



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

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15 RECORDS MANAGEMENT

Scope:

This process starts from the receipt of documents, distribution, maintenance and storage up to disposition of records in compliance with the National Archives of the Philippines (NAP) regulations.

Description of Service:

The Records Section personnel records and controls the receiving and releasing of documents, use, maintenance and disposition of records. Most of the documents received by the Records Section are from external sources which includes the local government units, general public and other government agencies. All records are assigned with appropriate records classification/index guide for easy retrieval. This process also covers the last phase of records management- the records disposition, where some of the records are retained for storage, while the others are disposed of. The procedures for the conduct of the disposal of records is covered in this process to ensure compliance of the Central and Regional Offices to the NAP guidelines. On the other hand, request for copies of records are acted upon by the Records Officer elsewhere in the process.

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Office: **ADMINISTRATIVE SERVICE-RECORDS SECTION, GENERAL SERVICES DIVISION**
FINANCE AND ADMINISTRATIVE DIVISION - RECORDS SECTION
DILG PROVINCIAL/CITY/MUNICIPAL OFFICES

No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
A. RECEIPT OF DOCUMENTS/RECORDS				
1	Receive and classify documents whether for internal or external distribution or for storage.	Check the completeness of attachments/enclosures, if any. If records are either unsigned, with incomplete pages, inadvertently sent to DILG-CO/RO/FO, mysterious parcels, damaged or tampered, return on the spot (if hand-delivered); or inform the sender (if received thru other media).	Receiving Officer, Records Section, GSD, AS; Regional/Provincial Records Officer; C/MLGOOs	<ul style="list-style-type: none">Monitoring Form of Received Documents from Couriers/ Personal Delivery (for CO only)



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		<p>Note: Communications received beyond 3:30PM shall be recorded as transaction for the following working day.</p> <p>Stamp "Received" / "Released" the records, except personal documents.</p> <p>For confidential records, keep the packaging/envelope intact and forward to Office of the Regional Director/Action Officer for Confidential Matter.</p>		<ul style="list-style-type: none">Records Management Monitoring Log Sheet (for RO/PO/HUCO)Logbook (if applicable)
2	Record/log the document/record	<p>For communications, assign document number, scan, register and upload the document in the DMS or other existing database (for ROs/POs) for routing to the concerned offices. File the original copy of the documents if physical routing is not required. If physical routing is required, proceed to step D-1.</p> <p>For administrative issuances, assign a serial number by indicating the year-series. Scan, encode and route the administrative issuance in the DMS and/or email.</p> <p>For documents/records for storage such as contracts, MOA/MOU, etc. record in the database and proceed to Section C for maintenance and storage.</p> <p>For confidential documents/records, assign document number, encode in the DMS and forward to Liaison Officer, for routing.</p>	<p>Records Officer, Records Section, GSD, AS; Regional/Provincial Records Officer; C/MLGOOs</p>	<ul style="list-style-type: none">Document Management System (DMS)/Existing Database on Records/ Document ManagementIssuances Database/FileLogbookContract/Agreement Database/FileOfficial Receipt for Classified Matter (for CO only)



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
B. RELEASE OF DOCUMENTS/RECORDS/ADMINISTRATIVE ISSUANCES				
1	Release of documents/ records/ administrative issuances through DMS, email, courier services or personal delivery	For internal distribution, distribute the documents/ records/ administrative issuances to identified recipients/concerned offices. For hard copies, request confirmation of receipt by affixing the signature/initial, date and time of receipt of receiving officer.	Messenger/ Liaison Officer	<ul style="list-style-type: none">• Distribution List Internal (Transmittal of Incoming Communications) [for CO only]• Logbook
		For external distribution: If the document is for pick-up or for personal delivery, review the accomplish request form.	Action Officer, Records Section, GSD, AS; Regional/Provincial Records Officer; C/MLGOOs	<ul style="list-style-type: none">• Request for Messengerial Service (for CO only)
		For release of documents/records/ administrative issuances/directives for DILG Central Office or DILG Regional Office, scan the document and route through DMS.		<ul style="list-style-type: none">• Document Management System
		For release of physical copy of administrative issuance, request confirmation of receipt of the receiving officer by affixing their name/signature and date/time of receipt in the Receiving Slip or Transmittal Letter.		<ul style="list-style-type: none">• Receiving Slip (External) [for CO only]• Copy of Transmittal Letter with stamped "RECEIVED"



