms, references and other documents needed by the said operating unit.

7.5.2 Creating and updating

When creating and updating documented information, DILG R02 ensures appropriate:

- Identification and description (e.g. a title, date, author, or reference number);
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- Review and approval for suitability and adequacy.

Concerned process owner identifies the need for creating and updating documented information through the Document Control Request (DCR) Form, with attached document for creation or updating, both signed by the authorized signatories. DILG R02 follows the following QMS Documentation Responsibility Matrix:

Type of Documents	Initiator / Prepared by	Reviewing Authority	Approving Authority
Level 1			
Quality Manual	QMS Secretariat	Regional QMR	Top Management
Organizational Quality Objectives	QMS Secretariat	Regional QMR	Top Management
Functional Quality Objectives	Process Owner/ Division Chief	Regional QMR	Top Management
Quality Policy	QMS Secretariat	Regional QMR	Top Management
Level 2		Regional QMR	Top Management
Operating Procedures	Process Owner/Division Chief	Regional QMR	Top Management
System Procedures	QMS Secretariat/*IQA Head	Regional QMR	Top Management
Level 3 - Supporting Documents			
Work Instructions	Process Owner	Division Chief	Deputy QMR



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Type of Documents	Initiator / Prepared by	Reviewing Authority	Approving Authority
Forms	Process Owner	Division Chief	Deputy QMR
Other Supporting Documents	Process Owner	Division Chief	Deputy QMR

* IQA Head as Initiator for the Internal Quality Audit Procedure.

Note: Identified signatories as initiator, reviewing authority, and approving authority are as specified or any higher positions/designations).

For Document Code, DILG R02 follows the following DILG R02 QMS Document Coding Scheme:

Document Type	Document Code Format	Sample Document Code
• Quality Manual (QM)	QM -Regional Office No.	QM-R02
• Quality Procedures (QP)	QP -*Regional Office02-Division Acronym-Section-Series	QP-R02-FAD-01
• Quality Objectives (QO)	QO-QP -*Regional Office02-Division Acronym-Unit Acronym-Section Series	QO-QP-R02-FAD-PS-01
• Quality Action Plan (QAP)	QAP -QP Code	QAP-QP-R02-FAD-01
• Quality Objectives Monitoring and Evaluation (QME)	QME -QP Code	QME-QP-R02-FAD-01
• System Procedures (SP)	SP -*Regional Office02-Series	SP-R02-01
• Form (FM)	FM-QP -*Regional Office02-Code-Series FM-SP -*Regional Office02-Code-Series	FM-QP-R02-FAD-PD-01-01 FM-SP-R02-08-01

Note: Only Standard Forms internally generated by DILG R02 shall be coded. Codes used for Standard Forms issued by NAP, DBM, COA, CSC, GPPB and other statutory and/or regulatory bodies shall be adopted.

Series in the QP code and Operations Manual code refer to the assigned number in the list of the QMS documentations provided by the Document Control Team.

7.5.3 Control of documented information

DILG R02 implements control both for its maintained and retained documented information.

7.5.3.1 Documented information required by the DILG R02 quality management system and by ISO 9001:2015 are controlled to ensure:

- it is available and suitable for use, where and when it is needed;
- it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, DILG R02 addresses the following activities, both for the internally and externally generated documented information, as applicable:

- Distribution, access, retrieval and use;
- Storage and preservation, including preservation of legibility;
- Control of changes (e.g. version control);
- Retention and disposition.

The Control of Maintained Internal Documented Information Procedure manages and controls the creation, revision, distribution and deletion of internal documents and recall of obsolete copies.



Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system shall be identified as appropriate and be controlled. The Control of Maintained External Documented Information Procedure defines the controls for the acquisition, distribution and recall of obsolete external documents.

Records or documented information retained as evidence of conformity are protected from unintended alterations. The Control of Retained Documented Information Procedure ensures that QMS records are appropriately identified, managed, controlled and maintained.

NOTE: Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

Relevant Documented Information:

- **SP-R02-01** Control and Management of Records

8. Operation

8.1 Operational Planning and Control

DILG R02 plans, implements and controls the processes needed to meet the requirements for the provision of frontline services, and to implement the actions determined during Planning, by:

- a) determining the requirements for the frontline services;
- b) establishing criteria for the processes and the acceptance of frontline services;
- c) determining the resources needed to achieve conformity to the product and service requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) determining, maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned; and to demonstrate the conformity of frontline services to their requirements.

The output of this planning is suitable for DILG R02's operations and referred to as Annual Operations, Plans, and Budget (AOPB) and Office Performance Commitment and Review Report (OPCR). The AOPB is prepared annually, however, adjustments/re-alignment is allowed for the second semester. The OPCR is prepared, reviewed and approved every semester.

DILG R02 controls planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. It ensures that outsourced processes are controlled.

DILG R02 plans and develops the processes needed for the realization of its Major Final Outputs:

- a) LG Capacity Development
- b) Performance Oversight
- c) Rewards and Incentives



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Relevant Documented Information:

- Annual Operations Plan and Budget
- SPMS: Performance Planning and Commitment Procedure- ROPMT Calendar

8.2 Requirements for frontline services

8.2.1 Customer communication

DILG R02 utilizes appropriate channels to communicate with clients regarding the following:

- a) frontline and support services;
- b) questions/inquiries, contracts or orders, including changes;
- c) feedback, including customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant

Such channels include, but are not limited to the following:

- Citizens' Charter
- Website information
- Memoranda, letters and requests
- Email Service and SMS
- Customer satisfaction survey
- Orientations and fora
- Focus Group Discussion and meetings with other stakeholders
- Implementation of Executive Order No. 02, series of 2016 (Operationalizing in the Executive branch the people's constitutional right to information and the state policies to full public disclosure and transparency in the public service and providing guidelines)
- Social Media

Relevant Documented Information:

SP-R02-05 Services Complaint Handling Procedure
SP-R02-06 External Client Satisfaction Survey Procedure

8.2.2 Determining the requirements for frontline services

When determining the requirements for the frontline services to be offered to customers, DILG R02 ensures that:

- a) The requirements for the frontline services are defined, including:
 - a.1 any applicable statutory and regulatory requirements; and
 - a.2 those considered necessary by the organization;
- b) It can meet the claims for the frontline services it offers.



8.2.3 Review of the requirements for frontline services

8.2.3.1 DILG R02 ensures that it has the ability to meet the requirements for frontline services to be offered to customers, including:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) requirements specified by the organization;
- d) statutory and regulatory requirements applicable to the frontline services; and
- e) requirements differing from those previously expressed which must be resolved, if any.

Client's requirements are confirmed by relevant Division and Units before acceptance. Records (retained documented information) include the results of the review and any new requirements for the frontline services.

8.2.2.4 Changes to requirements for frontline services

DILG R02 ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements and when the requirements for frontline services are changed.

8.3 Control of externally provided processes, frontline services

8.3.1 General Procurement Process

DILG R02 ensures that externally provided processes, frontline services conform to requirements (specifications) and complies with the Procurement Law (RA 9184, its implementing rules and regulations) and COA's audit rules and regulations. It determines the controls to be applied to externally provided processes, frontline services relevant to its frontline services. For planning purposes, an Annual Procurement Plan (APP) and Project Procurement Management Plan (PPMP) are prepared, reviewed, and approved which serves as authority document for DILG R02's procurement activities.

DILG R02, through its duly constituted Bids and Awards Committee (BAC), evaluates and selects external providers (suppliers) based on their ability to supply / provide processes, frontline services in accordance with specifications. Relevant criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers were determined and applied based on their ability to provide processes or frontline services in accordance with requirements. Also, as part of the requirement, external providers (suppliers), with intention to transact business with the DILG, shall be duly registered as eligible suppliers.

Appropriate documented information of these activities and any necessary actions arising from the evaluations are retained.



8.3.2 Type and extent of control

DILG R02 ensures that externally provided processes, frontline services do not adversely affect the organization's ability to consistently deliver conforming frontline services to its customers and:

- a) ensures that externally provided processes remain within the control of its quality management system;
- b) defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) takes into consideration:
 - 1) the potential impact of the externally provided processes, frontline services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements; and
 - 2) the effectiveness of the controls applied by the external provider;
- d) determines the verification, or other activities, necessary to ensure that the externally provided processes, frontline services meet requirements. Purchased products/services are subject to inspection by Property Officer and Technical Property Inspector prior to acceptance by concerned Supply Officers

8.3.3 Information for external providers

DILG R02 ensures the adequacy of requirements prior to their communication to external providers as specified in appropriate forms, such as *Agency Procurement Request (APR)*, *Purchase Requests (PR)*, *Purchase Orders (PO)*, *Terms of References (TORs)*, and *Contracts*, whichever is applicable, depending on the product or service for procurement, which are duly reviewed and approved. These forms describe the process, products or services to be purchased including, where appropriate, and thus communicates to external providers its requirements for:

- a) the processes, frontline services to be provided;
- b) the approval of:
 - 1) services;
 - 2) methods, processes and equipment; and
 - 3) the release of services;
- c) competence, including any required qualification of persons;
- d) the external providers' interactions with DILG R02 and its personnel;
- e) control and monitoring of the external providers' performance to be applied by the organization; and
- f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

The DILG R02 through the General Services Section- Supply Unit and Procurement Unit, and the Bids and Awards Committee ensures the adequacy of the purchasing/procurement information prior to communication to the external provider / supplier.



Relevant Documented Information:

QP-R02-FAD-GSS-05 Procurement of Commonly-used Supplies and Equipment Thru PS-DBM Procedure

QP-R02-FAD-GSS-06 Procurement Process Thru Shopping Procedure
Annual Procurement Plan
Project Procurement Management Plan

8.4. Operation and Service provision

8.4.1 Control of operation and service provision

DILG R02 implements operation and service provision under controlled conditions. Controlled conditions include, as applicable:

- a) the availability of documented information that defines:
 - a.1 the characteristics of the services to be provided, or the activities to be performed; and
 - a.2 the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources, where needed;
- c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for services, have been met;
- d) the use of suitable infrastructure and environment for the operation of processes;
- e) the appointment of competent persons, including any required qualification.
- f) (Note: 8.5.1f of ISO 9001:2015 is not applicable because all resulting outputs and services of DILG R02 and its divisions/unit and field offices resulting output can be verified by subsequent monitoring or measurement;
- g) the implementation of actions to prevent human error; and
- h) the implementation of release, delivery and post-delivery activities.

Relevant Documented Information:

QP-R02-LGCDD-LRPS-02 Review of Annual LGU GAD Plan and Budget

QP-R02-LGMED-BAS-01 Processing of Request for Barangay Officials Death Benefit Assistance (BODBA) Procedure

QP-R02-LGMED-LIMS-01 Processing of Certification of Services Rendered by Sanggunian Members

QP-R02-LGMED-PES-01 Indorsement of LGU Request for Issuance of Full Disclosure Policy (FDP) Compliance Procedure

QP-LGCDD-LRPS-01 Indorsement of LGU Request for Issuance of Authority to Purchase Motor Vehicle Procedure

QP-R02-ORD-LU-01 Implementation of Ombudsman, Sandiganbayan, DP, Comelec Decision, Order, Resolution Procedure

QP-R02-LGMED-PES-02 Seal of Good Local Governance (SGLG) LGU Assessment Procedure

QP-R02-ORD-RPMO-02 Provision of Performance Challenge Fund (PCF) Subsidy to Beneficiary LGUs Procedure

QP-R02-LGMED-LIMS-02 Lupon Tagapamayapa Incentives and Awards (LTIA) Procedure



8.4.2 Identification and traceability

Concerned processes and process owners in each Division of DILG R02 uses suitable means to identify outputs and their status throughout operation and service provision, when it is necessary, to ensure the conformity of its services.

