



Republic of the Philippines
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION 02**

Regional Government Center, Carig Sur, Tuguegarao City, Cagayan
<http://region2.dilg.gov.ph>

March 25, 2024

ASEC. ESTER A. ALDANA, CESO II

Assistant Secretary for Administration, Finance and Comptrollership
Overall Deputy Quality Management Representative
Department of the Interior and Local Government
NAPOLCOM Center, EDSA corner Quezon Avenue,
West Triangle, Quezon City

Attention: **ROMAR B. PANGANIBAN**
DILG CO QMS Secretariat Head

MA'AM:

Mabuhay!

We are respectfully submitting DILG R2's Management Review Minutes as a result of the Office-level Management Review Meeting FY 2024 on March 22, 2024 for your reference and actions deemed appropriate.

Respectfully yours,

AGNES A. DE LEON, CESO IV
Regional Director

QMS Secretariat
IBS/GTM/gcbn

RO2-FAD-2024-03-25-012



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

Date of Management Review: March 22, 2024 **Venue:** DILG R2 Conference Hall and ZOOM Platform

Present:

Management Review Team

- Top Management/Regional Director Agnes A. De Leon, CESO IV
- Regional QMR/Assistant Regional Director Elpidio A. Durwin, CESO IV
- Deputy QMR/Provincial Director DILG Batanes represented by LGOO II Ver Paolo Escobido
- Deputy QMR/Provincial Director DILG Cagayan Maria Loida M. Urmatam, CESE
- Deputy QMR/Provincial Director DILG Isabela Corazon D. Toribbio, CESO V
- Deputy QMR/Provincial Director DILG Nueva Vizcaya Catherine G. Allam-Miranda, CESE represented by LGOO V Perry Alvin L. Barongan
- Deputy QMR/Provincial Director DILG Quirino Karen Joy P. Castro, CESE
- Deputy QMR/Head Executive Assistant Elma M. Urbina
- Deputy QMR/Chief Administrative Officer Ive B. Saludez
- Deputy QMR/LGMED Chief Maybelle E. Anog
- Deputy QMR/LGCDD Chief Elsbeth T. Maralli represented by LGCDD Assistant Division Chief Liberty B. Barcena
- Regional QMS Secretariat Head/Supervising Administrative Officer Gmelina T. Manaligod
- Regional QMS Secretariat Member/QMS Officer Gian Carlo B. Narisma

Regional and Provincial Focal Persons

- LGMED Assistant Division Chief Jingle G. Bagusi
- LGOO V Philip A. Tamayao
- LGOO V Carmelle F. Gayagoy
- LGOO IV Wendelin S. Taruc
- LGOO IV Emma Linacero-Babalo
- LGOO II Janro B. Narag
- LGOO II Keith Clarence R. Bunagan
- LGOO II John Lambert Pascual
- LGOO VI/Program Manager Michael Angelo Benigno
- Administrative Officer V Milcah I. Casibang
- Administrative Officer V Jayson P. Verzon
- Regional Steamlining Focal Person/HRMO II JA Peace U. Carodan
- Administrative Officer III Eric Avery D. Callangan
- Administrative Aide III Karen Joy P. Gonio
- Administrative Aide IV Stephen P. Pascual
- Administrative Aide III Eldrin G. Ibanez

Item	Agenda Item	Issues / Highlights of Discussion / Management Action and Decisions	Action Plan (What, Who, When to Do)
1	Status of actions from previous management review	a.Changes in external and internal issues that are relevant to the quality management system External and Internal issues were presented	
		b.Trends in customer satisfaction and feedback from relevant interested parties	