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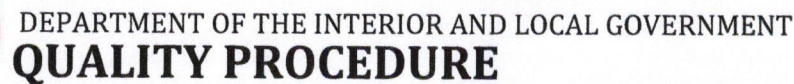
No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		If for mailing, prepare the appropriate transmittal of documents to be dispatched through PHLPPost or private courier/s.		<ul style="list-style-type: none">• Transmittal of Registered Mail (for CO)• Transmittal of Ordinary Mail (for CO)• Transmittal of Express Mail Service (for CO)• Transmittal of Communications Mailed through Private Couriers (for CO)
2	Filing of Administrative Issuances at the Office of the National Administrative Register (ONAR)	Prepare letter-request addressed to the Head of the ONAR with attached three (3) certified copies of the issuances, together with its electronic/digital copies saved in CD or any portable drive. <small>Always refer to the Documented Information Management System for the Controlled Copy</small>	Records Officer, Records Section, GSD, AS	<ul style="list-style-type: none">• Letter to ONAR
3	Retain records	Update Records Management Process Summary Log Sheet (PSL). Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Retained Documented Information.	Process Owner	<ul style="list-style-type: none">• Records Management Process Summary Log Sheet (PSL)• Control of Retained Documented Information Procedure• Masterlist of Retained Documented Information
C. MAINTENANCE AND STORAGE OF DOCUMENTS/RECORDS				
1	Classify the documents/records according to the general subject category per File Classification or Index Guide	Write the classification of the major subject category such as ADM, FIN, LD, PER on the upper right corner of the document/record being classified.	Records Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	<ul style="list-style-type: none">• List of File Classification Guide



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		Select the appropriate primary and secondary classification for each document/record. Indicate cross-reference (CR) guide, if applicable.		
2	Store the documents/records to its designated filing cabinets/shelves/ boxes	<p>Encode the document/record/issuance in the database.</p> <p>File the documents/records methodically in designated filing cabinets/shelves properly labeled and identified.</p>	Records Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	<ul style="list-style-type: none"> Database for Documents/ Records/ Issuances File copies
3	Monitor records	Appraise records by conducting inventory of documents/records annually by file station or cabinets in accordance with the NAP General Records Disposition Schedule (GRDS) and DILG Records Disposition Schedule (RDS). Accomplish the Records Inventory and Appraisal Form and/or National Inventory Form 2012 and establish/ update retention and disposition period of records.	Records Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	<ul style="list-style-type: none"> NAP Form 1 Records Inventory and Appraisal Form NAP National Inventory Form 2012
4	Conduct inventory of records	Conduct inventory of records at least once a year. In case of personnel movement, the outgoing personnel shall accomplish the form on inventory of records.	Concerned personnel	<ul style="list-style-type: none"> Inventory of Records (for CO only)
5	Conduct file break at the end of calendar year	Segregate files that meets the minimum period of retention and bundle for disposal. Conduct records disposal at least every three (3) years.	Records Section personnel	<ul style="list-style-type: none"> NAP GRDS DILG RDS