Divisions/units and field offices provide and control the unique identification of the outputs when traceability is a requirement and retains the documented information necessary to enable traceability. Appropriate identification and traceability control number, as maybe applicable, is provided to pertinent records and documents resulting from the core services provided by DILG R02 as follows: (The coding scheme is specified in the respective Quality Procedures (QPs) of the Divisions.)

- Department Authority for Purchase of Vehicle
- Full Disclosure Policy (FDP) Compliance Certificate
- Good Financial Housekeeping (GFH) Certificate
- List of Beneficiary LGUs

8.4.3 Property belonging to customers or external providers

DILG exercises care with property belonging to customers or external providers while it is under DILG R02's control or being used by the organization guided both by the Data Privacy Act and the Freedom of Information Bill.

DILG identifies, verifies, protects and safeguard customers' or external providers' property provided for use or incorporation into the frontline services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.

8.4.4 Preservation

The control and preservation of outputs and materials (office supplies, accountable forms, and related QMS materials) are delegated to the designated Supply Officers of each division/office which are then responsible for the safekeeping, protection, and issuance of these materials to ensure conformity to requirements.

8.4.5 Post-delivery activities

DILG R02, and its Provincial Offices and Divisions meet requirements for post-delivery activities associated with the programs, projects and services.

In determining the extent of post-delivery activities that are required, DILG R02 considers:

- a) statutory and regulatory requirements;
- b) the potential undesired consequences associated with its frontline services;



- c) the nature, use and intended lifetime/duration of its programs, projects and services;
- d) customer requirements; and
- e) customer feedback.

Post-delivery activities can include services related to completed projects and programs.

8.5.6 Control of changes

DILG R02 controls changes for operation or service provision, to the extent necessary to ensure continuing conformity with requirements and retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review. Where necessary, changes to programs and plans is covered with a policy and/or activity design.

8.6 Release of Services

DILG R02 implements planned arrangements, at appropriate stages, to verify that the service requirements have been met. The release of services to the customer does not proceed until the planned arrangements have been satisfactorily completed and approved, unless otherwise approved by a relevant authority and, as applicable. Documented information on the release of frontline services are retained, which include:

- a) evidence of conformity with the acceptance criteria; and
- b) traceability to the person(s) authorizing the release.

8.7 Control of Nonconforming Outputs

The DILG R02 identifies and controls non-conforming outputs (e.g. typographical errors and errors resulting from processing lapses) to prevent their unintended use or delivery and adequately controls such in accordance with the documented procedure including the disposition actions and responsibilities, and identifies the authority deciding the action in respect of the nonconformity. This also applies to nonconforming frontline services detected after delivery, during or after the provision of services. DILG R02 deals with nonconforming outputs in one or more of the following ways:

- a) correction;
- b) segregation, containment, return or suspension of provision of frontline services;
- c) informing the customer; and
- d) obtaining authorization for acceptance under concession.

Conformity to the requirements is verified when nonconforming outputs are corrected. Disposition or recommended action may be replacement, reprocessing, or other actions of which status of implementation is verified by the respective Heads of Office. DILG R02 retains documented information that describes the nonconformity, the actions taken among other necessary steps in this regard.



9. Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

DILG R02 evaluates the performance and the effectiveness of the Quality Management System. It plans and implements the monitoring, measurement, analysis, and evaluation processes needed to demonstrate conformity to service requirements, ensure conformity of the QMS; and continually improve the effectiveness of the QMS. It determines:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) when the monitoring and measuring shall be performed; and
- d) when the results from monitoring and measurement shall be analyzed and evaluated.

Appropriate documented information is retained as evidence of the results. The different operating units undertake its respective performance evaluation processes to monitor, measure, analyze and evaluate the different aspects of the operations of the Department.

Relevant Documented Information:

QP-R02-ORD-RPMO-01 Progress Monitoring and Reporting of Locally-Funded Projects
Procedure

QP-R02-ORD-RPMO-02 Provision of Performance Challenge Fund (PCF) Subsidy to Beneficiary
LGUs Procedure

9.1.2 Customer satisfaction

DILG R02 monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. Methods for obtaining, monitoring and reviewing this information is established and implemented by the concerned Operating Unit/s using customer satisfaction survey to monitor the client's perception and satisfaction on the services it received.

Relevant Procedures:

SP-R02-06 External Client Satisfaction Survey Procedure

9.1.3 Analysis and Evaluation

DILG R02 analyzes and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- a) conformity of frontline services;
- b) the degree of customer satisfaction;



- c) the performance and effectiveness of the quality management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers; and
- g) the need for improvements to the quality management system.

9.2 Internal quality audit

9.2.1 DILG R02 plans and conducts internal audits every six (6) months or as the need arise to provide information on whether the quality management system:

- a) conforms to:
 - 1) the organization's own requirements for its quality management system; and
 - 2) the requirements of ISO 9001:2015; and
- b) is effectively implemented and maintained.

9.2.2 DILG R02:

- a) plans, establishes, implements and maintains an *Audit Program* including the frequency, methods, responsibilities, planning requirements and reporting, which takes into consideration the importance of the processes concerned, changes affecting the organization, and the results of the previous audit;
- b) defines the audit criteria and scope for each audit;
- c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- d) ensure that the results of the audits are reported to management;
- e) takes appropriate correction and corrective actions without undue delay;
- f) retains documented information as evidence of the implementation of the *Audit Program* and the audit results.

Specifically, DILG R02 conducts the following activities relevant to internal quality auditing:

Planning and Scheduling

An audit program is prepared including the audit criteria, scope for each audit, frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits.

Audit Team and Preparation for Audit

To ensure objectivity and the impartiality of the audit process, the Internal Auditors perform the IQA of the overall QMS.



The *Regional Internal Quality Audit* (RIQA) team leads the audit. The selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

Auditors prepare for audits by reviewing applicable standards and procedures, analyzing quality records, and preparing audit checklists.

Conducting the audit

In conducting the audit, auditors seek objective evidence indicating whether the subject areas of audit comply with the requirements of the QMS, and whether effectively implemented and maintained. The evidence is collected through observation, interview of personnel, and examination of records and documents.

Nonconformities, potential nonconformities, and opportunities for improvement are reported through the issuance of Corrective Action Report (CAR).

The audit findings and conclusions are reported to relevant management and presented to the auditees in the closing.

Records of the audits and their results are maintained in accordance with the established procedure on control of records.

Verification of Action Plan Implementation and Effectiveness

The concerned office being audited determines the necessary corrections and corrective/preventive actions detailing the activities, responsible person, and timeline duly accepted by the IQA Team Leader and ensures that actions are taken without undue delay to eliminate detected non-conformities and their causes.

Implementation and effectiveness of actions taken are verified in the next audit. If non-recurrence of the root cause is verified, the CAR is closed out duly approved by the IQA Team Leader. Verification can happen more than once if the initial verification does not provide evidence of recurrence of the root cause.

Reporting

An Initial Audit Report is prepared for every Office audited, and an Executive Summary of all the audit findings and conclusions is prepared with attachments of the issued CARs to form the IQA audit report and submitted to the DILG R02 QMR for approval.

Relevant Documented Information:

SP-R02-10 Internal Quality Auditing Procedure



9.3 Management Review

9.3.1 General

DILG R02's Management Review Committee reviews the performance of the QMS every six months or as deemed necessary to evaluate the continuing adequacy, suitability, effectiveness and alignment to the strategic direction of the organization. Records of Management Reviews are controlled by the QMS Secretariat.

The Top Management participates during Management Reviews in accordance with the latter's planned activities and availability. However, the Regional Director will be furnished copy of the Management Review Minutes for any further action and decision he will hand down to the DILG R02 Management Review Committee.

9.3.2 Management review inputs

The management review is planned and carried out taking into consideration:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system;
- c) information on the performance and effectiveness of the quality management system, including trends in:
 - 1) customer satisfaction and feedback from relevant interested parties;
 - 2) the extent to which quality objectives have been met;
 - 3) process performance and conformity of frontline services;
 - 4) nonconformities and corrective actions;
 - 5) audit results; and
 - 6) the performance of external providers;
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities; and
- f) opportunities for improvement.

9.3.3 Management Review Outputs

The outputs of management review include decisions and actions related to:

- a. Opportunities for improvement
- b. Changes in the QMS, policies and objectives
- c. Changes in resource requirements
- d. Other actions deemed necessary by Management

Documented information is retained (records) as evidence of the results of management reviews.

Relevant Documented Information:

SP-R02-08 Management Review Procedure



10. Improvement

10.1 General

DILG R02 determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction. These include:

- a) improving frontline services to meet requirements as well as to address future needs and expectations;
- b) correcting, preventing or reducing undesired effects; and
- c) improving the performance and effectiveness of the quality management system.

Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

10.2 Nonconformity and corrective action

DILG R02 carries out correction and corrective action. When a nonconformity occurs, including any arising from complaints, DILG R02:

- a) reacts to the nonconformity and, as applicable, take action to control and correct it, and/or deal with the consequences;
- b) evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by: reviewing and analyzing the nonconformity; determining the causes of the nonconformity; determining if similar nonconformities exist, or could potentially occur;
- c) implements any action needed;
- d) reviews the effectiveness of any corrective action taken;
- e) updates risks and opportunities determined during planning, if necessary; and
- f) makes changes to the quality management system, if necessary.

The need for corrective action is determined on the basis of identified actual nonconformities through the findings of internal quality audit or external audit or on reported unmet quality objectives through the results of the process performance monitoring and measurement. Corrective action requests are likewise triggered by such events as client/customer complaint, or a management review output or directive and other lapses or deviation identified. This need identification is stated in the Corrective Action Report (CAR) issued by the IQA Team for audit related areas or the Deputy QMR through the QMS Secretariat for non-audit related areas.

Corrective actions are appropriate to the effects of the nonconformities encountered.

DILG R02 retains documented information as evidence of the nature of the nonconformities and any subsequent actions taken and the results of any corrective action.



Relevant Documented Information:

SP-R02-04 Non-Conformity and Corrective Action Procedure
SP-R02-05 Services Complaint Handling Procedure
SP-R02-06 External Client Satisfaction Survey Procedure
SP-R02-08 Management Review System Procedure
SP-R02-10 Internal Quality Auditing Procedure

10.3 Continual improvement

DILG R02 continually improves the suitability, adequacy and effectiveness of the quality management system. DILG R02 considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

DILG R02 adopts a continual improvement philosophy throughout the entire organization. The improvement effort is driven by the quality policy, quality objectives, audit results, performance results, corrective and preventive actions, management review, customer/client feedback, risk and risk controls, and other catalysts for positive change.

