



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

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QP-DILG-AS-RO-12		
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12	PROVISION OF VEHICULAR SUPPORT SERVICE
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Scope:

The procedure starts from receipt of Request for Vehicular Support up to sign-off of trip ticket upon return.

Description of Service:

The Requisitioner/Requesting Operating Unit will fill out the accomplished Request for Vehicular Support Service (RVSS) form and submit supporting documents to the Motorpool Section-General Service Division/Supply and General Services Section (SGSS)-Finance and Administration Division. The Motorpool/SGSS Staff receives, records, and evaluates the request as to the nature of the trip and availability of Drivers and Vehicles. If found in order, the request is endorsed to the Approving Authorities for approval, else, the Motorpool/SGSS Staff informs the Requisitioner on the disapproval of the request. For approved request, Driver's Trip Ticket is prepared for approval of the Approving Authorities (Chief, Motorpool Section/Assistant Division Chief/GSD Chief/GSS Chief), together with a Travel Order, if outside Metro Manila.

The Designated Driver coordinates with the Requisitioner/Requesting Operating Unit regarding the details of the approved trip, carry-out the trip, accomplishes section B of the Vehicle Trip Log, and submits all travel documents to Motorpool/SGSS Staff after the trip. The Motorpool/SGSS Staff submits the accomplished Trip Ticket together with the accomplished section D of the RVSS form and other supporting documents to Accounting for reimbursement, or to concerned SDO for liquidation.

Office:	Administrative Service-General Service Division (AS-GSD), Finance and Administration Division- Supply and General Services Section (FAD-SGSS)
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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
1	Submits the request letter to any of the DILG Offices through electronic mail or personal appearance.	1.1	Receive and record the request.	<ul style="list-style-type: none">Receive and record the request.Evaluate the request as to the following:<ul style="list-style-type: none">Official nature of the trip;	Motorpool, GSD Staff/SGSS Staff	<ul style="list-style-type: none">RVSS form with supporting documents; as applicable, such as;

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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
2	Submit the filled-out form.	2.1	Receive duly accomplished request form and evaluate based on the following: a. Official nature of the trip, b. Availability of driver, and c. Availability of vehicle (based on the capacity of vehicle) Note: If there is no available driver/vehicle, proceed to step 3.1.	<ul style="list-style-type: none">– Availability of driver (if possible, confirm with the driver);– Availability of Vehicle (based on load requirement and capacity of vehicle)• If the above items are satisfactory complied with appropriate supporting documents, indicate the specific vehicle allotted and the assigned Driver for the trip requested in the RVSS form; else, communicate to requisitioner the noted deficiency for appropriate action.• Forward the request to the Approving Authority, for approval.		<ul style="list-style-type: none">– Approved Activity Design– Invitation– Department Order– Letter Request• RVSS form with supporting documents• RVSS Logsheets
		2.2	Review and approve request.	<ul style="list-style-type: none">• Sign corresponding section in the RVSS for approval or disapproval.• Return the RVSS to GSD/SGSS Staff.	Approving Authorities (Chief Motorpool Section/Assistant Division Chief/Chief, GSD/GSS Chief or higher Authorities)	<ul style="list-style-type: none">• RVSS form with supporting documents



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		2.3	Record the approved request and inform the driver on the details of the trip.			
3	Receive the result of the request and accomplishes the Customer Satisfaction Feedback Form accessible at the DILG Regional Office/DILG official website.	3.1	Inform requesting personnel of the status of request. If approved, provide details of driver and vehicle.	<ul style="list-style-type: none"> Inform the requisitioner on the approval/disapproval of the request. For approved request, inform the requisitioner of the Vehicle type and assigned Driver. 	Motorpool, GSD Staff/SGSS Staff	
		4	Prepare Driver's Trip ticket	<ul style="list-style-type: none"> Accomplish the Driver's Trip Ticket form. <p>Note: For CO, If outside Metro Manila, prepare travel order and request signature of the requesting office.</p>	Motorpool, GSD Staff/SGSS Staff	<ul style="list-style-type: none"> Trip Ticket Travel Order (if any) Photocopy of RVSS
		4.1	Approve the trip ticket and travel order, if any.	<ul style="list-style-type: none"> Sign corresponding section in the Driver's Trip Ticket. <p>Note: For CO: If outside Metro Manila, recommend approval of the Travel Order.</p> <ul style="list-style-type: none"> Return the approved trip ticket and travel order, if any, to the Motorpool GSD Staff. 	Approving Authorities (Chief Motorpool Section/Assistant Division Chief/Chief, GSD/GSS Chief or higher Authorities)	