Department and can only be produce
within five (5) to fifteen (15) days such



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		If record is available, retrieve the document/ record and attach to the Request Form.		<ul style="list-style-type: none"> Request Form Photocopy of the document/ record Action Document, if any
		If record is not maintained by the Records Officer, endorse the request to concerned office, if necessary.		
		If record is already disposed, prepare Certificate of Disposal, if requested, attach to the Request Form.		<ul style="list-style-type: none"> Certificate of Disposal
		For documents/records pertaining to legal matters, seek clearance from the head of Legal Service/ Legal Unit for the release of a copy of the document/record.		<ul style="list-style-type: none"> Certificate of Clearance to Release Document (for CO only)
		For restricted/confidential document/record, the requesting party shall accomplish the Confidentiality and Non-Disclosure Statement (CNS) form.		<ul style="list-style-type: none"> Confidentiality and Non-Disclosure Statement (for CO only)
3	Review and approve the request	If request is approved, sign the Request Form. Otherwise, return the Request Form to the Action Officer indicating the reason for disapproval in the Remarks portion of the Request Form.	Chief, Records Section (CO); Chief Admin. Officer, FAD (RO); Provincial/City Director	<ul style="list-style-type: none"> Request Form Photocopy of the document/record
4	Release the requested document/record and administer the CSS form.	<p>If the request is approved, photocopy the record and stamp "Certified Copy" (if requested) and release the record.</p> <p>If the request is disapproved, inform the requesting party of that fact and the reason thereof.</p>	Action Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		Request the client to fill-out the Client Satisfaction Survey (CSS) form.		<ul style="list-style-type: none">Client Satisfaction Survey FormCSS Data SheetClient Satisfaction ReportSP: Client Satisfaction Measurement
5	Follow-up borrowed document/record	Check the files and determine the status of the document/record borrowed. Follow-up after the prescribed hours lapsed and remind the borrower to return the borrowed document/record.	Action Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	
6	Return the document/record in the designated storage	Upon completion of the transaction, return the document/record in the designated storage. <small>This document is copyrighted by the DILG. It is not to be downloaded and/or printed. Always refer to the Documented Information Management System for the Quality Procedure.</small>	Action Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	
E. DISPOSAL OF RECORDS				
1	Receive non-current records turned-over by operating units for disposal	Record the receipt of non-current records turned-over for disposal. Confirm that the indicated records series and retention period therein is in accordance with the NAP GRDS or DILG-RDS. Once confirmed, list, bundle and measure in cubic meter the valueless records for disposal.	Records Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	<ul style="list-style-type: none">Transmittal of Non-Current Records for Disposal
2	Request authority to dispose of records	If sufficient volume or weight of records for disposal is met, prepare NAP Form No. 3 Request for Authority to Dispose of Records in three (3) copies and a letter-request addressed to NAP Executive Director or Head of the Regional	Records Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	<ul style="list-style-type: none">NAP Form No. 3 Request for Authority to Dispose of RecordsLetter-request



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		Archival Network (RAN), in case of Regional Offices in Visayas and Mindanao islands.		
		Submit request to SILG or authorized representative, for approval and signature.	Chief, Records Section (CO); RO/PO/HUCO Records Officer Chief Admin. Officer, FAD;	
3	Approve request	Sign the letter- request and Request for Authority to Dispose of Records. Return request to the Records Section for dispatch to NAP or RAN Cebu/Davao.	SILG or Authorized Representative (CO); Regional Director; Provincial/City Director	
4	Record and Release the Request	Log the approved request. Forward the letter-request with attached NAP Form No. 3 to NAP or RAN Cebu/Davao.	Records Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	<ul style="list-style-type: none"> Signed letter-request and NAP Form No. 3
5	Receive Notification from NAP on the Authority to Dispose of Records	Receive and log Notification on the Authority to Dispose of Records. Prepare Letter of Intent to NAP or RAN to avail the services of their official buyer or prepare letter-request for public bidding and supporting documents and submit to Procurement Section/ Unit.	Records Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	<ul style="list-style-type: none"> NAP Form No. 5 "Authority to Dispose of Records" Letter of Intent or Letter-request for Public Bidding



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
6	Conduct Public Bidding	Refer to procedure on Public Bidding in QP-DILG-AS-RO-10 Procurement, Inspections, Acceptance and Issuance of Goods and Services.	Procurement Section/Unit	<ul style="list-style-type: none"> QP-DILG-AS-RO-10 Procurement, Inspections, Acceptance and Issuance of Goods and Services
7	Request the Disposal Date	<p>Submit Contract with Winning Bidder to NAP and request for the Disposal Date, if public bidding has been conducted; or</p> <p>Coordinate and inform schedule of disposal to participants</p>	Records Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	<ul style="list-style-type: none"> Contract
8	Conduct Actual Disposal	Conduct actual disposal of records, to be witnessed by the representatives of NAP, COA and DILG.	Chief, Records Section; COA and NAP Representatives; Chief, FAD; RO/PO/HUCO Records Officer	
		The Records Officer shall remit the sale to Cash Section who will then issue Official Receipt.	Chief, Cash Section/Unit	<ul style="list-style-type: none"> Official Receipt
9	Prepare Certificate of Disposal	<p>Fill-up NAP Form on "Certificate of Disposal" indicating the records series, manner, date and place of disposal, volume of records disposed, and the amount of sale and official receipt number.</p> <p>Retain the original copy and provide one (1) copy to NAP and another to COA.</p>	Records Officer, Records Section, GSD, AS; RO/PO/HUCO Records Officer	<ul style="list-style-type: none"> NAP Form No. 6 "Certificate of Disposal of Records"