Improvement opportunities are identified by analyzing quality performance data and information as well as information on client/customer satisfaction. Causes of identified nonconformities determined and corrective actions are implemented to ensure that these causes do not recur. Preventive actions are implemented to eliminate the causes of potential nonconformities. Corrective and preventive actions taken are recorded and are followed up to ensure that they have been properly implemented and that they are effective.

Quality performance is evaluated by performance measurement and monitoring of the quality management system. When quality performance falls short of a defined objective, the operating unit concerned identifies and implements specific actions to address the cause of the non-attainment. When a quality objective is achieved, the management may, at its discretion, set a new or higher objective in this area and identifies improvements for achieving it.

Relevant Documented Information:

SP-R02-04 Non-Conformity and Corrective Action Procedure
SP-R02-05 Services Complaints Handling Procedure
SP-R02-06 External Client Satisfaction Survey Procedure



QUALITY MANUAL ANNEXES

DOCUMENT CODE	DOCUMENT TITLE	LABEL/TAB
QM-R02-A	DILG R02's Context Registry	A
QM-R02-B	DILG R02's Needs and Expectations of Relevant Interested Parties Matrix	B
QM-R02-C	Risk Register	C
QM-R02-D	Implementation of a 5S Program	D
QM-R02-E	Annual Medical Check-up for Personnel	E
QM-R02-F	Implementation of Gender and Development (GAD)	F
QM-R02-G	DILG R02 Communication Plan	G



DILG R02
**CONTEXT
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A. INTERNAL ISSUES

INTERNAL ISSUES	STRENGTHS	WEAKNESSES
VALUES	<ol style="list-style-type: none">1. Strong adaptive capacity2. Governed by RICH (Responsiveness, Integrity, Competitiveness, Hard work) core values3. Prioritizes procurement activities before anything else4. Teamwork, Dependability, Commitment, Loyalty, Multi-tasking, Professionalism, Leadership	<ol style="list-style-type: none">1. Resistance to new ways of doing things2. Diversity3. Not all personnel have the same level of enthusiasm and passion4. Delayed action to regular workloads
CULTURE	<ol style="list-style-type: none">1. Adheres to laws, rules and regulations, Le. RA 91842. Collaborative, Cooperative, "Bayanihan", Shared3. There is unity in diversity of ethnicity4. Result oriented goals	<ol style="list-style-type: none">1. Delayed procurement processes, delayed procurement of goods.2. Individual differences
KNOWLEDGE	<ol style="list-style-type: none">1. Personnel are trained and possess different specializations2. Provincial office consistently provides updates to personnel thru provision of mcs and other areas of local governance3. Competent employees, efficient, effective personnel4. Presence of knowledge assets5. Presence of CES Eligibles6. Technically equipped personnel	<ol style="list-style-type: none">1. Not all personnel are updated on the required Deliverables2. Only a few personnel have field of specialization3. Timely submission of reports is not complied with especially those to be answered via google link and other related tasks4. Constant change of employees, understaff, job orders are recruited for the position, massive workload

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PERFORMANCE	<ol style="list-style-type: none"> 1. Knowledgeable in all procedures in procurement, multitasking ability 2. Institutionalized tracking of physical and financial accomplishments 3. Personnel delivers services 4. Willingness to perform other tasks that may be assigned to personnel 	<ol style="list-style-type: none"> 1. Massive workload reduces speed of accomplishing tasks 2. Quality performance is compromised by time constraints 3. Inadequate manpower to complement the bulk of work 4. Too many programs lodged in one personnel, thus, implementation of Plans, Programs and Activities (PPAs) is compromised 5. Low achievement of goals because programs are primarily accomplished for compliance 6. Hotline 8888 consumes much time
GOVERNANCE/STRUCTURE	<ol style="list-style-type: none"> 1. Presence of strengthened Cluster Operations 2. Adoption of Team Operations 	<ol style="list-style-type: none"> 1. Municipal Local Government Operations Officers (MLGOOs) and Program Managers are of the same salary grade 2. Inadequate opportunities for capacity enhancement of middle managers

A. EXTERNAL ISSUES

EXTERNAL ISSUES	OPPORTUNITIES	THREATS
POLITICAL	<ol style="list-style-type: none"> 1. Receptive political officials 2. Strong leadership of the current President to push Federalism which may eventually change the system of government 3. Pro-business political agenda of present administration 	<ol style="list-style-type: none"> 1. Change of political leadership which may hamper the implementation of Plans, Programs and Activities of R02 2. The serving of Ombudsman/Sandiganbayan Decisions/Orders to Local Executives affects the working relationships of the R02 and its clients 3. Change in the system of government may affect the status of personnel 4. Mismatch of national policies over local context

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DILG R02
**CONTEXT
REGISTRY (CR)**

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EXTERNAL ISSUES	OPPORTUNITIES	THREATS
ECONOMIC	<ol style="list-style-type: none"> 1. LGU financial counterpart in PPA implementations 2. Strong implementation of People Public-Private Partnership (P4) (Cauayan City) 3. Regional Focal Persons/Resource Speakers extend hands-on/on-site assistance in the conduct of trainings for the provinces (Batanes) 4. Strong linkage with Civil Society Organizations and other partner National Government Agencies (schemes in project implementation) 5. Funds availability and on-time preparation of voucher for payment 6. Discover new/better/compliant suppliers 7. Adherence to RA 9184 	<ol style="list-style-type: none"> 1. Change of Political Leadership 2. Occurrence of high inflation rate 3. Willingness of LGUs to augment funds for projects (counterparting scheme) 4. Limited participation in conflicting activities that require the same participants 5. Limited participation in conflicting activities that require the same participants 6. Compromised PPA implementation 7. Non-availability of stocks from supplier and/or supplier 8. Revisions/delayed giving of proper attachments for payment 9. Effects of TRAIN Law 10. Effects/Consequence of cash based budgeting 11. Lack of capital outlay
SOCIAL	<ol style="list-style-type: none"> 1. Good relationship/effective partnership with stakeholders 2. Strong linkage to development partners CSOs, LRIs and private sector 3. Basic services provided 4. Other divisions/sections become aware of the processes of procuring goods 5. Other divisions/sections become aware of the processes of procuring goods 	<ol style="list-style-type: none"> 1. Intrusion of local officials on Programs, Plans and Activities (PPA) implementation 2. All around involvement to other activities that are not related to the mandate of the department 3. Not institutionalized monitoring & evaluation scheme 4. Requesting units irate for the production of attachments and delayed procurement of needed goods 5. The effects of Anti drug campaign

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DILG R02
**CONTEXT
REGISTRY (CR)**

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EXTERNAL ISSUES	OPPORTUNITIES	THREATS
TECHNOLOGICAL	<ol style="list-style-type: none">1. Presence of equipment2. Advance technology provides ease of access to delivery of reports, compliance monitoring and others3. Provision of communication allowance and office mobile phones and laptops to personnel4. Follow procedures for posting in philgeps5. Reduction of proccess time	<ol style="list-style-type: none">1. Rapid advancement of technology2. Other personnel are not adept with the advancement of technology and preferred conventional ways3. Low percentage of LGUs with strong internet connectivity4. Other LGUs have difficulty on accessibility of technology5. Late receipt and submission of reports, at times6. Reports/documents are lost, at times, when reports are submitted via Sky Pasada7. Maintenance of PhilGEPs website, slow internet connection
CULTURE	<ol style="list-style-type: none">1. Adaption of good practices of others2. There is unity in diversity of ethnicity	<ol style="list-style-type: none">1. Diverse culture of clients and personnel2. Still, there are differences in beliefs3. Due to abundance of holidays/festivities, day-to-day operations within the LGU are disrupted
LEGAL	<ol style="list-style-type: none">1. Presence of legal office at the regional level2. Strong linkage with legal minds/practitioners3. Institutionalized legal references (DILG website)	<ol style="list-style-type: none">1. Delayed response to legal inquiries2. Absence of legal officers in the province



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DILG R02
**CONTEXT
REGISTRY (CR)**

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EXTERNAL ISSUES	OPPORTUNITIES	THREATS
ENVIRONMENT	<ol style="list-style-type: none"> 1. Environmental protection in place 2. Office space promotes strong camaraderie among the personnel 3. Territorial accessibility 4. One personnel can attend in another activity scheduled on the following days/week (Savings in airfare expenditure and additional knowledge of personnel) 5. On-time preparation of procurement documents and deliveries of goods 	<ol style="list-style-type: none"> 1. Geographically challenged LGUs 2. Narrow office space cannot accommodate multiple clients at the same time 3. Hazard-prone localities affects the mobility of personnel 4. Non-continuity of training of personnel 5. Force majeure

Consolidated By:	Reviewed By:	Approved By:
<p>(sgd.)</p> <p>IVE B. SALUDEZ Supervising Administrative Officer</p>	<p>(sgd.)</p> <p>ELPIDIO A. DURWIN, CESO V Assistant Regional Director</p>	<p>(sgd.)</p> <p>JONATHAN PAUL M. LEUSEN, JR., CESO IV Regional Director</p>
QMS Secretariat Head	Regional Quality Management Representative	Top Management

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DILG R02
**INTERESTED
PARTIES MATRIX**

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INTERESTED PARTIES	NEEDS	EXPECTATIONS	RESPONSIBLE PERSON/UNIT/DIVISION
A. EXTERNAL INTERESTED PARTIES			
Local Government Unit (LGU client)	Capacity Development, Incentives and Awards, Financial Support	Provision of adequate and updated technical/funding assistance, Fair assessment	Regional Office
BODBA Beneficiaries	Payment of Death Assistance	Timely release of benefits	City/Municipal Local Government Office Officer Provincial Director Focal Person Regional Focal Person/Division Chiefs Regional Accountant/Budget Officer/Asst. Regional Director
Beneficiaries of Comprehensive Social Benefits Program (CSBP) Assistance (KIA, WIA/KIPO/WIPO)	Provision of Various Forms of Assistance by concerned Agencies: Employment and Livelihood for Spouse, Parents/ Siblings -DILG Housing Assistance -National Housing Authority, Free Education for Children - CHED/Department of Education, Cash Assistance - P500T, 250T from OP, Philhealth Membership of Spouse, Free Medication for Spouse and Children Modified Cash Transfer-DSWD	Expeditious release of benefits and other forms of assistance to Beneficiaries of Dead and Wounded Soldiers and Police Officers	Department of Interior and Local Government (DILG) Program Focal Person/Regional Director with assistance from various partner National Government Agencies
Former Barangay and SK Officials	Certification of Incumbency and Masterlist of Local Official	Immediate release of requested certificate and Masterlist	DILG Regional Focal Person
Former Rebels	Immediate Financial Assistance, Livelihood Assistance, Firearms remuneration assistance,	Expeditious release of assistance	DILG Program Focal Person, Joint AFP and PNP Intelligence Committee (JAPIC) and Provincial Enhanced Comprehensive Local Integration Program (E-CLIP) Committee, Provincial Director/Special Disbursing Officer

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DILG R02
**INTERESTED
PARTIES MATRIX**