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

	<p>The Customer Satisfaction rating per month is presented thru the RQME. QO targets for CSS were met for all procedures/services for the months of January-July 2023.</p> <table><tr><th>MONTH</th><th>Rating</th><th>GAP ANALYSIS (for performance with unmet targets)</th></tr><tr><td>JANUARY</td><td>100%</td><td></td></tr><tr><td>FEBRUARY</td><td>100%</td><td></td></tr><tr><td>MARCH</td><td>100%</td><td></td></tr><tr><td>APRIL</td><td>100%</td><td></td></tr><tr><td>MAY</td><td>100%</td><td></td></tr><tr><td>JUNE</td><td>100%</td><td></td></tr><tr><td>JULY</td><td>100%</td><td></td></tr></table>	MONTH	Rating	GAP ANALYSIS (for performance with unmet targets)	JANUARY	100%		FEBRUARY	100%		MARCH	100%		APRIL	100%		MAY	100%		JUNE	100%		JULY	100%		
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	<p>c. The extent to which quality objectives have been met</p> <p>The QMS Process Summary Log Sheet (QMS-PSL) for January - July was presented with a 99.01% overall performance result.</p> <table><tr><th>MONTH</th><th>Rating</th><th>GAP ANALYSIS (for performance with unmet targets)</th></tr><tr><td>JANUARY</td><td>100%</td><td></td></tr><tr><td>FEBRUARY</td><td>93%</td><td></td></tr><tr><td>MARCH</td><td>100%</td><td></td></tr><tr><td>APRIL</td><td>100%</td><td></td></tr><tr><td>MAY</td><td>100%</td><td></td></tr><tr><td>JUNE</td><td>100%</td><td></td></tr><tr><td>JULY</td><td>100%</td><td></td></tr></table> <p>For February 2023 report, QP DILG-PACS-RO-22 Provision of Public Assistance and Complaints Handling processed only 4 out of the 6 received requests and complaints.</p> <p>The unmet quality objectives are as follows:</p> <p>a.70% of RO of received requests and complaints are issued with endorsements/responses within five (5) working days upon receipt. (66.67%)</p> <p>b.90% of indorsement or referral</p>	MONTH	Rating	GAP ANALYSIS (for performance with unmet targets)	JANUARY	100%		FEBRUARY	93%		MARCH	100%		APRIL	100%		MAY	100%		JUNE	100%		JULY	100%		
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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

	<p>issued accurately to the concerned office. (66.67%)</p> <p>For February performance report, even if 93% was the average rating, R2 still met the objective which is <i>80% of QMS quality objectives are achieved</i>. Hence, no GAP analysis should be noted therein.</p> <p>ORD-Legal Unit, process owners for QP-DILG-PACS-RO-22 already complied with their actions plans.</p> <p>Overall, ORD-Legal Unit achieved all of their quality objectives for all of their processes for FY 2023</p>	
	<p>d.Process performance and conformity of products and services</p> <p>The process performance for January to July 2023 for the 18 processes was presented/discussed.</p> <p>Out of 18 processes, only QP-DILG-PACS-RO-22 Provision of Public Assistance and Complaints Handling obtained an unmet target of 67% for the month of February.</p>	
	<p>e. Non-conformity and Corrective Action Reports</p> <p>The Regional QMS Secretariat issued one (2) Corrective Action Reports (CAR) for the FY 2023:</p> <p>QP-DILG-PACS-RO-22 Provision of Public Assistance and Complaints Handling</p> <p>a.70% for RO of received requests and complaints are issued with endorsements/responses within five (5) working days upon receipt. (66.67%)</p> <p>b.90% of indorsement or referral issued accurately to the concerned office. (66.67%)</p> <p>It was presented during the QMS Planning Workshop to request the hiring of plantilla positions or permanent items in the Legal Unit in the Regional Offices otherwise the problem will surely recur. Hiring of COS personnel is only a provisional solution which will not totally address the problem.</p> <p>Currently, we are in the process of recruitment of Atty. III position.</p> <p>QP-DILG-AS-RO-15 Records Management</p>	