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
10	Retain records	Update Records Management Process Summary Log Sheet (PSL). Retain records in accordance with the Control of Retained Documented Information Procedure and the Masterlist of Retained Documented Information.	Process Owner	<ul style="list-style-type: none">Records Management Process Summary Log Sheet (PSL)Control of Retained Documented Information ProcedureMaster list of Retained Documented Information
End of Transaction				

Definition of Terms		<small>This document is UNCONTROLLED when DOWNLOADED and/or PRINTED. Always refer to the Documented Information Management System for the Controlled Copy</small>
• Cross-references - are sign post within the files that point to the exact location of a given file.		
• Document Management System (DMS) - is a web application that stores, manages and tracks electronic documents and electronic images of paper-based information.		
• File Break or cut-off period - termination of a filing activity for a particular file and the beginning of a new filing period.		

Prepared By	Reviewed By	Approved By
(sgd.) MIA BELLA V. NANON	(sgd.) ELNORA A. VELASCO	(sgd.) ASEC. ESTER A. ALDANA, CESO II
Process Owner/Next Higher Supervisor	Bureau/Service Deputy Quality Management Representative	Overall Deputy Quality Management Representative

**QUALITY
OBJECTIVE (QO)**

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OFFICE	ADMINISTRATIVE SERVICE - GENERAL SERVICES DIVISION / REGIONAL OFFICE - FINANCE AND ADMINISTRATIVE DIVISION
QUALITY PROCEDURE TITLE	RECORDS MANAGEMENT

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	Indicator/Formula (if applicable)			
Records Management (Receipt, Release, and Storage)	Timely action on Documents received within 1 working day upon receipt.	80%	(Total no. Of documents acted upon within 1 day upon receipt / Total No. of Documents received) x 100	Monthly	Records Officer	QME, Records Management (Receipt, Release, and Storage) Process Summary Log Sheet
Records Management (request documents/records and borrowing)	Timely action on requests for documents/ records, same day upon receipt.	80%	(Total no. of request for documents/records acted upon, same day upon receipt / Total No. of requests received) x 100	Monthly	Records Officer	QME, Records Management (Borrowing) Process Summary Log Sheet
Disposal of records	Timely request for NAP authority to dispose record 5 working days upon receipt of SILG/ Authorized Representative on Authority to Dispose	≤ 5 working days	- Date received of SILG/ Authorized Representative on approved Authority to Dispose - Date of Request (NAP)	Monthly	Records Officer	QME, NAP form request for authority to dispose

**QUALITY
OBJECTIVE (QO)**

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	Indicator/Formula (if applicable)			
	Timely preparation of certificate of disposal within 5 working days upon actual conduct of disposal	≤ 5 working days	- Certificate of disposal - Indicating the records series, date official receipt/number/ amount/ Date of conduct and place of disposal, volume of records disposed and signatures of witnesses - Date of Certificate of Disposal - Date of Actual Disposal	≤ 5 working days upon preparation of certificate of disposal	Records Officer	QME, Certificate of Disposal
	80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs).	80%	(Total number of responses with rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs) / Total Number of responses received) x 100	Monthly	Process Owners	CSS Data Sheet Client Satisfaction Report

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Process Owner/Next Higher Supervisor	Bureau/Service Deputy Quality Management Representative	Overall Deputy Quality Management Representative



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	RECORDS MANAGEMENT
OBJECTIVE STATEMENT	<ol style="list-style-type: none">80% of received Documents acted upon within 1 working day upon receipt.80% of received requests for documents/records acted upon, same day upon receipt.Timely request for NAP authority to dispose records within five (5) working days upon receipt of SILG/Authorized representative's approved authority to dispose.Timely preparation of Certificate of Disposal within five (5) working days upon actual conduct of disposal.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: 80% of received Documents acted upon within 1 working day upon receipt.														
A	Total no. of documents acted upon within 1 day upon receipt													
B	Total No. of Documents received.													
C	Formula: $\left(\frac{A}{B}\right) \times 100$	Target Result: 80%												
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													
Objective 2: 80% of received requests for documents/records acted upon, same day upon receipt.														
A	Total no. of request for documents/records acted upon same day upon receipt													
B	Total No. of requests received.													
C	Formula: $\left(\frac{A}{B}\right) \times 100$	Target Result: 80%												
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													