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INTERESTED PARTIES	NEEDS	EXPECTATIONS	RESPONSIBLE PERSON/UNIT/DIVISION
AFP/PNP/LCE and other trusted leaders in the community	Administrative cost assistance	Full payment of admin cost	DILG Program Focal Person, Provincial Director/Special Disbursing Officer
National Government Agencies (NGAs), Leagues	Reports, Technical Assistance	Accurate and timely Reports/Appropriate Technical Assistance	Operating Unit concerned
External Service Providers/Supplier/Bidders	Payment of delivered goods and services rendered	On-time and full payment	Budget/Cash Section
End-user/Requesting Unit	Goods and Services	Early delivery of quality goods and services	Procurement Unit-GSS
Regulatory Bodies	Compliance with regulations	Strict compliance with rules and regulations and timely submission of reports	DILG R02
B. INTERNAL INTERESTED PARTIES			
Management Committee Members	Compliance with directives from Central Office	Support from Central office	Management Committee Members and Central Office
Organic Personnel	Job security, compensation and benefits, career advancement opportunities, logistics and conducive and safe working environment	Security of Tenure, Competitive compensation and benefits Equal opportunities for career advancement, adequate logistics, Incentives and Awards, Professional and Personal Growth, Work-life balance	Human Resources

Consolidated By:	Reviewed By:	Approved By:
(sgd.) IVE B. SALUDEZ Supervising Administrative Officer	(sgd.) ELPIDIO A. DURWIN, CESO V Assistant Regional Director	(sgd.) JONATHAN PAUL M. LEUSEN, JR., CESO V Regional Director
QMS Secretariat Head	Regional Quality Management Representative	Top Management

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Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
Regional Office 02
Regional Government Center, Carig Sur, Tuguegarao City, Cagayan
Tel. No.: 078.304.5378/304.1978/304-7378, Fax No. : 078.304.9345

April 23, 2018

REGIONAL CIRCULAR

NUMBER : 2018- *04*

SUBJECT : **GUIDELINES ON THE OBSERVANCE OFFICE
CLEANLINESS AND ORDERLINESS WITHIN THE
REGIONAL OFFICE**

Pursuant to Memorandum Number 2014-001 dated January 3, 2014 with the subject: Comprehensive Advisory on Administrative Matters/Concerns, particularly item No. VII. Office Cleanliness and Orderliness, the following shall be observed:

1. Institutionalization of the 5S program within the division;
2. Janitors are enjoined to do assigned tasks in their respective area per approved target in their IPCR;
3. FAD/LGMED/LGCDD Chiefs, RPMO Head, RITO and Legal Officer are directed to assign a personnel from their respective division/office/unit to fill up and submit a feedback form (*see attached*) daily to the guard-on-duty; and
4. The Chief of the General Services Section shall consolidate the results based on submitted filled up feedback forms and recommend strategies for improvement to the regional management.

This Circular takes effect immediately.

For compliance of all concerned.

(sgd.)

JONATHAN PAUL M. LEUSEN, JR., CESO IV
Regional Director

FAD-LMD: *g*

Name of assigned Janitor: _____

Assignment: OFFICE GROUNDS

Date: _____

JANITORIAL SERVICES

****Please check appropriate column. Provide remarks, if necessary.***

DAILY FEEDBACK FORM			
ACTIVITIES	Done	Not Done	Remarks
1. Office grounds swept.			
2. Regular grass cutting conducted.			
3. Dried/yellow leaves of plants within office grounds cultivated and removed.			
4. Flowering plants potted and placed at the plant boxes of the office.			
5. Swept and arranged the garage.			
6. Branches of trees within office grounds trimmed.			
7. Trash cans emptied.			
8. Monitored the functionality of the faucets within the office grounds.			
9. Disposed dried leaves and waste materials of the Office.			
10. Watered the plants within office grounds.			
11. Weeded the garden.			
12. Cleaned the area outside the perimeter fence.			
13. Conducts segregation of waste materials.			

Name: _____

Division/Office/Unit: _____

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Name of assigned Janitor: _____

Assignment: FIRST FLOOR

Date: _____

JANITORIAL SERVICES

**Please check appropriate column. Provide remarks, if necessary.*

DAILY FEEDBACK FORM			
ACTIVITIES	Done	Not Done	Remarks
1. Floors and stairs properly mopped and swept.			
2. Cobwebs on walls/glass partitions and ceilings of the Office including under the tables, chairs and cabinets removed.			
3. Glass partitions, door knobs, tables, chairs and cabinets wiped.			
4. Windows and window panes cleaned.			
5. Window/door hinges regularly oiled.			
6. Cobwebs on walls and ceilings of the CRs removed.			
7. Cleaned the lavatories with detergent/disinfectant and water.			
8. Doors and wall panes of CRs wiped/cleaned.			
9. Toilet bowls properly brushed and cleaned with disinfectant.			
10. Trash cans of the Office and CR emptied.			
11. Trash cans washed.			
12. Watered and removed dried leaves of the plants inside the Office.			
13. Cultivated the plants inside the Office.			
14. Functionality of faucets and water pipes monitored.			
15. Functionality of bulbs monitored.			

Name: _____
Division/Office/Unit: _____

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Name of assigned Janitor: _____

Assignment: SECOND FLOOR

Date: _____

JANITORIAL SERVICES

****Please check appropriate column. Provide remarks, if necessary.***

DAILY FEEDBACK FORM			
ACTIVITIES	Done	Not Done	Remarks
1. Floors and stairs properly mopped and swept.			
2. Cobwebs on walls/glass partitions and ceilings of the Office including under the tables, chairs and cabinets removed.			
3. Glass partitions, door knobs, tables, chairs and cabinets wiped.			
4. Windows and window panes cleaned.			
5. Window/door hinges regularly oiled.			
6. Cobwebs on walls and ceilings of the CRs removed.			
7. Cleaned the lavatories with detergent/disinfectant and water.			
8. Doors and wall panes of CRs wiped/cleaned.			
9. Toilet bowls properly brushed and cleaned with disinfectant.			
10. Trash cans of the Office and CR emptied.			
11. Trash cans washed.			
12. Watered and removed dried leaves of the plants inside the Office.			
13. Cultivated the plants inside the Office.			
14. Functionality of faucets and water pipes monitored.			
15. Functionality of bulbs monitored.			
CONFERENCE HALL			
16. Turned off and unplugged office equipment.			
17. Arranged the chairs and tables.			
18. Cleaned and swept the hall.			

Name: _____
Division/Office/Unit: _____

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Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, West Triangle, Quezon City
<http://www.dilg.gov.ph>



CIRCULAR
No. 2018-19

July 27, 2018

**SUBJECT : GUIDELINES IN THE ADOPTION AND
IMPLEMENTATION OF THE 5S OF GOOD
HOUSEKEEPING**

One of the factors that affect the performance and engagement of employees is the workplace environment. Poorly maintained and unsafe workplaces cause discomfort or hazards in the health of employees, irregular attendance or worst, poor performance in the delivery of expected outputs or accomplishments.

To address these issues and improve performance and productivity, the 5S of Good Housekeeping which is the "*principle of waste elimination through workplace organization*" became one of the learning programs of the Asian Productivity Organization (APO) and, currently being implemented by private sectors and national government agencies in the Philippines through the technical assistance of the Department of Trade and Industry (DTI). 5S was derived from Japanese words *seiri, seiton, seiso, siketsu and shitsuke*", which mean: "sort, set in order, shine, standardize and sustain" in English.

In 2016 & 2017, several trainings on 5S were conducted as part of the learning and development plan of the Department and, its compliance with the ISO requirements. To ensure the application/demonstration of the learning acquired from the 5S trainings, as well as, to sustain the practice of 5S of good housekeeping, full participation and support from among the Department officials and employees are necessary. This will further instill positive attitude and self-discipline among the employees wherein an environment of cleanliness and orderliness would become not only a practice but a culture towards a more efficient, effective and quality government service.

I. OBJECTIVE

This Circular is issued to ensure adherence to the principles of 5S of Good Housekeeping through the following:

- Maximize efficiency in the work area at the least possible cost;
- Maximize productivity by eliminating or minimizing waste;
- Improve corporate/employee's image and /or customer satisfaction;
- Preserve the Department's assets;

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- Reward offices or individuals who religiously/passionately adhere and practice the principles of 5S of Good Housekeeping.
- Sustain and create a culture of orderliness and cleanliness in the workplace.

II. REFERENCES

- DILG Guidelines for the 2017 5S of Good Housekeeping Awards dated December 7, 2017.
- DILG Circular No. 2017-15 re: Enhanced DILG Program on Awards and Incentives for Service Excellence (DILG PRAISE) dated 16 May 2017.

III. COVERAGE

This Circular shall cover all offices and employees, regardless of employment status, in the DILG - Local Government Sector particularly, at the Central Office.

DILG Regional Offices are encouraged to adopt and implement similar practice on 5S.

IV. PRACTICE

A 5S Day shall be observed every last Friday of the month. During this day, employees may be freed from their regular workloads to give them time to sort, systematically arrange, properly label the files/record and clean-up their work stations and common areas such as: conference room, mess areas, ISO corner, etc.

Employees may wear the DILG anniversary shirt as a sign of their observance of the 5S Day.

V. AWARDS SYSTEM

The Human Resource Management Division, in partnership with the PRAISE Committee, together with the support of the different Bureaus, Offices and Services, shall take lead in the implementation of the 5S Award.

The 5S Award aims to encourage/motivate employees to practice the 5S of good housekeeping through the conduct of assessments of their compliance with the 5S standard.

A. Category

The Awards shall observe quarterly and annual assessments under the following categories:

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1. Office Level

- This will be an annual event wherein three (3) offices with the most number of individual awardees in the quarterly assessments shall be awarded and each will receive P5, 000.00 cash and a certificate of recognition.

2. Individual Level

- Ten (10) employees shall be declared winners during the Annual Awards. Selection will be based on the number of times the employee have been recognized as awardee/winner in the quarterly assessments and each will receive P2,000.00 cash and a certificate of recognition.

In addition to the Annual Awards, a quarterly assessment under the individual category will be conducted and, ten (10) awardees per quarter will receive free meal (lunch).

B. Assessment

- A Team of 5S Assessors headed by the HRMD-AS and composed of representatives from the different bureaus/services/offices shall be created to conduct assessments/evaluations for the Awards. Awardees/winners of the previous year's 5S assessments may be tapped as members of the Assessors Team;
- All Central Office employees regardless of employment status, including those in contract of service and job order are automatically nominated;
- Assessments will be done at random (before, during or after office hours) thus, to guide the assessors in identifying the employees who may become winners of 5S awards, the name of assigned employee per table must be displayed. For aesthetic purposes its design (name tags/plates of employees) should be uniform per office or division;
- A DILG modified 5S assessment tool/checklist shall be used during assessments. However, said tool maybe enhanced/revised upon consensus and approval by the majority members of the assessors team;
- Clean and green program must be observed and shall be included in the assessment criteria;

- The HRMD shall tabulate and validate the ratings/scores of prospective awardees/winners.
- Validation results shall be submitted to the 5S Assessors Team for approval/signature.
- Awardees for the quarterly assessments will be announced during the Flag Raising Ceremony on the first Monday of each quarter while the awardees of the Annual 5S Awards will be during the Department's Anniversary cum Sports and Cultural Activities conducted every December of each year.