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

	<p>In compliance with Quality Procedure No. 15 [Records Management], which governs the release of documents, records, administrative issuances, and directives for both DILG Central Office and Field Offices, the Document Management System (DMS) is utilized for all distribution purposes. Currently, there seems to be a deviation from the prescribed process as the Records Officer employs electronic mail to disseminate communications meant for the Provincial Offices.</p> <ul style="list-style-type: none"> The following are the action plans submitted by the Process Owners: <ul style="list-style-type: none"> a. QP-DILG-PACS-RO-22 Endorsed the complaint to the concerned Punong Barangay thru DILG Provincial Office after three (3) working days (February 22, 2023) from the date of deadline (February 17, 2023) Request the hiring of plantilla positions or permanent items in the Legal Unit in the Regional Offices otherwise the problem will surely recur. Hiring of COS personnel is only a provisional solution which will not totally address the problem. b. QP-DILG-AS-RO-15 <ol style="list-style-type: none"> To prepare Memorandum re Use of Document Management System (DMS) To use DMS in sending communications to Provincial Offices To track/monitor compliance of all Operating Units to the issued Memo <p>Both ORD-Legal Unit and FAD-Records Section complied with their Action Plans</p>	<p>ORD-LEGAL UNIT TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: ACTION PLAN COMPLIED</p> <p>FAD-RECORDS SECTION TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: ACTION PLAN COMPLIED</p>
	<p>f. Monitoring and Measurement Result</p> <p>The SPMS result for the 1st Semester 2023 was presented with an OPCR rating of 4.98310.</p> <p><i>See Annex B for the 1st Semester 2023 SPMS Ratings of the different operating units</i></p> <ul style="list-style-type: none"> ARD Durwin asked the Secretariat whether the presented ratings had been appropriately adjusted to account for the modifications made during the convened RPMT. All offices confirmed the correctness of IPCR entries except for DILG Cagayan. <p>LGOO Kelinda Vidad of DILG Cagayan raised that the OPCR rating presented was different from the calibrated rating during the RPMT.</p>	<p>QMS Secretariat to coordinate with the ORD-Planning Unit / PHRMS regarding the SPMS calibrated rating.</p> <p>ACTION STATUS: COMPLIED - As validated with the PHRMS, instead of the reported 4.94729 rating of DILG Cagayan, it should be 4.97640.</p>



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

	<p>g. QMS Assessment Result</p> <p>The schedule of activities for the upcoming FY2023 National QMS Assessment :</p> <ul style="list-style-type: none"> September 20-22 2023 Planning and Calibration of the NQMS Assessment Committee October 3-31, 2023 NQMS Assessment for Region 2 is Oct 6 and 9 November 6-10, 2023 Initial Calibration on the NQMS Assessment results November 15-16, 2023 Final Calibration on the NQMS Assessment results 3rd week of December 2023 Assessment on the Implementation (Team IQA) SAO Atty. Manaligod reminded all process owners to prepare. As of the latest update, there is still no list of specific processes to be assessed. <p>There are 3 officers from Region 2 who will be part of the 2023 National QMS Assessment Committee: PD Atty. Baccay, LGOO VI Hostalero and AO V Verzon.</p>	<p>REGIONAL AND PROVINCIAL FOCAL PERSONS TO ATTEND AND PARTICIPATE IN THE QMS ASSESSMENTS</p> <p>ACTION STATUS: COMPLIED - All NQMS Activities for FY 2023 were attended and participated.</p>
	<p>h. Performance of External Providers</p> <p>Suppliers/Service Providers were able to obtain a Very Good to Excellent rating except for Damatech Printing Services with a rating of 2.00</p>	
	<p>i. Adequacy of Resources</p> <ul style="list-style-type: none"> Adequacy of resources was also discussed particularly on the following: <ul style="list-style-type: none"> ICT Infrastructure - RICTU presented the DILG R2 Network Infrastructure and ICT Maintenance Upgrades conducted for FY 2023 	



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

	<p>b. <i>List of Vacancies</i> - There are 6 vacant positions as of August 31, 2023;</p> <p>c. <i>ICT Infrastructure</i> - RICTU presented the DILG R2 Network Infrastructure and ICT Maintenance Upgrades conducted for FY 2023</p> <p>d. Status of Funds as of August 31, 2023 Over-All Budget Utilization Rate as of August 31, 2023 is 64.36%</p> <p>e. <i>RO vehicles</i> – There were 6 vehicles in good</p> <p>○ There was a clarification as to the instruction of the RD that only the position vacated by PD Miranda who was appointed August 31 2023 and the other positions will be posted after the election ban.</p> <p>○ ARD Durwin suggested that the status of PO vehicles be included in the reporting in the next MR.</p> <p>○ ARD asked if the 64.36% utilization rate is already a good rating.</p> <p>○ CAO Saludez clarified that to be able to obtain a good rating from COA, offices need to utilize 75% of its funds by year-end.</p>	<p>QMS SECRETARIAT TO INCLUDE THE STATUS OF PO VEHICLES IN THE REPORTING IN THE NEXT MR</p> <p>ACTION STATUS: NOTED/COMPLIED – PO vehicles included in the Management Review Presentation and Minutes</p>
	<p>j. Effectiveness of Actions Taken</p> <p>The Risk and Opportunity Assessment Register (ROAR) FY 2023 with Significant/High Risks was presented for information and updating.</p>	
	<p>k. Opportunities for Improvement</p> <p>Inclusion for Authority to Conduct Lakbay Aral, Training and Similar Activities as one of the services enrolled in the Citizen's Charter. The inclusion of this service will standardize the timeline of the process</p> <ul style="list-style-type: none"> • Raised during consultation meeting but no revision in the Citizen's Charter to date. 	



