



**QUALITY
PROCEDURE (QP)**

Document Code		
QP-R12-LGMED-41		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 3

PROCEDURE TITLE	PROCESSING OF LOCAL OFFICIALS REQUEST FOR CERTIFICATE OF SERVICES RENDERED FOR CIVIL SERVICE COMMISSION (CSC) ELIGIBILITY
SCOPE	This process starts from the receipt of request from Local Officials up to the issuance of the Regional Certificate of Services Rendered by Local Officials for CSC Eligibility
PURPOSE	To provide standard in processing the request of Local Officials for Certificate of Services Rendered for CSC Eligibility in accordance with existing CSC rules and regulations

PROCESS DESCRIPTION		
INPUT	PROCESS	OUTPUT
Requesting Local Official → Letter Request	Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility	Certificate of Service Rendered of Local Official → Requesting Local Official

DESCRIPTIVE STATEMENT: The requesting Local Officials submit letter request and supporting documents to the C/MLGOO/Provincial Focal Person/Regional Focal Person for validation of its compliance on CSC Policies for Issuance of Certificate of Services Rendered for CSC Eligibility.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Records Officer (Regional/ Provincial/ City/ Municipal Office)	Receive and record the request	<ul style="list-style-type: none"> Receive, log and route to the Provincial Director/ Regional Director Refer to the operating unit concerned 	<ul style="list-style-type: none"> CS Form 101-E with supporting documents Endorsement from MLGOO/Province Routing Slip
2	Provincial Director/ Regional Director	Provide necessary instructions	<ul style="list-style-type: none"> Forward copy to Program Manager/ Division Chief for actions 	<ul style="list-style-type: none"> Endorsement from Province/ MLGOO CS Form 101-E with supporting documents Routing Slip
3	Program Manager/ Division Chief	Route to Focal Person with instruction	<ul style="list-style-type: none"> Forward to Focal Person for appropriate action 	<ul style="list-style-type: none"> Endorsement from





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QP-R12-LGMED-41		
Rev. No.	Eff. Date	Page
00	10.01.17	2 of 3

				Province/ MLGOO <ul style="list-style-type: none"> CS Form 101-E with supporting documents Routing Slip
4	Records officer of Province	Release the documents	<ul style="list-style-type: none"> Log and release the endorsement with supporting documents to Regional Office 	<ul style="list-style-type: none"> Endorsement from Province/MLGOO CS Form 101-E with supporting documents Routing Slip
REGIONAL LEVEL				
5	Focal Person	Take action	<ul style="list-style-type: none"> Prepare Certificate of Services Rendered Stamp the certificate with dry seal of the office once approved by the Regional Director Prepare endorsement 	<ul style="list-style-type: none"> Endorsement Certificate of Service Rendered
6	Regional Director	Review and approval the action taken	<ul style="list-style-type: none"> Affix signature Forward to records officer for release 	<ul style="list-style-type: none"> Endorsement Certificate of Service Rendered
7	Records Officer	Record and release of documents	<ul style="list-style-type: none"> Log and release endorsement with supporting documents Refer to the procedure of 	<ul style="list-style-type: none"> Endorsement Certificate of Services Rendered





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Document Code		
QP-R12-LGMED-41		
Rev. No.	Eff. Date	Page
00	10.01.17	3 of 3

			Handling Incoming and Outgoing Communication	
8	Process Owner	Retain records	<ul style="list-style-type: none"> Update the process Logsheets Retain documented information and Masterlist of Retained Documented Information 	<ul style="list-style-type: none"> Certificate Process Summary Log Sheet Masterlist of Retained Documented Information

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Republic of the Philippines
DILG - REGION 12 (SOCCSKSARGEN)

**QUALITY
OBJECTIVE (QO)**

Document Code		
QO-QP-R12-LGMED-41		
Rev. No.	Eff. Date	Page
01	07.01.19	1 of 1

OFFICE	LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION
QUALITY PROCEDURE TITLE	PROCESSING OF LOCAL OFFICIALS REQUEST FOR CERTIFICATE OF SERVICES RENDERED FOR CIVILS SERVICE COMMISSION (CSC) ELIGIBILITY

Function	Key Performance Indicators (KPIs)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
To issue Certificate of Services Rendered for CSC Eligibility of local officials	Requests issued with Certificate of Services Rendered within 7 working days	100%	$\frac{\text{No. of requests issued with Certificate Of Services Rendered}}{\text{No. of Requests for issuance of Certificate of Services Rendered received}} \times 100$	Quarterly	Focal Person	Endorsement Certificate of Services Rendered for CSC Eligibility Monitoring Log Sheet Process Summary Log Sheet

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DILG XII QMS





Republic of the Philippines
 DILG - REGION 12 (SOCCSKSARGEN)
**PROCESS QUALITY MONITORING AND
 EVALUATION (QME)**