VI. REPEALING CLAUSE

All issuances/orders inconsistent herewith are hereby modified and/or revoked accordingly.

VII. EFFECTIVITY:

This Circular shall take effect immediately.

(sgd.)

EDUARDO M. ANO
Officer-In-Charge, DILG



AS/HRMD/EL/HFC
mryda mtr

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Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
Regional Office 02
Regional Government Center, Carig Sur, Tuguegarao City, Cagayan
Tel. No.: 078.304.5378/304.1978/304-7378, Fax No. : 078.304.9345

DECEMBER 1, 2017

REGIONAL CIRCULAR

NUMBER : 2017- 1

SUBJECT : GUIDELINES ON THE ANNUAL MEDICAL CHECK-UP (AMCU) AND MANDATORY DRUG TEST (MDT) FOR DILG REGION 02 OFFICIALS AND EMPLOYEES

DILG Region 02 recognizes the health of its officials and employees as an important factor to consider for the continuous delivery and attainment of productivity, efficiency, effectiveness and excellence in public service. Relative to this, and in line with the advocacy of the President for a drug-free bureaucracy in the country, it commits to support the annual medical check-up and MDT for all its officials and employees pursuant to Section 15, Article II, of the 1987 Philippine Constitution which provides that "the State shall protect and promote the right to health of the people and instill health consciousness among them", as well as Civil Service Commission Memorandum Circular No. 17, s. 1989 re annual physical examination for government employees.

In view of the above, Regional Circular No. 2016-10 dated November 16, 2016 re Revised Annual Medical Check-Up (AMCU) for DILG Region 02 Officials and Employees is hereby amended, as follows:

1. Each official/employee shall be allocated the amount of P2,000.00 to be utilized for the purpose;
2. The AMCU and MDT shall be undertaken every last quarter of the year;
3. All officials and employees are mandated to undergo a drug test in an accredited facility and submit the results to the Regional Office NLT December 29 of the year. Personnel who were not able to submit the drug test result will not avail the said benefit for the succeeding year; and
4. Except for the drug test which is mandatory, all officials and employees shall be given the privilege to choose the medical examinations that they desire to undergo in a hospital or facility nearest to their work stations.

This Circular takes effect immediately.

For compliance of all concerned.

JONATHAN PAUL M. LEUSEN, JR., CESO IV
Regional Director



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MEMORANDUM

TO : ALL PROVINCIAL DIRECTORS, DIVISION CHIEFS,
OFFICE OF THE ASSISTANT REGIONAL DIRECTOR

SUBJECT : GUIDELINES PROVIDING FOR DILG RO2 GENDER AND
DEVELOPMENT (GAD) POLICY AND FOR OTHER
PURPOSES

DATE : OCTOBER 25, 2018

Attached is Regional Circular No. 2018-12 dated August 15, 2018 re the above-mentioned subject, for your information and guidance.

For compliance.

(sgd.)

JONATHAN PAUL M. LEUSEN, JR., CESO IV
Regional Director

FAD/PS
LMD/IBS/EVM/kcbs



Republic of the Philippines
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August 15, 2018

REGIONAL CIRCULAR

NUMBER : 2018-12

SUBJECT : **GUIDELINES PROVIDING FOR DILG RO2 GENDER AND DEVELOPMENT (GAD) POLICY AND FOR OTHER PURPOSES**

Pursuant to national laws and issuances and other statutes, the Department of the Interior and Local Government Region 02 (DILG RO2) ensures that gender equality and the empowerment of women in the workplace is enforced and strengthened.

Hence, necessary mechanisms to guarantee the realization of women's rights and gender equality shall be adopted and undertaken to include special measures which encompass a wide variety of policies and practices aimed at accelerating the equal participation of women and men in the workplace.

CHAPTER I BASIC PRINCIPLES ARTICLE I

TITLE AND GENERAL POLICY

SECTION 1. Title.

This policy shall be known as the "GENDER AND DEVELOPMENT (GAD) POLICY OF DILG RO2".

SECTION 2. Declaration of Policy.

It shall be the policy of DILG RO2 to ensure that both men and women benefit equally and participate directly in the development programs, projects and activities of DILG RO2 and ensure the full participation and involvement of both men and women in the development process, pursuant to RA 7192.

It shall also uphold the rights of women, belief in their self-worth and dignity as human beings in accordance with the fundamental freedoms guaranteed under the Constitution and the Provisions of the Universal Declaration of Human Rights and Convention on the Elimination of All Forms of Discrimination Against Women and other international human rights instrument of which the Philippines is a party.

DILG RO2 shall actively contribute to the establishment of a national and international economic-based, sustained, equitable growth and balanced ecology. Any development effort it undertakes should realize the rights of women, enhance women's full potentials, uplift their status, and lead to the improvement of the quality of lives, their families and communities.



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Toward this end, DILG RO2 shall pursue and implement vigorously gender-responsive development policies, design and integrate specific gender support systems, take into consideration women's right to economic survival, political participation and self-determination.

TO ATTAIN THE FOREGOING POLICY:

1. There shall be a DILG RO2 Gender and Development Committee (DILG RO2-GADC) which shall be actively consulted in policy formulation, planning and project development so as to determine gender biases and implications on women;
2. All operating units shall ensure that women benefit equally and participate directly in the development programs, projects and activities to ensure the full participation and involvement of women in the development process pursuant to RA 7192, or the Women in the Development and Nation Building Act;
3. All DILG RO2 activity/training designs, project proposals and other issuances shall ascertain the inclusion of gender responsive indicators and policies while not being remiss in locating the roots of women's oppression, pursuant to the United Nations Declarations and Conventions of Women of which the Philippine Government is a Signatory; and
4. All operating units, upon effectivity of this policy, shall review and revise all their issuances and procedures to remove gender bias therein.

SECTION 3. Legal Bases.

The Gender and Development (GAD) policy is in line with DILG RO2's promotion of women empowerment, gender equality, gender responsive development and governance and fulfillment of women's rights, as embodied in the national mandates and policies and international commitments:

3.1 National Laws and Policies:

1. Article II, Sec. 14 and Article XIII, Sections 11 & 14 of the 1987 Constitution which provides that the State recognizes the role of women in nation-building and shall ensure the fundamental equality before the law of women and men; women's maternal and economic role and their special health needs;
2. RA 7192 or the Women in Development and Nation Building Act which promotes the integration of women as full and equal partners of men in development and nation building;
3. RA 9710 or the Magna Carta of Women, the comprehensive women's human rights law;
4. The Annual General Appropriations Act which task agencies to formulate a GAD plan and to implement the same by utilizing at least five percent (5%) of their total budget appropriations;
5. Executive Order No. 273, Approving and Adopting the Philippine Plan for Gender-Responsive Development, 1995-2025;



Republic of the Philippines

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6. DBM-NEDA-NRFW Joint Circular 2004-1, which provides for the guidelines for the preparation of Annual Gender and Development (GAD) Plan and Budget and Accomplishment Report to Implement the Section on Programs/Projects Related to GAD of the General Appropriations Act;
7. Philippine Plan for Gender Responsive Development (PPGD) 1995-2025 which envisions a society that promotes gender equality and women's empowerment and uphold human rights, among other development goals;
8. Civil Service Commission Memorandum Circular No. 12, Series of 2005 which encourages all heads of Constitutional Bodies, Departments, Bureaus, Offices and agencies of the national government, local government units, state universities and colleges, government owned and controlled corporations the use of non-sexist language in all its official documents, communications and issuances;
9. Executive Order (EO) 273 which directs all government agencies to institutionalize GAD efforts in government by incorporating GAD concerns in their planning, programming and budgeting processes. It also mandates agencies to incorporate and reflect GAD concerns in their agency performance commitment contracts, annual budget proposals and work and financial plans;
10. Joint Circular 2012-01 of the PCW-NEDA-DBM or the Guidelines for the Preparation of Annual Gender and Development (GAD) Plans and Budgets and Accomplishment Report to Implement the Magna Carta of Women;
11. Framework Plan for Women (FPW) which encourages agencies to promote gender-responsive governance, protect and women's human rights, and promote women's economic empowerment;
12. The Responsible Parenthood and Reproductive Health Act of 2012 (Republic Act No. 10354), formally known as the Reproductive Health Law or RH Law, is a law in the Philippines, which guarantees universal access to methods of contraception, fertility control, sexual education, and maternal care; and
13. Paternity Leave Act of 1996, "only married male employees, whether they be in the private and public sectors, shall be entitled to paternity leave, provided that it is the first four (4) deliveries or miscarriages of their respective legitimate spouses with whom they are cohabiting.

3.3 Other Statutes:

1. RA 7192 (Women in Development and Nation Building Act);
2. RA 6725 (Act Strengthening the Prohibition on Discrimination Against Women with respect to Terms and Conditions of Employment);
3. RA 6949 (declaring March 8 of every year as a working holiday to be known as National Women's Day);
4. RA 8972 (Solo Parents Act);
5. Reproductive Health Care Act of 2002;
6. RA 9262 (Anti-Violence Against Women and Children Act);



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7. RA 7877 (Declaring Sexual Harassment Unlawful in the Employment, Education and Training Environment);
8. RA 8353 (Anti-Rape Act);
9. RA 8343 (Act Expanding the Definition of the Crime of Rape, Reclassifying the Same As A Crime Against Persons, Amending for the Purpose Act No. 3815, As Amended Otherwise Known as the Revised Penal Code and for other purposes);
10. RA 9165 (Comprehensive Dangerous Drugs Act of 2002);
11. RA 7876 (Senior Citizens Act of the Philippines, 1995);
12. RA 9257 (Expanded Senior Citizens Act of 2003);
13. RA 9994 (Expanded Senior Citizens Act 2010);
14. RA 386 (Civil Code of the Philippines);
15. RA 9442 (Magna Carta of Persons with Disabilities);
16. RA 7610 (Special Protection of Children Against Abuse, Exploitation and Discrimination Act);
17. RA 8980 (Early Childhood Development Act of 2000);
18. RA 7600 (Rooming-in and Breastfeeding Act of 1992);
19. RA 8552 (Domestic Adoption Act of 1998);
20. E.O. 209 (Family Code of the Philippines);
21. PD 807 (Civil Service Decree of the Philippines);
22. BP 334 (An Act to Enhance the Mobility of Disabled Persons by Requiring Certain Buildings, Institutions, Establishments and Public Utilities to Install Facilities and Other Devices); and
23. RA 7600 which provides incentives to all government and private health institutions with rooming -in and breastfeeding practices.

3.4 State Obligations and Commitments:

1. UN Convention on the Elimination of All Forms of Discrimination Against Women (UN-CEDAW) or the International Bill of Rights for Women which calls for gender equality in all fields (civil and political spheres, economic, social, cultural and family life), affirmative action for women and protection of women from violence;
2. The Beijing Platform of Action (BPA) which calls for action on areas of concern affecting women. It also seeks to remove obstacles to women's full and equal participation in all spheres of life, protects women's human rights and integrates women's concerns in all aspects of sustainable development;
3. Sustainable Development Goals (SDGs) provide a clear recognition that gender equality is important in achieving all of the development goals;
4. International Conference on Population and Development (ICPD) Program of Action;
5. Universal Declaration of Human Rights (UDHR); and
6. Rio Declaration on Sustainable Development.