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

		<ul style="list-style-type: none">To be raised by the Focal Person on the next Revision of CitCha FGD <p>“RD De Leon mentioned that there is no need to include the processes which were not initially included in the centralized Citizen’s Charter. These processes may not be frontline basic services provided by the Department. These transactions may fall under the simple transactions which requires a maximum of 3 working days processing.”</p>																																								
2	Changes in external and internal issues that are relevant to the quality management system	External and Internal Issues were presented.																																								
3	Trends in customer satisfaction and feedback from relevant interested parties	<p>a. The Customer Satisfaction rating per month is presented thru the RQME. QO targets for CSS were met for all procedures/services for the months of January-December 2023.</p> <table><tr><th>MONTH</th><th>Rating</th><th>GAP ANALYSIS (for performance with unmet targets)</th></tr><tr><td>JANUARY</td><td>100%</td><td></td></tr><tr><td>FEBRUARY</td><td>100%</td><td></td></tr><tr><td>MARCH</td><td>100%</td><td></td></tr><tr><td>APRIL</td><td>100%</td><td></td></tr><tr><td>MAY</td><td>100%</td><td></td></tr><tr><td>JUNE</td><td>100%</td><td></td></tr><tr><td>JULY</td><td>100%</td><td></td></tr><tr><td>AUGUST</td><td>100%</td><td></td></tr><tr><td>SEPTEMBER</td><td>100%</td><td></td></tr><tr><td>OCTOBER</td><td>100%</td><td></td></tr><tr><td>NOVEMBER</td><td>100%</td><td></td></tr><tr><td>DECEMBER</td><td>100%</td><td></td></tr></table>	MONTH	Rating	GAP ANALYSIS (for performance with unmet targets)	JANUARY	100%		FEBRUARY	100%		MARCH	100%		APRIL	100%		MAY	100%		JUNE	100%		JULY	100%		AUGUST	100%		SEPTEMBER	100%		OCTOBER	100%		NOVEMBER	100%		DECEMBER	100%		
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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

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5	Process performance and conformity of products and services	<p>The process performance for FY 2023 for the 18 processes was presented/ discussed.</p> <p>All DILG R2 Processes achieved all of their quality objective FY 2023</p> <p>QP-06 – Issuance of Certificate for Service Rendered by Local/Barangay Official for Application for CSC Eligibility</p> <ul style="list-style-type: none">QO 1 – 100.00%QO 2 – 100.00% <p>QP-07 – Issuance of Certificate for Incumbency of Local Officials</p> <ul style="list-style-type: none">QO 1 – 100.00%QO 2 – 100.00% <p>QP-07 – Issuance of Certificate for Incumbency of Local Officials</p> <ul style="list-style-type: none">QO 1 – 100.00%QO 2 – 100.00% <p>QP-08 – Recruitment, Selection, and Promotion for 1st and 2nd level Personnel</p> <ul style="list-style-type: none">QO 1 – 100.00%QO 2 – 100.00%QO 3 – 100.00%QO 4 – 100.00% <p>QP-09 – Learning and Development</p> <ul style="list-style-type: none">QO 1 – 100.00%QO 2 – 100.00%QO 3 – 100.00% <p>QP-10 – Procurement, Inspection, and Issuance of Goods and Services</p> <p>Conduct of Public Bidding</p> <ul style="list-style-type: none">QO 1 – 100.00%QO 2 – No Receipt of Suspension/Disallowance from COA FY 2023, hence QO2 is achieved. <p>Inspection, Acceptance, and Issuance of Supplies, Materials, Equipment (SME)</p> <ul style="list-style-type: none">QO 1 – 100.00%QO 2 – 100.00%QO 3 – 100.00% <p>QP-11 – Evaluation of Supplier / Service Provider’s Performance</p> <ul style="list-style-type: none">QO 1 – 100.00% <p>QP-12 – Provision of Vehicular Support Services</p> <ul style="list-style-type: none">QO 1 – 100.00%QO 2 – 100.00% <p>QP-13 – Maintenance of Vehicles</p> <ul style="list-style-type: none">QO 1 – 100.00%										