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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		5	Forward documents to assigned Driver	<ul style="list-style-type: none">Forward travel documents to the assigned Driver	Motorpool, GSD Staff/SGSS Staff	<ul style="list-style-type: none">Travel Documents (Driver's Trip Ticket and Travel Order, if any)
		6	Prepare for the trip	<ul style="list-style-type: none">Check the vehicle to be used to ensure the safety of the trip.For first trip of the day of the vehicle and for outside Metro Manila trip, accomplish BLOWBAGS Checklist and certify safety if the vehicle for the trip.	Driver	<ul style="list-style-type: none">BLOWBAGS ChecklistMaintenance of Vehicles procedure (QP-DILG-AS-RO-13)
				<ul style="list-style-type: none">If replacement/repair is needed, refer to Maintenance of Vehicles procedure (QP-DILG-AS-RO-13).		
		6.1	Carry-out the trip	<ul style="list-style-type: none">Carry-out the trip. Very Important Reminder: The driver must be:<ul style="list-style-type: none">Not intoxicatedPhysically fit to driveAccomplish Section B of the Vehicle Trip Log and Request passenger to sign in the Vehicle Trip Log.Submit all travel documents to Motorpool, GSD/SGSS Staff.	Driver	<ul style="list-style-type: none">Travel Documents (Driver's Trip Ticket and Travel Order, if any)



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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		6.2	Administer Customer Satisfaction Survey	<ul style="list-style-type: none"> Administer Customer Satisfaction Survey to the requisitioner/ requesting operating unit. 	Driver/Motorpool, GSD Staff/SGSS Staff	<ul style="list-style-type: none"> CSS Form, <i>CSS Data Sheet, Client Satisfaction Report</i> <i>Client Satisfaction Measurement Procedure</i>
		7	Receive accomplished Travel Documents	<p>This document is UNCONTROLLED when DOWNLOADED and/or PRINTED. Always refer to the Documented Information Management System for the Controlled Copy</p> <ul style="list-style-type: none"> Receive accomplished travel documents and updated the RVSS Logsheets. Request accountable officer to sign "Attested By:" field of the Vehicle Trip Log. Fill-up Section D of RVSS. Submit to accounting the accomplished Trip Ticket and attach to RVSS. Submit to Accounting the accomplished Trip Ticket together with other supporting documents for reimbursement or to concerned SDO for liquidation. 	Motorpool, GSD Staff/SGSS Staff	<ul style="list-style-type: none"> Travel Documents (Driver's Trip Ticket and Travel Order, if any) RVSS Logsheets
		8	Retain Records	<ul style="list-style-type: none"> Update RVSS Log Sheet. 	Process Owner	<ul style="list-style-type: none"> RVSS Log Sheet

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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
				<ul style="list-style-type: none">Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Retained Documented Information.		<ul style="list-style-type: none">Control of Retained Documented Information ProcedureMaster list of Retained Documented Information
End of Transaction						

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Process Owner	AS Deputy Quality Management Representative	Overall Deputy Quality Management Representative



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**QUALITY
 OBJECTIVE (QO)**

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OFFICE	ADMINISTRATIVE SERVICE – GENERAL SERVICES DIVISION / REGIONAL OFFICE – FINANCE AND ADMINISTRATIVE DIVISION
QUALITY PROCEDURE TITLE	PROVISION OF VEHICULAR SUPPORT SERVICE

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Key Performance Indicator (Formula, if applicable)			
Process the request for Vehicular Support Service	<ul style="list-style-type: none"> Timely action on request vehicular support service within (2) working days upon receipt of request *Action may be preparation of Trip Ticket for approved request or disapproval of request 	<ul style="list-style-type: none"> 100% 	$= \frac{\text{Total number of requests acted upon within 2 working days upon receipt}}{\text{Total No. of requests received}} \times 100$	<ul style="list-style-type: none"> Monthly 	<ul style="list-style-type: none"> Motorpool Section Staff 	<ul style="list-style-type: none"> RVSS Log Sheet
	<ul style="list-style-type: none"> 80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs). 	<ul style="list-style-type: none"> 80% 	$\left[\frac{\text{Total number of responses with rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs)}}{\text{Total number of responses received}} \right] \times 100$	<ul style="list-style-type: none"> Monthly 	<ul style="list-style-type: none"> Process Owners 	<ul style="list-style-type: none"> CSS Data Sheet Client Satisfaction Report

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**QUALITY MONITORING AND
EVALUATION (QME)**