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ARTICLE II RIGHTS OF WOMEN

SECTION 4. Rights of Women Defined.

Women's rights are the rights of women that are defined and declared by the United Nations under the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) which are hereby adopted as follows:

- a. Women have the right to the prevention of and protection from all forms of violence and coercion against their person, their freedom, their sexuality, and their individuality.
- b. Women have the right to freely and fully participate individually or collectively in the political processes of their communities and nations.
- c. Women have the right to the means for assuring their economic welfare and security.
- d. Women have the right to the necessary knowledge and means for the full exercise of their reproductive choice in accordance to the Constitution and their beliefs and preferences.
- e. Women have the right to choose a spouse in accordance with their values and preferences, maintain equality in marriage or its dissolution and obtain adequate support for the rearing and caring of their children.
- f. Women have the right to an adequate, relevant, and gender-fair education throughout their lives from childhood to adulthood.
- g. Women have the right to adequate nutrition and proper health care.
- h. Women have the right to a humane living condition.
- i. Women have the right to nurture their personhood, collectively and individually, to secure an image of themselves as whole and valuable human beings, to build relationship based on respect, trust and mutuality.
- j. Women have the right to equality before the law in principle, as well as in practice.

SECTION 5. Gender, Development, Discrimination, Commodification, Entertainment Industry, GAD Focal Point, GAD Focal System, and GAD Defined:

Gender- is a socially constructed difference between men and women for all sexual orientations and gender identities, created artificially, partly through, socialization and partly through positive and negative discrimination in the various institutions and structures of society.

Development- Is the improvement of the quality of life regardless of age, sex, gender, tribe, race, creed and religion. It is characterized by an enrichment of Filipino indigenous resources, sustainable utilization of the natural resources of the country and freedom from dependency. It is, therefore sustainable, equitable and gender-responsive.



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Gender and Development (GAD)- is a development perspective and process that are participatory and empowering, equitable, sustainable, free from violence, respectful of human rights, supportive of self-determination and actualization of human potentials. It seeks to achieve gender equality as a fundamental value that should be reflected in development choices; seeks to transform society's social, economic, and political structures and questions the validity of the gender roles they ascribed to women and men; contends that women are active agents of development and not just passive recipients of development assistance; and stresses the need of women to organize themselves and participate in political processes to strengthen their legal rights (RA 9710 or Magna Carta of Women).

Discrimination Against Women- any gender-based distinction, exclusion, or restriction which has the effect or purpose of impairing or nullifying the recognition, enjoyment, or exercise by women, irrespective of their marital status, on a basis of equality of men and women, of human rights and fundamental freedoms in the political, economic, social, cultural, civil, or any other field (RA 9710 or Magna Carta of Women).

Commodification of Women- is a practice which puts women in a subordinate situation which results in the treatment of women as both consumers and objects. As consumers, women are enticed to buy beauty products to enhance their physical attractiveness.

Gender-Based Violence (GBV)- is an umbrella term for any harmful act that is perpetrated against a person and that is based on socially ascribed (i.e. gender) differences between males and females. It includes acts that inflict physical, mental, or sexual harm or suffering, threats of such acts, coercion and other deprivations of liberty, whether occurring in public or in private life (United Nations Trilateral Agency Standing Committee, 2015)

GAD Focal Point System (GFPS)- is an interacting and interdependent group of people in all government instrumentalities tasked to catalyze and accelerate gender mainstreaming. It is a mechanism established to ensure and advocate for, guide, coordinate, and monitor the development, implementation, review, and updating of their GAD plans, and GAD-related programs, activities, and projects (PAPS). The designated GFPS in DILG RO2 is the DILG RO2 GAD Committee (DILGRO2-GADC).

GAD Focal Point- is the Chairperson of the GAD Committee and it issues policies and/or directives that support gender mainstreaming in the policies and procedures of the services of DILG RO2 as well as in its budget, systems, processes and procedures, including the creation, strengthening, modification or reconstruction of the GFPS.

GAD Focal Person- facilitates the gender mainstreaming efforts of DILG RO2 through the GAD planning and budgeting process and also known as the GAD Secretariat.



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SECTION 6. DILG RO2 GAD Policy Direction.

In the light of historical gender biases, inequalities and inequities, this guidelines sets a policy direction to formulate programs and strategies, among others, that will:

1. Mainstream gender concerns in office plans, policies and programs, projects and activities;
2. Intensify awareness campaign on gender issues and concerns;
3. Strengthen Government Organization (GO), People's Organization (PO), Non-Government Organization (NGO) partnership to maximize the effectiveness of programs and services addressing Gender and Development (GAD) concerns;
4. Encourage, support and expand the participation of women in the planning, implementation, monitoring and evaluation of development programs, projects and activities;
5. Recommend trainings and other learning and development activities that are gender-sensitive;
6. Involve men in responsible parenting and family planning inter-agency programs, health and child care and nutrition concerns and engage them in projects that enhance the well-being of the family;
7. Provide and suggest gender-sensitive facilities and services;
8. Promote gender sensitivity in all publications;
9. Increase the participation of women in decision and policy-making in their respective sectors and promote women involvement in leadership and governance through implementation of capability building programs; and
10. Institute affirmative actions for women as a critical necessary strategy to enhance the participation of women, the basic sectors especially the marginalized.

CHAPTER II DEVELOPMENT CONCERNS

ARTICLE I HEALTH RIGHTS

SECTION 7. Right to Health.

UN International Convention on Economic, Social and Cultural Rights provides that women's right to health, which includes women's reproductive rights, is a basic fundamental human right in recognition of the fact that women's reproductive roles and social expectations have made health policies, programs and services to focus more on pregnancy and birth-related cases rather than on a more holistic approach.

DILG RO2 shall respect and promote a rights-based approach to women and men's health by considering their respective specific, realities and health needs at every stage in their lives. It shall also promote couple's shared responsibilities for childbirth and child care.



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SECTION 8. Reproductive Health Defined.

As defined in the international Conference on Population and Development (ICPD) and World Health Organization (WHO), and affirmed in the International Women's Conference in Beijing, reproductive health is the state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity in all matters relating to the reproductive system and to its functions and processes, i.e. people are able to have a satisfying and safe sex life and have the capability to reproduce and the freedom to decide if, when and how often to do so.

DILG RO2 shall adopt the reproductive health care approach at all levels of health care delivery. As such, medical check-up shall be provided focusing on sexuality, reproductive tract infection and gender-related medical concerns not limited to family planning and child bearing or safe motherhood issues.

ARTICLE II VIOLENCE AGAINST WOMEN

SECTION 9. Violence Against Women Defined. Any act of gender-based violence that results in, or is likely to result in, physical, sexual, or psychological harm or suffering to women, including threats of such act, coercion, or arbitrary deprivation of liberty, whether occurring in public or private life as defined in the UN Declaration on the elimination of violence Against Women.

SECTION 10. Violence Against Women shall include but is not limited to:

- a. Physical, sexual and psychological violence occurring in the family regardless of relationships, including battering, sexual abuse of female children in the households, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence related exploitation;
- b. Physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment, and intimidation at work, in education institutions and elsewhere, trafficking on women, and forced prostitution; and
- c. Forced sterilization and forced abortion, social stigmatization, coercive/forced use of contraceptives, prenatal sex selection, female infanticide, force medical or psychological examinations without expressed approval of the concerned person.

SECTION 11. Sexual Abuse Defined. Sexual abuse shall include but is not limited to the following:

- a. When a man insert or attempt to insert his penis into the mouth, genital or anus of a woman through force, threat or intimidation and by means of abuse of authority or relationship.
- b. When a person who inserts part of his or her body other than sexual organ, or who introduces any object or instrument into the genital or anus of a woman under any of the situations stated above.



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- c. When a person subjects another to have sexual intercourse with an animal under any of the circumstances stated in paragraph 1 or through any abnormal, unusual or ignominious sexual act.
- d. Sexual abuse in intimate relationship consisting of any form or forced sexual act by a partner to the other within intimate relations, married or unmarried, legally separated or separated in fact.
- e. Incestuous abuse committed by any person who has authority over a person by virtue of consanguinity and/or affinity such as those perpetrated by father, mother, grandparent, brother, sister, whether whole or half blood, an uncle, aunt, nephew or niece, or cousin to the fourth degree.

SECTION 12. Partner/Wife Abuse and Battering Defined.

Battering is any single or sporadic act of violence which shall include the repeated and habitual cyclic pattern as means of intimidation and imposition of the batterer's will and control over the survivor's life. It constitutes the following kinds of behavior but is not limited to:

- a. Physical Abuse and Battering. This includes any form of inflicting wounds, pain, etc. on any part of the woman's body or the threat of physical violence.
- b. Sexual Abuse and Assault. This includes physical attacks on the women's breast/genitals or forced sexual activity, accompanied by either physical violence or the threat of physical violence.
- c. Psychological Abuse. This includes threats of suicide, violence against the women or her family, punching, breaking or defacing or otherwise destroying the house or any part thereof; the personal belongings of a woman, threatening to take the children away, threatening deportation of wives with foreign citizenship, threatening to kidnap children or take them to a foreign country and forcing the victim to do degrading things; controlling the victim's lawful or usual activities, the use of foul and insulting words or statements and threats of abandonment and expulsion such as forcing the wives to leave the conjugal dwelling.

This provision shall apply to any form of intimate relations such as common-law relations, those between and among members of the same household and includes men's control over women's resources (e.g. income, property, etc.)

- d. Economic Abuse. This includes deprivation of women economic resources, their generation and mobilization so as to create dependency and submissiveness to men and to any established structures of dominant such as controlling over women's hard-earned and using them for his vices, etc.

SECTION 13. Sexual Harassment Defined.

It is a form of misconduct involving an act or a series of unwelcome sexual advances, requests for sexual favor, or other verbal or physical behavior that is sexual in nature, made directly or indirectly.



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SECTION 14. Other Forms of Sexual Harassment.

Other than the definition provided by RA 7877, the following constitute sexual harassment, some of which are covered by the Revised Penal Code under Acts of Lasciviousness:

- a. Persistent telling of offensive jokes such as green jokes or other analogous statements to someone who finds them offensive or humiliating;
- b. Taunting a person with constant talk about sex and sexual innuendoes; displaying offensive or lewd pictures and publication in the workplace;
- c. Interrogating someone about sexual activities or private life; during interviews for employment, scholarship grant or any lawful activity applied for;
- d. Making offensive hand or body gesture to someone;
- e. Repeatedly asking for dates despite verbal rejection;
- f. Touching, pinching or brushing up against someone's body unnecessarily or deliberately;
- g. Kissing or embracing someone against her will;
- h. Requesting sexual favors in exchange for a good grade/rating, obtaining a good job or promotion, etc.;
- i. Cursing, whistling or calling a woman in public with words having dirty connotation or implications which tend to ridicule, humiliate or embarrass the woman such as "puta", "peste", "pokpok".;
- j. Any other unnecessary acts during physical examinations;
- k. Requiring women to wear suggestive or provocative attire during interviews such as job hiring, promotion, admission, and
- l. Any expression of gender bias against a person with the intention to embarrass, humiliate, and stigmatize.