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

	<p>QP-14 – Management of Facilities</p> <ul style="list-style-type: none"> • QO 1 – 100.00% • QO 2 – 100.00% • QO 3 – 100.00% <p>QP-15 – Records Management</p> <ul style="list-style-type: none"> • QO 1 – 99.98% • QO 2 – 100.00% • QO 3 – NPY • QO 4 – NPY • QO 5 – 100.00% <p>QP-16 – Processing and Payment of Claims</p> <ul style="list-style-type: none"> • QO 1 – 97.70% • QO 2 – 100.00% • QO 3 – 98.33% <p>QP-17 – Provision of Preventive Maintenance and Technical Assistance on ICT Resources</p> <ul style="list-style-type: none"> • QO 1 – 100.00% • QO 2 – 100.00% • QO 3 – 100.00% <p>QP-18 – Rendition of Legal Opinion</p> <ul style="list-style-type: none"> • QO 1 – 100.00% • QO 2 – 100.00% • QO 3 – N/A • QO 4 – N/A <p>QP-19 – Document Review and Provision of Comments/Recommendation</p> <ul style="list-style-type: none"> • QO 1 – 100.00% • QO 2 – N/A • QO 3 – N/A • QO 4 – N/A • QO 5 – 100.00% <p>QP-20 – Document Review and Provision of Comments/Recommendation</p> <ul style="list-style-type: none"> • QO 1 – N/A • QO 2 – N/A • QO 3 – N/A • QO 4 – N/A • QO 5 – 100.00% • QO 6 – 100.00% <p>QP-21 – Document Review and Provision of Comments/Recommendation</p> <ul style="list-style-type: none"> • QO 1 – N/A • QO 2 – N/A • QO 3 – N/A • QO 4 – N/A <p>QP-22 – Provision of Public Assistance and Complaints Handling</p> <ul style="list-style-type: none"> • QO 1 – 100.00% • QO 2 – N/A • QO 3 – N/A • QO 4 – N/A • QO 5 – 100.00% <p>QP-23 – Provision of Public Assistance and Complaints Handling</p> <ul style="list-style-type: none"> • QO 1 – 100.00% 	
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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

		<ul style="list-style-type: none"> • QO 2 – 100.00% • QO 3 –100.00% 	
6	Nonconformities and corrective actions	<p><u>During the QMS Assessment FY 2023, DILG R2 was assessed with the following CARs:</u></p> <p>CAR 2023-01 (Control of Documented Information)</p> <p>QP-17- Provision of Preventive Maintenance and Technical Assistance on Information and Communications Technology (ICT) Resources</p> <p>FINDING:</p> <p>➤ Outdated PM Checklist form for May 2023-Rev. 00 dated 07.01.22 was used instead of rev. 01 dated 08.01.22 for PM-R2-2023-05-06, PM 2023-05-02.</p> <p>ACTION PLAN:</p> <p>➤ Preparation of Updated Computer Preventive Maintenance Checklist – FM-QP-DILG-ISTMS-17-05 (January 2024)</p> <p>QP-23- Provision of Technical Assistance (LGMED)</p> <p>FINDING:</p> <p>➤ Use of QME Form with effectivity date 11.01.22 for the periods of June 2023, August 2023 instead of 02.16.23</p> <p>ACTION PLAN:</p> <p>➤ To conform with the use of the QME Form bearing the correct document code specifically on the Effective Date for the month of June and August 2023 (January 2024)</p> <p>➤ Maintain masterlist documented information in one central location with the correct document code (January 2024 and onwards)</p> <p>QP-02- Issuance of Department Authority to LGUs for the Purchase of Motor Vehicle</p> <p>FINDING:</p> <p>➤ Discrepancies in the date indicated in the MLS and in the DMS for July 2023 with reference number R02-LGCDD-2023-07-24-011)</p> <p>ACTION PLAN:</p> <p>➤ Regional Process Owners and Alternates shall ensure that the date of processing in the MLS and the release date of authorization/letter reflected in the DMS are the same/consistent. (January-December 2024)</p> <p>QP-06- Issuance of Certificate for Service Rendered by Local/Barangay official for Application for CSC Eligibility</p> <p>FINDING:</p> <p>➤ 100% meet objectives in the QME versus record of unmet transactions in the province of Cagayan for the month of July 2023</p> <p>ACTION PLAN:</p> <p>➤ To conduct orientation on the newly designated Provincial Process Owners</p>	<p>ORD-RICTU TO COMPLY WITH ACTION PLAN:</p> <p>ACTION STATUS: Complied</p> <p>LGMED TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: Complied</p> <p>LGCDD TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: Complied</p> <p>LGMED TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: Complied</p>