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**QUALITY MONITORING AND
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INDICATORS		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Objective 3: Timely request for NAP authority to dispose records within five (5) working days upon receipt of SILG/Authorized representative's approved authority to dispose.														
A	Date received of SILG/Authorized representative on Authority to Dispose Records													
B	Date of Request (NAP)													
C	No. of days elapsed Target result = ≤ 5 WD													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													
Objective 4: Timely preparation of Certificate of Disposal within five (5) working days upon actual conduct of disposal.														
A	Date of Certificate of Disposal													
B	Date of Actual Disposal													
C	No. of days elapsed Target result = ≤ 5 WD													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													
Objective 5: 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: $\left(\frac{A}{B}\right) \times 100$ Target Result : 80%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													



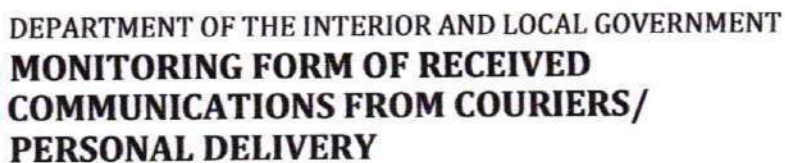
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**QUALITY MONITORING AND
EVALUATION (QME)**

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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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Process Owner/Next Higher Supervisor	Bureau/Service Deputy Quality Management Representative	Overall Deputy Quality Management Representative

[illegible]

Receiving Clerk

Prepared By	Reviewed By	Approved By
(sgd.) EDGAR DR. PANTOJA	(sgd.) ELNORA A. VELASCO	(sgd.) ATTY. JENI J. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
RECEIVING SLIP (EXTERNAL)


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FM-QP-DILG-AS-RO-15-03 / Rev00 / 06.15.21

TO/FOR: _____
SUBJECT: _____

Received by: _____
Printed Name & Signature

Date : _____

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FM-QP-DILG-AS-RO-15-03 / Rev00 / 06.15.21

TO/FOR: _____
SUBJECT: _____

Received by: _____
Printed Name & Signature


Date : _____

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FM-QP-DILG-AS-RO-15-03 / Rev00 / 06.15.21

TO/FOR: _____
SUBJECT: _____

Received by: _____
Printed Name & Signature

Date : _____

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TO/FOR: _____
SUBJECT: _____

Received by: _____
Printed Name & Signature


Date : _____

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TO/FOR: _____
SUBJECT: _____

Received by: _____
Printed Name & Signature

Date : _____

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FM-QP-DILG-AS-RO-15-03 / Rev00 / 06.15.21

TO/FOR: _____
SUBJECT: _____

Received by: _____
Printed Name & Signature

Date : _____

Prepared By	Reviewed By	Approved By
(sgd.) EDGAR DR. PANTOJA	(sgd.) ELNORA A. VELASCO	(sgd.) ATTY. JENA J. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR

[illegible]

(Position Title)

Prepared By	Reviewed By	Approved By
(sgd.) EDGAR DR. PANTOJA	(sgd.) ELNORA A. VELASCO	(sgd.) ATTY. JENIA JAVAREZ
Process Owner	Division Chief	AS Deputy QMR

[illegible]

(Position Title)

Prepared By	Reviewed By	Approved By
(sgd.) EDGAR D. PANTOJA	(sgd.) ELNORA A. VELASCO	(sgd.) ATTY. JENI J. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REQUEST FORM

Document Code		
FM-QP-DILG-AS-RO-15-08		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

A. Requesting Party: _____
Name of Office: _____
Address: _____

Control No.: _____
Date : _____
Contact No.: _____
Email Address: _____

B. Information/Documents/Records requested:

Specific Purpose/s:

C. To be filled up by Processor:
No. of documents/records requested: _____
Request acted by: _____
Signature over Printed Name of Action Officer

Action Taken:
☐ Faxed ☐ Emailed
☐ Certified Copy ☐ Certification
No. of Copies: _____ ☐ Photocopy
Total No. of Pages: _____ ☐ Printout

Status of Document:

☐ Available Record ☐ **Approved** ☐ **Disapproved**
☐ No Record Maintained by RS
☐ Already Disposed

Chief, Records Section/Designated Authority
Date _____

D. Release of Request:

Document/Records received by/released to:

Printed Name and Signature of Requesting Party

ID presented: _____

Date: _____

Prepared By
(sgd.) EDGAR DR. PANTOJA
Process Owner

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

Approved By
(sgd.) ATTY. JENA M. AVAREZ
AS Deputy QMR

[illegible]

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Listed and Verified by:

(Position Title)

Prepared By	Reviewed By	Approved By
(sgd.) EDGAR DR. PANTOJA	(sgd.) ELNORA A. VELASCO	(sgd.) ATTY. JENAJ. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
FILE CONTROL SLIP

Document Code		
FM-QP-DILG-AS-RO-15-10		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

Control No.: _____

Date: _____

To be accomplished by the Requisitioner

NAME : _____

OFFICE : _____

TYPE OF DOCUMENT/RECORD BORROWED : _____

NO. OF PAGES DOCUMENT/RECORD : _____

SUBJECT : _____

PURPOSE : _____

Noted by: _____

Head of Office of Requesting Party

BORROWING DETAILS This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.

Always refer to the Documented Information Management System for the Controlled Copy

RELEASED BY : _____
Name/Signature of Records Personnel

DATE/TIME : _____

RECEIVED BY : _____
Name/Signature of Requesting Party

DATE/TIME : _____

APPROVED BY : _____
Name/Singature of Records Chief

DATE/TIME : _____

RETURNING DETAILS

RETURNED BY : _____
Name/Signature of Requesting Party

DATE/TIME : _____

RECEIVED BY : _____
Name/Signature of Records Personnel

DATE/TIME : _____

NOTE: Borrowed documents/records shall be returned to the Records Section within 48 hours. Any loss of page/s of the document borrowed and/or failure to return the same within the prescribed period shall be penalized under Rule 68, Article 124 of the IRR of RA 9470.

Prepared By
(sgd.)
EDGAR DR. PANTOJA
Process Owner

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

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



RECORDS MANAGEMENT PROCESS SUMMARY LOG SHEET

Document Code		
FM-QP-DILG-AS-RO-15-11A		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

QUALITY OBJECTIVE: 1. 80% of received Documents are acted upon within 1 working day upon receipt.

FREQUENCY OF MONITORING: Monthly

CURRENT PERIOD:

***FID = For Internal Distribution; FED = For External Distribution; C = Confidential; FS = For Storage

NO.	DATE RECEIVED	TYPE				ACTION TAKEN			RESULTS				NOTES
		FID	FED	FS	C	DATE RETURNED	DATE DISTRIBUTED/ RELEASED	DATE STORED/ FILED	NO. OF DAYS ELAPSED	MET (< 1 working day)	UNMET (> 1 working day)	REMARKS (indicate the reason if target is unmet)	
TOTAL													
RESULT %													

Prepared By
Process Owner

Noted By
Division Chief

Prepared By
(sgd.) EDGAR DR. PANTOJA
Process Owner

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

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

RECORDS MANAGEMENT PROCESS SUMMARY LOGSHEET

Document Code

FM-QP-DILG-AS-RO-15-11B

Rev. No.

01

Eff. Date

08.16.21

Page

1 of 1

QUALITY OBJECTIVE: 2. 80% of received requests for documents/records acted upon, same day upon receipt, if borrowed returned to Records Section within 2 working days.

FREQUENCY OF MONITORING: Monthly

CURRENT PERIOD:

***AR = Available Record; NRM = No Record Maintained; AD = Already Disposed; CO = Charged-Out; C = Confidential

[illegible]

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Prepared By	
Process Owner	

Noted By
Division Chief

Prepared By

(sgd.)

EDGAR DE PANTOJA

Process Owner

Reviewed By

(sgd.)

ELNORA A. VELASCO

Division Chief

Approved By _____
(sgd.)
ATTY JENA J. JAVAREZ

AS Deputy QMR

[illegible]

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Noted by:

(Signature Over Printed Name)
Head of Office

Position: _____
Date : _____

Date : _____

Prepared By	Reviewed By	Approved By
(sgd.) EDGAR D. PANTOJA	(sgd.) ELNORA A. VELASCO	(sgd.) ATTY. JENAI J. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**CERTIFICATE OF CLEARANCE TO
RELEASE DOCUMENT**

Document Code		
FM-QP-DILG-AS-RO-15-13		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

To the Chief Records Section:

THIS IS TO CERTIFY that the following document/s

RE:

Has been cleared for release by this office to Mr. / Ms. _____

Issued this _____ day of _____.