SECTION 15. Nondiscrimination of Gays, Lesbians, Bisexuals, and Transgenders.

No person shall be discriminated on the basis of their sexual preference or orientation for employment and participation in DILG RO2 programs, projects, activities.



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**ARTICLE III. SUPPORT MECHANISMS TO EMPOWER WOMEN AND PROMOTE
AND RESPECT WOMEN'S RIGHTS**

SECTION 16. Comprehensive Support to Women-Survivors of Violence.

DILG RO2 shall provide comprehensive support to women-survivors of violence which consist of, but not limited to the following:

- a. Immediately conduct an investigation within twenty-four hours upon receipt of report;
- b. Refer to authorities for counseling and medical services for the offended party;
- c. Gather evidence for the arrest and prosecution of the offenders;
- d. Make a report of investigation and, on the basis of the offended party's testimony and additional evidence/s, if any, endorses the same to the proper prosecution office within thirty-six (36) hours from the time of filing, regardless of the evaluation of the case; and
- e. Refer to an investigating officer and the examining physician, if possible, of the same sex as the offended party. Ensures that only persons expressly authorized by the latter are allowed inside the room where the investigation or medial or physical examination is being conducted.

ARTICLE IV PARTICIPATION OF WOMEN

SECTION 17. Promoting Gender Balance at all levels of DILG RO2 Positions.

DILG RO2 shall promote gender balance or equal proportion of qualified women and men for opportunity for positions at all levels of positions. This shall include their equal representation in the structure of the Human Resource Merit Selection and Promotion Board and other fora.

SECTION 18. Gender and Development Committee at all levels.

All operating units shall establish their respective Gender and Development Committee that shall ensure that gender issues and concerns are incorporated and addressed at their level and ensured that plans and programs are reflective of all operating unit's concerns. Each operating unit shall ensure that at least five percent (5%) of their respective budget is mainstreamed in their respective Annual Operations Plan and Budget (AOPB).

SECTION 19. Marking Significant Days for Women's Action.

March 8 as International Women's Day shall be declared as a special day for all women in DILG RO2 through a Regional Order. There shall be a coordinated activities and initiatives to improve the status of women in DILG RO2. A committee for this activity should be convened and spearheaded by the DILG RO2 GAD Committee.



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A half-day Compensatory Time Off shall be availed of by any woman employee (subject to availability of accrued COCs) on March 8 in recognition of women's contribution to society.

SECTION 20. Women's Month Celebration.

DILG RO2 shall organize various activities to join the nation in celebrating the Women's Month spearheaded by the GAD Committee. This aims to inform and engage women as stakeholders of government programs and services, create and facilitate platforms to discuss good practices, gaps, challenges and commitments in pursuing gender and development (GAD) and inspire and empower women to be agents of change to contribute in promoting gender equality and the empowerment of all women.

SECTION 21. Day of Action for Breast Cancer Awareness.

DILG RO2 shall set a day in the third week of March to organize information campaign activities on breast cancer, one of the top causes of maternal mortality. Coordinated activities shall be set and spearheaded by the GAD Committee to promote consciousness on breast cancer.

SECTION 22. International Day of Action for Women's Health.

DILG RO2 shall set May 28 to mark the International Day of Action for Women's Health, Wellness and Well-being. Issues and concerns relative to the protection and promotion of women's health shall be examined, deliberated, projected and government action sought. Coordinated activities shall be set and spearheaded by DILG RO2 GAD Committee to promote women's health and well-being.

SECTION 23. International Week of Action Against Gender-Based Violence.

DILG RO2 shall organize various events and activities to educate its employees about violence against women and children every November 25 - December 10 as the period is marked as the International Week of Action Against Gender - based Violence and culminated on International Human Rights Day. The activities shall be spearheaded jointly by GAD Committee, LGCDD and ORD.

SECTION 24. DILG RO2 Gender and Development Summit.

DILG RO2 shall set a day in the month of March to hold a Gender and Development Summit as part of the Women's Month Celebration. A committee shall be convened to manage and coordinate the activities and affairs of the summit focusing on (a) the current situation of women in DILG RO2; and (b) women's issues and concerns and how these can be addressed. The summit shall come up with priority issue with specific topic to be discussed during the forum.



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ARTICLE V RIGHT TO EDUCATION

SECTION 25. Conduct of Regular Gender-Sensitivity Training and GAD-related Team Building activities for All employees at their respective operating units.

The DILG RO2 GAD Committee in coordination with FAD-Personnel Section shall conduct and incorporate gender - sensitivity orientation in orientation seminars for newly-hired employees and teambuilding activities conducted regularly.

SECTION 26. Developing Gender-fair Information education communication (IEC) Materials.

DILG RO2 through the respective operating unit's immediate supervisor shall ensure that all IEC materials developed are gender-fair and do not portray stereotyped roles of men and women. It shall conduct a regular monitoring and review of existing IEC materials to ensure that these are gender-sensitive and gender-fair.

SECTION 27. Promotion of Gender-Sensitive Training Kits and Issuances.

All operating units shall actively promote gender —sensitivity in their training modules, designs, communications and issuances and ensure the use of gender-fair language.

SECTION 28. Scholarship Program.

The DILG RO2 through the Personnel Development Committee (PDC) shall institutionalize its scholarship programs for deserving employees and shall not disqualify married women and mothers with infants. Further, the PDC shall ensure access to training and scholarship programs based on merit and fitness.

SECTION 29. Accessibility.

DILG RO2 shall ensure that all employees shall have equal access to gender-sensitive instructional materials, sports equipments/materials, facilities and amenities to improve learning, discipline and sports development. It shall also ensure the active participation of women in sports activities. Above all, non-discrimination on hiring and recruitment based on merit and fitness shall be considered.

ARTICLE VI ECONOMIC RIGHTS

SECTION 30. Orientation on Sexual Harassment/Gender and Development.

All employees of DILG RO2 shall attend regular orientation on sexual harassment/gender and development conducted by assigned committee. Certificate of attendance shall be issued by DILG RO2 Gender and Development Committee.

DILG RO2 shall set up/create its own Committee on Decorum and Investigation (CODI) including the promulgation of the Implementing Rules and Regulations or policy on sexual harassment cases and administrative sanctions



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covering all employees in accordance with the provision of RA 7877 and the Civil Service Rules and Regulations on Sexual Harassment.

SECTION 31. Setting up Grievance Machinery.

A grievance committee is set up in DILG RO2, to act on all forms of complaints/cases, to include those which are related to various forms of discrimination against women in the workplace such as hiring, job training, promotion, and the like.

SECTION 32. Facilities and Support Systems for Women.

DILG RO2 shall ensure occupational safety and health of women employees. In appropriate cases, it shall:

- a. Provide a comfortable ergonomic system of seats or equipment in the performance of their duties;
- b. Establish separate toilet rooms, lavatories, and lounge for men and women and provide at least a dressing room for women;
- c. Breast feeding corner for women in the workplace as mandated by RA 10028; and
- d. Provision of appropriate personal protective equipment (e.g., hard hats) to prevent injury or impairment.

ARTICLE VII CULTURE AND MASS MEDIA

SECTION 33. Gender-Sensitive Portrayals In Social Media.

DILG RO2 shall require all employees to be sensitive in the portrayal of women's and men's role, encourage positive images of women and men, and discourage sexist and homophobic posts in their respective official and personal social media accounts.

SECTION 34. Gender Sensitivity Training for all employees.

DILG RO2 shall ensure that all employees are capacitated on GAD laws and issuances. Further, it shall encourage and support the conduct of gender sensitivity workshop trainings for all employees. It shall likewise provide full support to IEC programs that advocate gender-sensitive issues through various forms of incentives and recognitions.

ARTICLE VIII SPECIAL CONCERNS

SECTION 35. Advocacy on Differently-Abled Women's and Men's Rights and Support Mechanism.

DILG RO2 shall initiate advocacy on the rights of differently-abled men and women. It shall ensure that all facilities are provided with ramps and toilet facilities for differently-abled persons.

ARTICLE IX WOMEN AND CHILDREN SUPPORT SYSTEM



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**SECTION 36. Child-Friendly
corners/spaces.**

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DILG RO2 shall ensure that child-friendly and gender-responsive child minding/development corners/spaces are set up in DILG RO2 premises to provide parents support facilities for the care of their children when they go to work.

SECTION 37. Advocate Shared Parenting and Responsibilities.

DILG RO2 shall advocate that all fathers and mothers have both the moral obligation and responsibility in assuring the rights and well-being of their children, such as caring and nurturing, regardless of sex, and physiological and psychological conditions. Hence male participation and involvement in different programs and activities pertaining to Responsible Parenthood (RP) is highly encouraged.

CHAPTER IV PROVISION FOR IMPLEMENTATION

ARTICLE I DILG RO2 GENDER AND DEVELOPMENT COMMITTEE

SECTION 38. Gender and Development Focal Point System.

The DILG RO2 Gender and Development Committee shall be designated as the main GAD Focal Point System of DILG RO2. It shall be the major body that will initiate GAD programs, projects and activities for the office through the various partners and instrumentalities.

SECTION 39. Organization of DILG RO2 GAD Committee (DILG RO2 GADC).

The DILG RO2 GAD Committee shall be composed of the Executive Committee and the Technical Working Group.

The DILG RO2 GAD Executive Committee:

Chairperson :	Regional Director
Vice Chairperson :	Assistant Regional Director
Members:	All Provincial Directors and Division Chiefs

The Executive Committee shall meet regularly, preferably every semester or as often as needed.

The DILG RO2 GAD Technical Working Group (DILG RO2 GAD TWG) shall be composed of representatives of the following:

- Local Government Monitoring and Evaluation Division (LGMED)
- Local Government Capability Development Division (LGCDD)
- Finance and Administrative Division (FAD)
- Regional Project Management Office (RPMO)



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- Management Support Services (MSS)
- GAD focal persons-representatives of five (5) provinces
- DILG RO2 GAD TWG Chair, who is the DILG RO2 GAD Focal Person.

The designation of the DILG RO2 GAD TWG Chair/DILG RO2 focal person shall be made official through the issuance of a Regional Order. The DILG RO2 GAD TWG Chair shall seek the assistance of the Regional GAD focal person for LGUs to assist the TWG in its functions.

SECTION 40. Powers and Functions of the DILG RO2 Gender and Development (GAD) Committee.

As the DILG RO2's GAD Focal Point System, the DILG RO2 GAD Executive Committee and Technical Working Group shall ensure and sustain the office's critical consciousness in supporting gender and development, women's empowerment and responding to gender issues. It shall take a lead role in direction-setting, advocacy, planning, monitoring and evaluation, and technical advisory in mainstreaming GAD perspectives in the programs, projects, activities, and processes.