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

		<p>on the used and filling up of QMS forms. (January 2024)</p> <p>➤ To harmonize reports submitted from the municipal city, provincial and regional level (February 2024)</p> <p>QP-15- Records Management</p> <p>FINDING:</p> <p>➤ No. of days elapsed for the documents acted upon is not indicated in the PSL, Objective .</p> <p>ACTION PLAN:</p> <p>➤ Draft and disseminate Memo to all PDs reminding all Process Owners to properly fill-up forms. (January 2024)</p> <p>➤ Prepare letter to CO re request for alignment meeting (January 2024)</p> <p>➤ Conduct alignment meeting with POs (January-February 2024)</p> <p>QP-23- Provision of Technical Assistance (LGCD)</p> <p>FINDING:</p> <p>➤ With recorded data in the CSS Data Sheet, however, such data is not reflected in the Client Satisfaction Report for the months of March 2023, April 2023, May 2023, July 2023.</p> <p>ACTION PLAN:</p> <p>➤ Coordinate with Provincial Process Owners to ensure that CSS Forms are fully accomplished (January-March 2024)</p> <p>➤ Prepare Memorandum to PO Process Owners re duly accomplished documentary requirements (January-March 2024)</p>	<p>FAD-RECORDS UNIT TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: Action Plan-Activities 1 And 2 Complied Action Plan-Activity 3 yet to comply as Central Office is yet to respond to the letter request dated January 2024 re Alignment Meeting</p> <p>LGCD TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: Action Plan- Activity 1 Complied Action Plan- Activity 2 Ongoing</p>																				
7	Monitoring and measurement results	<p>The SPMS results for 2nd Semester FY 2023 were presented</p> <table><tr><td>Office</td><td>Numerical Rating</td></tr><tr><td>Regional Director</td><td>4.95040</td></tr><tr><td>Assistant Regional Director</td><td>4.94817</td></tr></table> <p>DILG Batanes</p> <table><tr><td>OPCR</td><td>4.98472</td></tr><tr><td>Provincial Support Operation</td><td>4.97589</td></tr><tr><td>Cluster Operation</td><td>4.98707</td></tr><tr><td>Overall Rating</td><td>4.98148</td></tr></table> <p>DILG Quirino</p> <table><tr><td>OPCR</td><td>4.99319</td></tr><tr><td>Provincial Support Operation</td><td>4.97025</td></tr><tr><td>Cluster Operation</td><td>4.96808</td></tr></table>	Office	Numerical Rating	Regional Director	4.95040	Assistant Regional Director	4.94817	OPCR	4.98472	Provincial Support Operation	4.97589	Cluster Operation	4.98707	Overall Rating	4.98148	OPCR	4.99319	Provincial Support Operation	4.97025	Cluster Operation	4.96808	
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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