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OFFICE	ADMINISTRATIVE SERVICE – GENERAL SERVICES DIVISION / REGIONAL OFFICE – FINANCE AND ADMINISTRATIVE DIVISION													
QUALITY PROCEDURE	PROVISION OF VEHICULAR SUPPORT SERVICE													
OBJECTIVE STATEMENT	1. 100% of the request for vehicular support service are acted upon within two (2) working days upon receipt. *Action may be preparation of Trip Ticket for approved request or disapproval of request 2. 80% of accomplished Client Satisfaction Survey have a rating of “Agree” or “Strongly Agree” in all Service Quality Dimensions (SQDs).													
CURRENT PERIOD														
	INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Objective 1: 100% of the request for vehicular support service are acted upon within two (2) working days upon receipt. *Action may be preparation of Trip Ticket for approved request or disapproval of request														
A	Total number of requests acted upon within 2 working days upon receipt.													
B	Total number of requests 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													
Objective 2: 80% of accomplished Client Satisfaction Survey have a rating of “Agree” or “Strongly Agree” in all Service Quality Dimensions (SQDs).														
A	Total number of responses with rating of “Agree” or “Strongly Agree” in all Service Quality Dimensions (SQDs)													
B	Total number of responses received													
C	Formula: $(\frac{A}{B}) \times 100$	Target Result: 80%												
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**QUALITY MONITORING AND
EVALUATION (QME)**

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Prepared By	Reviewed By	Noted By
Process Owner	Division Chief/Regional Deputy QMR	Bureau/Service Deputy QMR/ Regional QMR

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(sgd.) DIOSDADO T. TUANQUIN	(sgd.) ELNORA A. VELASCO	(sgd.) ASEC. ESTER A. ALDANA, CESO II
Process Owner	AS Deputy Quality Management Representative	Overall Deputy Quality Management Representative

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**REQUEST FOR VEHICULAR
SUPPORT SERVICES****A: TO BE ACCOMPLISHED BY REQUISITIONER**

PURPOSE	PASSENGER(S)	DESTINATION(S)

ITINERARY	DATE	TIME
DEPARTURE		
EXPECTED RETURN		

CONTACT PERSON : _____

CONTACT NO. : _____

REQUISITIONER_____
POSITION/OFFICE**B. TO BE ACCOMPLISHED BY DISPATCHER**

Date Received: _____

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VEHICLE(S)	DRIVER(S)	PLATE NUMBER

C. APPROVAL**RECOMMENDING APPROVAL:**_____
Chief, Motorpool Section/
Designated Authority/Date**APPROVED/DISAPPROVED BY:**_____
Chief, AS-General Services Division/
Finance and Administrative Division/Date

Prepared By	Reviewed By	Approved By
(sgd.) DIOSDADO T. TUANQUIN	(sgd.) ELNORA A. VELASCO	(sgd.) ATTY. JENA J. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
B-L-O-W-B-A-G-S
CHECKLIST

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B - Battery	<input type="checkbox"/> Check if battery terminals are clean and without corrosion.
L - Lights	<input type="checkbox"/> Check if all lights - front, rear, brake, signal, hazard, and emergency light are functioning well.
O - Oil	<input type="checkbox"/> Check the vehicle's oil level. <input type="checkbox"/> Bring extra bottle of oil for emergencies. <input type="checkbox"/> Check any possible cause of oil spill, if any. <input type="checkbox"/> Check ATF (Transmission/Power steering).
W - Water	<input type="checkbox"/> Check radiator coolant level. <input type="checkbox"/> Check the windshield washer water level.
B - Brakes	<input type="checkbox"/> Check brake fluid level. <input type="checkbox"/> Check possible cause of brake fluid spill, if any (leaks). <input type="checkbox"/> Inspect the brake rotor disc.
A - Air	<input type="checkbox"/> Check tire air pressure. Make sure there are no bulges and holes. <input type="checkbox"/> Check the vehicle's spare tire's air pressure.
G - Gas	<input type="checkbox"/> Check the vehicle's gas gauge to make sure there is enough gas for the trip.
S - Self	<input type="checkbox"/> Not intoxicated. <input type="checkbox"/> Physically Fit to Drive.

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I hereby certify that I have carried out the BLOWBAGS check and found the vehicle safe for the trip.

Trip Ticket No: _____ Vehicle Type: _____ Plate No: _____

Driver's Name: _____ Date accomplished: _____

Remarks:

Body:

- ☐ Muddy
☐ Dusty
☐ Others

Inspected/Checked by:

Signature over Printed Name

Prepared By	Reviewed By	Approved By
(sgd.) DIOSDADO T. TUANQUIN Process Owner	(sgd.) ELNORA A. VELASCO Division Chief	(sgd.) ATTY. JENA J. JAVAREZ AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

REQUEST FOR VEHICULAR SUPPORT SERVICES (RVSS) LOG SHEET

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QUALITY OBJECTIVE: 100% of the requests for vehicular support service are acted upon within two (2) working days upon receipt.