Specifically, the DILG GAD Committee shall perform the functions mandated under PCW-DILGDBM-NEDA Joint Memorandum Circular 2013-01 or Guidelines on the Localization of the Magna Carta of Women as follows:

- Lead in mainstreaming GAD perspectives in DILG RO2's policies, plans and programs. In the process, they shall ensure the assessment of the gender responsiveness of systems, structures, policies, programs, processes, and procedures based on the priority needs and concerns of employees, and the formulation of recommendations including their implementation;
- Assist in the formulation of new policies in advancing women's empowerment and gender equality;
- Lead in setting up appropriate systems and mechanisms to ensure the generation, processing, review, and updating of sex-disaggregated data or GAD database to serve as basis in performance-based and gender-responsive planning and budgeting;
- Coordinate efforts of operating units and advocate for the integration of GAD perspectives in all their systems and processes;
- Spearhead the preparation of the annual and performance-based GAD Plan and Budget (GPB) in response to the gender issues and or concerns of the office; and consolidate the same following the form and procedures prescribed in Joint Memorandum Circular (JMC).
- Lead in monitoring the effective implementation of the annual GAD Plan and Budget and other GAD related policies and plans;
- Lead the preparation of the annual GAD Accomplishment Report (GAD AR) and other GAD reports that may be required under the MCW and JMCs;
- Strengthen linkages with other NGAs or organizations working on women's rights and gender and development to harmonize and synchronize GAD efforts;



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- i. Promote and actively pursue the participation of women and gender advocates, other civil society groups and private organizations in the various stages of development planning cycle;
- j. Ensure that all personnel are capacitated on GAD;
- k. Lead in the evaluation of GAD responsiveness of the office through the use of appropriate GAD tools (e.g., GMEF);
- l. Conduct annual family day, preferably in September of every year, in support to the Civil Service Month celebration; and
- m. Continuously partner with DILG RO2 Employees Union, Credit Cooperative in pursuing programs, projects and activities promoting Gender and Development.

Along this line, the GFPS will recommend and plan an appropriate capacity development program on GAD for its employees as part of and implemented under its regular human resource development program.

SECTION 41. Gender and Development Focal Person.

DILG RO2 GAD Focal Person shall be appointed by the DILG RO2 Executive Committee. A GAD Focal Person shall also be assigned in every operating unit.

SECTION 42. Functions of the Gender and Development Focal Person.

The Gender and Development Focal Person is responsible for providing technical and administrative support to the DILG RO2 GAD Committee in implementing the GAD Policy.

The GAD Focal person shall have the following functions to ensure effective and consistent implementation of the provision of this Code:

- a) Act as Secretariat for the DILG RO2 GAD Executive Committee and will provide administrative, operational, and coordinate support to the body, including the documentation of meeting proceedings;
- b) Assist the DILG RO2 GAD Committee's Executive Committee and lead the Technical Working Group in the monitoring of GAD plans and PPAs;
- c) Assist the Committee in capacity building activities for GAD mainstreaming such as gender sensitivity training (GST), gender-responsive planning and budgeting, gender analysis, gender audit and GAD tools such as the Gender Mainstreaming Evaluation Framework (GMEF) and Harmonized Gender and Development Guidelines (HGDG) and other succeeding GAD tools;
- d) Assist and coordinates in the information dissemination and awareness building and in the productions of information-education-communication tools such as regular publications, research and monitoring reports, advocacy materials, audiovisuals; as well as in the identification and maintenance of resources persons and trainers for a GAD speakers bureau for the office;
- e) Assist in the establishment and maintenance of a gender-responsive knowledge center/databank;
- f) Assist in establishing a GAD Focal Point mechanism in each operating unit within the office for better coordination and monitoring;



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- g) Undertake all other work required for the effective and efficient discharge of her/his functions.

SECTION 43. Organizational Structure of DILG RO2 GAD Committee. Attached is the organizational structure.

SECTION 44. Women & GAD Related Events.

The DILG RO2 shall observe the following Women and GAD related celebrations:

1. International Women's Day - March 8
2. Women's Month Celebration - March
3. International Day of Action for Women's Health - May 28
4. Breast Cancer Awareness Month - October
5. Volunteers Month - December
6. Family Week Celebration - 3rd week of September
7. Universal Children's Month - November
8. Rural Women's Day - October 15
9. International Day of Protest Against Gender Violence - Nov.24 to Dec. 10
10. Senior Citizen's Week - October 3 to 9
11. PWD Week - 3rd week of July
12. World AIDS Day - December 1
13. International Human Rights Day - December 10
14. Cervical Cancer Consciousness Month - May
15. Indigenous People Day - 1st Saturday of October

SECTION 45. Trainers Pool.

There shall be a DILG RO2 pool of trainers on Gender Sensitivity and other GAD related trainings who shall conduct trainings and seminars to all employees. To produce competitive trainers, the DILG RO2 GAD Executive Committee shall determine the qualification standards for trainer's pool and constantly enhance their knowledge and skills.

SECTION 46. Incentives and Awards on GAD.

DILG RO2 shall establish an incentives and awards system for the following, which incentive and awards shall be taken from the 5% GAD budget:

- a. Women achievers; and
- b. Outstanding Male Advocates

The DILG RO2 GAD Committee shall determine the qualifications and requirements of the awardees.

ARTICLE II GENDER AND DEVELOPMENT PROGRAM

SECTION 47. Integrated Gender and Development Program.

DILG RO2 shall ensure the integration of Gender and Development (GAD) in the planning and budgeting system through the formulation of GAD plans as stipulated in the Joint Memorandum Circular No. 2001-01 "GUIDELINES FOR INTEGRATING GENDER AND DEVELOPMENT (GAD) IN THE LOCAL PLANNING SYSTEM THROUGH THE FORMULATION OF GAD PLANS."



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DILG RO2 shall also ensure that GAD Programs are in accordance with the provisions of the PCW-DILG-DBM-NEDA Joint Memorandum Circular 2016-01 entitled, "AMENDMENTS TO PCW-DILG-DBM-NEDA JMC NO. 2013-01: GUIDELINES ON THE LOCALIZATION OF THE MAGNA CARTA OF WOMEN."

DILG RO2 shall ensure further that gender concerns are integrated in the formulation of the Annual Operations Plan and Budget (AOPB). The formulation of the GAD plan shall follow the regular planning and budget calendar and shall anchor on the approved AOPB. It is the responsibility of the GAD Focal Person in coordination with Regional Planning Officer and LGRRC Coordinator to ensure that GAD PPA's are integrated in all plans and activities of the region.

SECTION 48. Generating Sex-Disaggregated Data and Undertaking Gender Analysis.

It shall be the main function of all operating units, through the GAD focal person to periodically generate sex-disaggregated data on their respective units.

SECTION 49. Promotion of Appropriate Technology.

DILG RO2 shall actively promote alternative technologies that are appropriate and safe for women.

SECTION 50. Monitoring and Evaluation Scheme.

Following are the monitoring scheme for the proper implementation of this policy:

- a. The DILG RO2 GAD Committee, together with the different operating units shall make an assessment on the progress of the Implementation of this Code on a bi-annual basis. Further, they shall make an assessment on the progress of the program and project implementation as well as the challenges and gaps encountered along the process. Likewise, all operating units shall prepare their GAD Accomplishment Report using the reporting format prescribed under JMC No. 2013-01 and JMC 2016-01 submit to the DILG RO2 Executive Committee Chairperson;
- b. DILG RO2 shall ensure that participative and consultative processes are employed in the monitoring and evaluation activity that is, involving not only the implementing agency/office, but also the key women and men affected or benefited by the program, project or activity;
- c. All concern shall adopt and employ the GAD monitoring indicators and evaluation checklists stated in the Harmonized Gender and Development Guidelines (HGDG) of the National Economic and Development Authority (NEDA), Philippine Commission on Women (PCW) and Official Development Assistance Gender and Network (ODA-GAD).
- d. The GAD Focal Person and Technical Working Group, in consultation with the PCW shall endeavor continually to develop GAD monitoring indicators and contained in the harmonized guidelines; and shall prepare the annual consolidated GAD report of the office, including, but not limited to the project's success, good practices and important lessons on GAD, and submit the same to the DILG RO2 GAD Executive Committee for approval.



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SECTION 51. Compliance Report.

Within six (6) months from the effectivity of this Code and every six (6) months thereafter, all operating units shall submit a report to the GAD Focal person on their compliance with this Code.

SECTION 52. Funding allocation.

For the effective implementation of this Policy, the DILG RO2 shall allocate five percent (5%) of the office's Annual Budget in pursuance of RA 7192, DILF-DBM-NCRFW Circular of 2001, and DBM-NEDA-PCW Joint Circular 2012-01, (JMC 2016-01).

CHAPTER IV FINAL PROVISION

SECTION 53. Separability Clause.

If, for any reason, any section or provision of this Code is declared unconstitutional or invalid, the other sections or provisions thereof which are not affected thereby shall continue to be in full force effect.

SECTION 54. Repealing Clause.

All other issuances which are inconsistent with the provisions of this Code are hereby repealed, amended or modified accordingly.

SECTION 55. Effectivity Clause.

This Regional Circular shall take effect immediately.

For compliance of all concerned.

(sgd.)

JONATHAN PAUL M. MEUSEN, JR., CESO IV
Regional Director

FAD:UMD/115
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2018 REGIONAL COMMUNICATION PLAN

January 02, 2018

Form of Communication	ACTIVITY	MEDIUM/OUTPUT	BUDGETARY REQUIREMENTS	TIMELINE	OFFICE/PERSON RESPONSIBLE
Publication	1. Printing of Amariong Regular issue (quarterly)	Print-Magazine-Amariong News Article	P120,000.00	Quarterly	All Designated Regional Information Officer
Radio	2. Airing of Ikaw at ang Gobyerno Lokal LGRRC 02 on Air	Radio-DWPE-Radyo ng Bayan	P36,000.00	Every 1st and 3rd Wednesday of the month	RIO with RFPs/Division concerned
Social Media	3. Posting in the DILG Rehiyon Dos official facebook and youtube account	DILG Rehiyon Dos Official Facebook and Youtube Account			RIO with RFPs/Division concerned and RITO
Forum/Conferences/ Meetings	4. Conduct of Regional Management Conference (RMC)/Executive Committee (ExeCom) Meeting	Forum/Conference s/ Meetings	P100,000.00	Quarterly	RFP/Secretariat

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"Matino, Mahusay at Maaasahang Kagawaran para sa Mapagkalinga at Maunlad na Pamahalaang Lokal"

Email: rdilg@yahoo.com Website: <http://region2.dilg.gov.ph>



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	5. Conduct of Local Governance Regional Resource Center (LGRRC) Core Team Meeting		P60,000.00	Semestral	
	6. Conduct of Multi-Stakeholders Advisory Committee (MSAC) Meeting		P150,000.00	Annually	
	7. Conduct of Cluster Officer's Forum for Effective and Efficient (COFFEE) DILG Region 02		P60,000.00	Semestral	
	8. Monday Convocations				

Prepared by:

(sgd.)

ARIANNE BENNEVIC B. BATUGAL
LGOOV/RIO-Designate

Approved by:

(sgd.)

JONATHAN PAUL M. LEUSEN, JR., CESO IV
Regional Director

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