Document Code		
QME-QP-R12-LGMED-41		
Rev. No.	Eff. Date	Page
01	07.01.19	1 of 1

OFFICE	LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION
PROCEDURE TITLE	PROCESSING OF LOCAL OFFICIALS REQUEST FOR CERTIFICATE OF SERVICES RENDERED FOR CIVIL SERVICE COMMISSION (CSC) ELIGIBILITY
OBJECTIVE STATEMENT	1. 100% Requests issued with of Certificate Service Rendered within 7 working days
CURRENT PERIOD	

INDICATORS		1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	TOTAL
Objective 1: 100% Requests issued with of Certificate Service Rendered within 7 working days						
A	Total number of requests issued with Certificate of Services Rendered within 7 working days					
B	Total number of Requests for issuance of Certificate of Services Rendered received					
C	Formula: $\frac{A}{B} \times 100$ Target Result : 100%					
D	Gap Analysis: (In case the objective is not met, put your analysis why it is not met)					

Note: For unmet targets of two (2) consecutive periods, concerned Deputy QMR initiate correction and corrective action using the Corrective Action Report (CAR) and attach it to this form.

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**Processing of Local Officials Requests for Certificate of Services
Rendered for CSC Eligibility Process Summary Logsheets (PSL)**

QUALITY OBJECTIVE: 1. 100% Requests issued with of Certificate Service Rendered within 7 working days

FREQUENCY OF MONITORING: Quarterly

COVERED PERIOD:

Due Date of Submission:

No	Control No.	Requesting Party	OBJECTIVO. 1 RESULTS				Remarks, if unmet
			Date received	Date of Issuance of Certificate of Service Rendered	Met	Unmet	
1							
2							
3							
4							
5							

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DILG XII QMS



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Document Code		
FM-SP-R12-03A-01		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 2

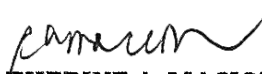

Division: **LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION**

MASTER LIST OF INTERNAL DOCUMENTS

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility							
QP-R12-MED-41	QP: Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility	10.01.17					
QO-QP-R12-MED-41	QO: Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility	10.01.17					
QME-QP-R12-MED-41	QME: Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility	10.01.17					
FM-QP-R12-MED-41-01	QSL: Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility	10.01.17					
FM-SP-R12-02-01A	RRO: Risk Registry Objective of Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility	10.01.17					
FM-SP-R12-02-01B	RRP: Risk Registry Process of Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility	10.01.17					



Document Code		
FM-SP-R12-03A-01		
Rev. No.	Eff. Date	Page
00	10.01.17	2 of 2

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Document Code		
FM-SP-R12-03B-01		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 1

Division: **LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION**

MASTER LIST OF EXTERNAL DOCUMENTS

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility							
CSC MC No. 12, s. 2013	Grant of Civil Service Eligibility to Members of Sangguniang Bayan, Sangguniang Panlungsod, and Sangguniang Panlalawigan	3.6.13					
CSC MC No. 13, s. 2012	Policies on Service Requirement for Grant of Barangay Official Eligibility and other Related Matters	8.1.12					

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Document Code		
FM-SP-R12-03C-01		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 1

Division: **LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION**

MASTERLIST OF RETAINED DOCUMENTED INFORMATION

DOCUMENT CODE	DOCUMENT TITLE	CUSTODIAN	LOCATION	FILING SYSTEM		RETENTION PERIOD			DISPOSAL
				FOLDER	SCHEME	ACTIVE	STORAGE	TOTAL	
Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility									
QME-QP-R12-LGMED-41	QME: Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility	Focal Person	Filing Cabinet	CSC Eligibility	Sequential by date	2 years	2 years	4 years	Shredding/ Re-use
FM-QP-R12-LGMED-41-01	QPSL: Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility	Focal Person	Filing Cabinet	CSC Eligibility	Sequential by date	2 years	2 years	4 years	Shredding/ Re-use
	Endorsement Letter to Central Office	Process Owner	Filing Cabinet	CSC Eligibility	Sequential by date	1 year	1 year	2 years	Shredding/ Re-use
	Endorsement Letter to Field Office	Process Owner	Filing Cabinet	CSC Eligibility	Sequential by date	1 year	1 year	2 years	Shredding/ Re-use

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Document Code		
FM-SP-R12-02-01A		
Rev. No.	Eff. Date	Page
01	07.01.18	1 of 1