*Action may be preparation of Trip Ticket for approved request or disapproval of request

FREQUENCY OF MONITORING: Monthly

CURRENT PERIOD:

NO.	DATE RECEIVED	REQUISITIONER	PURPOSE	DESTINATION (indicate multiple destinations, as appropriate)	Date of Trip (indicate inclusive dates, as appropriate)	DISPOSITION		Trip Ticket		NO. OF DAYS ELAPSED	RESULTS		REMARKS
						DATE APPROVED	DATE DISAPPROVED	No.	Date		≤ 2 WD	> 2 WD	
A	B	C	D	E	F	G	H	I	J	K	L	M	N

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Prepared By
Process Owner

Noted By
Division Chief

Prepared By
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DIOSDADO T. TUANQUIN
Process Owner

Reviewed By
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ELNORA A. VELASCO
Division Chief

Approved By
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ATTY. JENA J. JAVAREZ
AS Deputy QMR



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Accountable Officer

Driver

Passenger



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
(OFFICE)
(Address)

DRIVER'S TRIP TICKET

Trip Ticket No.: _____

Date: _____

A. TO BE FILLED UP BY THE UNIT HEAD REQUESTING TRANSPORTATION:

1. Name of Driver of the vehicle/any available authorized DILG driver: _____
2. Government vehicle/Plate No. to be used: _____
3. Name of Authorized Passenger(s): _____
4. Place(s) to be visited: _____
5. Purpose of trip: _____
6. Date and time vehicle is needed: _____
7. Date and time return: _____

APPROVED:

Chief, AS-General Service Division/
Finance and Administrative Division

Chief, Motorpool Section/
Designated Authority

B. TO BE FILLED BY THE DRIVER:

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1. Time of Departure from office/garage _____ AM/PM
2. Time of return to office/garage _____ AM/PM
3. Approximately distance travelled (to/from) _____ Kms.
4. Gasoline purchased and consumed:
 - a) Balance in tank before the trip _____ liters
 - b) Add. Purchased during trip _____ liters
 - c) TOTAL _____ liters
 - d) Deduct: Used during trip _____ liters
 - e) Balance in tank at the end of the trip _____ liters
5. Speedometer readings, if any
 - At the beginning of the trip _____ Kms.
 - At the end of the trip _____ Kms.
 - Distance travelled _____ Kms.
6. Remarks _____

I HEREBY CERTIFY to the correctness of the above statement of record of travel.

Driver

Prepared By
(sgd.) DIOSDADO T. TUANQUIN
Process Owner

Reviewed By
(sgd.) ELNORA A. VELASCO
Division Chief

Approved By
(sgd.) ATTY. JENA J. JAVAREZ
AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

MASTER LIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

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Name of Bureau/Service/Office/Procedure: AS-GSD, ROs

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
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Provision of Vehicular Support Service							
QP-DILG-AS-RO-12	Provision of Vehicular Support Service Quality Procedure	06.15.21	02.16.23				
QO-QP-DILG-AS-RO-12	Provision of Vehicular Support Service Quality Objectives	06.15.21	02.16.23				
QME-QP-DILG-AS-RO-12	Provision of Vehicular Support Service Quality Monitoring and Evaluation	06.15.21	02.16.23				
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FM-QP-DILG-AS-RO-12-02	Blowbags Checklist	06.15.21					
FM-QP-DILG-AS-RO-12-03	Request for Vehicular Support Services (RVSS) Log Sheet	06.15.21					
FM-QP-DILG-AS-RO-12-04	Driver's Trip Ticket	06.15.21					
FM-SP-DILG-07-02	Client Satisfaction Survey Form (DELETED)	06.15.21					
FM-SP-DILG-07-03	CSS Summary Log Sheet (DELETED)	06.15.21					
FM-SP-DILG-07-04	CSS Monitoring Log Sheet (DELETED)	06.15.21					
FM-SP-DILG-07-07A	Client Satisfaction Survey (On-site) (English Version)	02.01.23	01.01.24				
FM-SP-DILG-07-07B	Client Satisfaction Survey (On-site) (Filipino Version)	02.01.23	01.01.24				
FM-SP-DILG-07-08A	Client Satisfaction Survey (Online) (English Version)	02.01.23	01.01.24				
FM-SP-DILG-07-08B	Client Satisfaction Survey (Online) (Filipino Version)	02.01.23	01.01.24				
FM-SP-DILG-07-09	CSS Data Sheet	02.01.23	01.01.24				
FM-SP-DILG-07-10	Client Satisfaction Report	02.01.23	01.01.24				

Prepared By

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