		Overall Rating 4.96917	
		DILG Nueva Vizcaya	
		OPCR 4.97135	
		Provincial Support Operation 4.97350	
		Cluster Operation 4.96064	
		Overall Rating 4.96707	
		DILG Cagayan	
		OPCR 4.99160	
		Provincial Support Operation 4.94644	
		Souther Cluster Operation 4.98315	
		Northern Cluster Operation 4.97619	
		Overall Rating 4.96859	
		DILG Isabela	
		OPCR 4.96009	
		Provincial Support Operation 4.74039	
		Cluster 1 Operation 4.97366	
		Cluster 2 Operation 4.98155	
		Cluster 3 Operation 4.91751	
		Overall Rating 4.90327	
		Finance and Administrative Division	
		DPCR 4.98815	
		Average IPCR Rating 4.61323	
		Rating of the Division 4.80069	
		Local Government Capability Development Division	
		DPCR 4.99869	
		Average IPCR Rating 4.98107	
		Rating of the Division 4.98889	
		Local Government Monitoring and Evaluation Division	
		DPCR 4.96667	
		Average IPCR Rating 4.96868	



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

		<table><tr><td>Rating of the Division</td><td>4.96868</td></tr></table> <table><tr><td colspan="2">Office of the Regional Director</td></tr><tr><td>DPCR</td><td>4.95238</td></tr><tr><td>Average IPCR Rating</td><td>4.90365</td></tr><tr><td>Rating of the Division</td><td>4.92802</td></tr></table>	Rating of the Division	4.96868	Office of the Regional Director		DPCR	4.95238	Average IPCR Rating	4.90365	Rating of the Division	4.92802	
Rating of the Division	4.96868												
Office of the Regional Director													
DPCR	4.95238												
Average IPCR Rating	4.90365												
Rating of the Division	4.92802												
8	QMS Assessment Results	<p>The schedule of activities for the upcoming FY 2024 National QMS Assessment :</p> <ul style="list-style-type: none">• May-June 2024 2nd Third Party Surveillance Audit Certification International Philippines, Inc.• July 2024 Receipt of Audit Report from the 2nd Surveillance Audit• September 2024 Calibration/Retooling Activity• October-November 2024 QMS Assessment FY 2024• December 2024 Issuance of QMS Assessment FY 2024											
9	Performance of external providers	Suppliers/Service Providers were able to obtain a Very Good to Excellent rating <u>except for Damatech Printing Services with a rating of 2.00</u> for FY 2024											
10	Adequacy of resources	<p>List of Vacancies:</p> <ul style="list-style-type: none">• LG00 II – Nueva Vizcaya• LG00 II – Quirino• Two (2) LG00 II – Isabela• Admin. Assistant II – Quirino• LG00 II – Cagayan• LG00 III – Regional Office• Admin. Aide IV – Nueva Vizcaya• Admin. Aide IV – Isabela• Admin Aide IV – Regional Office• Admin Assistant II – Quirino <p>RO vehicles – 6/6 vehicles are in good condition/roadworthy</p> <p>PO Vehicles:</p>											



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

		<p>PO Batanes – 1/1 vehicle is under repair PO Cagayan – 1/1 vehicle is in good condition/roadworthy PO Isabela – 1/1 vehicle is in good condition/roadworthy PO Nueva Vizcaya – 1/1 vehicle serviceable but subject for repair PO Quirino - 1/1 vehicle is in good condition/roadworthy</p> <p>Status of Funds as of December 31, 2023:</p> <p>Over-All Budget Utilization Rate as of December 31, 2023 is 98.97%</p>	
11	Effectiveness of actions taken to address risks and opportunities	<p>○ None of the identified high risks of DILG R2's ROAR FY 2023 were reassessed as high and all of the quality objectives were achieved for FY 2023, hence all actions taken were effective.</p> <p><i>CAO Ive Saludez asked when is the submission of the updated ROAR</i></p> <p><i>Mr. Gian Narisma responded that the Regional QMS Secretariat is still waiting for further instructions from the Central Office, but the most likely date of submission is before the surveillance audit.</i></p> <p><i>PD of DILG Isabela Corazon Toribio asked Mr. Narisma to be careful of the wording in the presentation next time</i></p>	
12	Opportunities for improvement	<p>OFIR 2023-02 (Identification and Traceability)</p> <p>QP-02- Issuance of Department Authority to LGUs for the Purchase of Motor Vehicle</p> <p>FINDING:</p> <p>➤ Client requirements are evaluated and handled through the use of the Citizen's Charter Service Request Form. However, the presented sample CCSRF for the transaction of Saguday LGU and Isabela Provincial Government has no indicated reference number.</p> <p>ACTION PLAN:</p> <p>➤ Re-orient Provincial Process Owners on the review of documentary requirements for requests for Authority to Purchase Motor Vehicles (January-March 2024)</p> <p>➤ Regional and Provincial Process Owners shall ensure that LGUs'</p>	<p>LGCD TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: Action Plan- Activity 1 Ongoing Action Plan- Activity 2 Complied</p>