RISK REGISTRY
(A) OBJECTIVE RISK ASSESSMENT

DIVISION: **LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION**

PROCEDURE: **Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility**

OBJECTIVE	RELEVANT ISSUE(S)	RELEVANT INTERESTED PARTIES (refer to IP Matrix for Requirements)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT							RISK CONTROL PLAN			
							IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RISK CONTROL ACTION	RPN (Risk Priority No.)	ACTION PLAN (if risk rating is significant)	RESPONSIBLE	TIMELINE
90% of requests were endorsed to CSC XII	Political lobbying and accommodation	Requesting Parties, Civil Service Commission	Incomplete requirements	Non-compliance to the requirements	Request will not be endorsed to CSC XII	Coordinate with field office and requesting parties	3	5	2	30	M	NS	N/A	2	N/A	N/A	N/A
90% of requests were acted within 7 working days		Requesting Parties	Incomplete requirements	Non-compliance to the requirements	Delay in the issuance of Certificate	Coordinate with field office and requesting parties	3	5	2	30	M	NS	N/A	2	N/A	N/A	N/A
		Approving authorities	Absence of approving authorities	Late receipt of the request	Delay in the issuance of Certificate	Designation of OICs	3	5	2	30	M	NS	N/A	2	N/A	N/A	N/A
		Process owner	Process owner is on leave or Official Business	Late receipt of the request	Delay in the issuance of Certificate	Alternate will act on the request	3	5	2	30	M	NS	N/A	2	N/A	N/A	N/A

RISK ASSESSMENT:	RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED	RPN
IMPACT: 1-Insignificant; 2-Minor; 3-Moderate; 4-Major; 5-Catastrophic	1-25	LOW	Not Significant	Informed decision)	3
LIKELIHOOD: 1-Rare; 2-Unlikely; 3-Moderate; 4-Likely; 5-Most Likely	26-40	MODERATE	Not Significant	Alert level but no further action required for now	2
DETECTION 1-Very likely; 2-Likely; 3-Low; 4-Remote; 5-Very remote	>40	HIGH	Significant	Control (e.g., Treat/Mitigate Transfer, Terminate)	1

Risk Rating = Impact X Likelihood X Detection

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Document Code		
FM-SP-R12-02-01B		
Rev. No.	Eff. Date	Page
00	10.01.17	1 of 1

RISK REGISTRY
(B) PROCESS RISK ASSESSMENT

DIVISION: **LOCAL GOVERNMENT MONITORING AND EVALUATION DIVISION**
 PROCEDURE: **Processing of Local Officials Request for Certificate of Services Rendered for CSC Eligibility**

PROCESS STEP (Based on the procedure's key process steps)	POTENTIAL RISK	RISK TRIGGER	CONSEQUENCE (Positive or Negative)	EXISTING RISK CONTROL MEASURE	RISK ASSESSMENT								RISK CONTROL PLAN			
					IMPACT	LIKELIHOOD	DETECTION	RATING	RISK LEVEL (L, M, H)	S, NS	RPN (Risk Priority No.)	RISK CONTROL ACTION	ACTION PLAN (if risk rating is significant)	RESPONSIBLE	TIMELINE	RESOURCE
Preparation of Endorsement Letter by the MLGOO	Incomplete requirements	Non-compliance of the requirements	Request will not be endorsed to province	Coordinate with the requesting parties	3	5	2	30	M	NS	2	NA	NA	NA	NA	NA
Preparation of Endorsement Letter by the Province Focal Person	Incomplete requirements	Non-compliance of the requirements	Request will be returned to the requesting parties	Inform and coordinate with the MLGOO	3	5	2	30	M	NS	2	NA	NA	NA	NA	NA
		Lack of endorsement of the MLGOO	Request will be returned to the requesting parties	Inform and coordinate with the MLGOO	3	5	2	30	m	NS	2	NA	NA	NA	NA	NA
Preparation of Endorsement Letter by the Regional Focal Person	Incomplete requirements	Non-compliance of the requirements	Request will not be endorsed to CSC XII Office	Inform and coordinate with the Provincial Focal Person	3	5	2	20	M	NS	2	NA	NA	NA	NA	NA
		Lack of endorsement by the MLGOO	Request will be returned to province	Inform and coordinate with the Provincial Focal Person	3	5	2	30	M	NS	2	NA	NA	NA	NA	NA
		Lack of endorsement by the Provincial Focal Person	Request will be returned to province	Inform and coordinate with the Provincial Focal Person	3	5	2	3	M	NS	2	NA	NA	NA	NA	NA
RISK ASSESSMENT:		RISK RATING	RISK LEVEL	RISK DESCRIPTION	ACTION REQUIRED							RPN				
IMPACT:		1-Insignificant; 2-Minor; 3-	1 - 25	LOW	Not Significant							3				
LIKELIHOOD:		1-Rare; 2-Unlikely; 3-	26-40	MODERATE	Not Significant							2				
DETECTION		1 - Very likely, 2 - Likely; 3-	>40	HIGH	Significant							1				
Risk Rating = Impact X Likelihood X Detection																

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