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

	<p>submitted CCSRF are completely filled-out with reference number.</p> <p><i>LGCDD thru LGOO V Dyan Marie Tambis remarked that they will re-orient Provincial Process Owners after holy week.</i></p> <p>OFIR 2023-03 (Improvement-General)</p> <p><i>QP-01 – Processing of Barangay Officials Death and Burial Assistance (BODBA) for Fund Allocation by the Department of Budget and Management (DBM)</i></p> <p>FINDING:</p> <ul style="list-style-type: none">➤ There may be a need to formulate policy on the use of Monitoring Log Sheet and standard Reference Number format <p>ACTION PLAN:</p> <ul style="list-style-type: none">➤ c/o NBOO <p><i>QP-02 – Issuance of Department Authority to LGUs for the Purchase of Motor Vehicles</i></p> <p>FINDING:</p> <ul style="list-style-type: none">➤ Ensure common understanding on the information provided in the Monitoring Log Sheet, particularly the “date endorsed to PO or RO”, this does not reflect the actual timeframe that the request was forwarded to the next level (different interpretation on the reckoning date) <p>ACTION PLAN:</p> <ul style="list-style-type: none">➤ c/o Central Office <p><i>QP-08 – Recruitment, Selection and Placement (RSP) for 1st and 2nd Level Position</i></p> <p>FINDING:</p> <ul style="list-style-type: none">➤ Two interpretations were noted on the objective statement “100% of RAI submitted to CSC” – R2 interpreted it as Total Number of RAI submitted. <p>ACTION PLAN:</p> <ul style="list-style-type: none">➤ c/o Central Office <p><i>QP-23 – Provision of Technical Assistance (LGCD)</i></p> <p>FINDING:</p> <ul style="list-style-type: none">➤ Modified the effectivity date, 04.05.22 instead of 06.15.21 <p>ACTION PLAN:</p> <ul style="list-style-type: none">➤ Orient Alternate Process Owners as to use of forms (January 2024)➤ Ensure harmonization of all data in QMS forms (January – December 2024)	<p>LGCD TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: Complied</p>
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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

Document Code		
FM-SP-DILG-09-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 16

		<p>QP-16 - Processing and Payment of Claims</p> <p>FINDING:</p> <ul style="list-style-type: none">➤ Ensure that all required fields in the relevant documents for processing and payment of claims should be accordingly accomplished. The most common are mode of payment, TIN, EE numbers, and ORS/BURS numbers <p>ACTION PLAN:</p> <ul style="list-style-type: none">➤ Release a Memorandum directing Provincial Offices to fill out all required forms in the relevant documents for processing and payment of claims. (January 2024)➤ Delineation of Tasks in filling out ORS and DV (January 2024)➤ Cash Unit to consolidate all Account numbers of All Payees (January 2024)➤ Submission of Paid Vouchers to Accounting Section starting February 02, 2024 (February 2 and every Friday thereafter)	<p>FAD-CASH SECTION, BUDGET SECTION, AND ACCOUNTING SECTION TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: Complied</p>
		<p>QP-17 - Provision of Preventive Maintenance and Technical Assistance on ICT Resources</p> <p>FINDING:</p> <ul style="list-style-type: none">➤ MRDI was not readily available <p>ACTION PLAN:</p> <ul style="list-style-type: none">➤ Preparation and Approval of MRDI (January 2024)➤ Retention of MRDI (January 2024)	<p>ORD-RCTU TO COMPLY WITH ACTION PLAN</p> <p>ACTION STATUS: Complied</p>

Prepared by:

(sgd.)

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Reviewed by

(sgd.)

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