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy
Head, (LLLS / Office)

Prepared By	Reviewed By	Approved By
(sgd.) EDGAR DR. PANTOJA	(sgd.) ELNORA A. VELASCO	(sgd.) ATTY. JENA J. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
**CONFIDENTIALITY AND
NON-DISCLOSURE STATEMENT (CNS)**

Document Code		
FM-QP-DILG-AS-RO-15-14		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

Date : _____

To : _____

Subject : **Confidentiality and Non-disclosure of Confidential Information**

Document/records borrowed: 1) _____
2) _____
3) _____
4) _____

Purpose : _____

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.

Date to return the above : Always give to the Documented Information Management System for the Controlled Copy

Confidentiality and non-disclosure statement:

I hereby declare that I will uphold the confidentiality of information relevant to the above documents/records that I borrowed from and entrusted to me by DILG Central Records Section and ensure that such confidential information are precluded from getting disclosed to any party outside of my specific assigned function at the DILG Central Office.

Signature above Name of Borrower

Noted by:

Signature above Name of Issuing RS Staff

Prepared By	Reviewed By	Approved By
(sgd.) EDGAR DR. PANTOJA	(sgd.) ELNORA A. VELASCO	(sgd.) ATTY. JENIA J. JAVAREZ
Process Owner	Division Chief	AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REQUEST FOR MESSENGERIAL SERVICE

Document Code		
FM-QP-DILG-AS-RO-15-15		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

To : _____

Thru : _____

REQUEST FOR MESSENGERIAL SERVICE

☐ Deliver

☐ Pick-up

Date : _____ Time : _____

Addressee : _____

Office : _____

Office Address : _____

Particulars : _____

This document is UNCONTROLLED when DOWNLOADED or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Requested by: _____

Head of Office

Date: _____

Received by: _____
(Name & Signature of Records Personnel)

Date/Time: _____

Recommending Approval:

☐ Approved

☐ Disapproved due to _____

Chief, Records Section/
Designated Authority

Head of Office

Note: Please submit this request form to Records Section, one (1) day before the scheduled date of delivery or pick-up of document.

Prepared By
(sgd.) EDGAR DR. PANTOJA
Process Owner

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

Approved By
(sgd.) ATTY. JENAL JAVAREZ
AS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
INVENTORY OF RECORDS

Document Code		
FM-QP-DILG-AS-RO-15-16		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

To be accomplished in three (3) copies

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT (DILG) INVENTORY OF RECORDS		BUREAU/SERVICE/OFFICE:		PERSONNEL IN-CHARGE OF FILES:	
		DIVISION/SECTION:		DATE PREPARED:	
ITEM NO.	RECORDS SERIES	PERIOD COVERED (Month, Year)	VOLUME (cubic meter/ pieces/boxes)	LOCATION (Cabinet No./Storage)	RETENTION (Temporary/Permanent)

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Prepared by:

Acknowledged by:

Outgoing Officer/Employee

Incoming Officer/Employee

Date of Receipt: _____

Attested by:

Immediate Supervisor

Prepared By
(sgd.) EDGAR DR. PANTOJA
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
OFFICIAL RECEIPT FOR CLASSIFIED MATTER

Document Code		
FM-QP-DILG-AS-R0-15-17		
Rev. No.	Eff. Date	Page
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OFFICIAL RECEIPT FOR CLASSIFIED MATTER

From : _____

Control No. : _____

To : _____

No. of Copies : _____ of _____

I acknowledge to have received on this ☒ _____ day of ☒ _____
at ☒ _____ (hour) the following classified documents:

Brief Description

Classification

Remarks: [This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.](#)
[Always refer to the Documented Information Management System for the Controlled Copy](#)

☒ _____
(Printed Name & Signature)

☒ _____
(Designation)

☒ _____
(Office)

Prepared By
(sgd.) EDGAR DR. PANTOJA
Process Owner

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

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



CN _____ - _____

Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
(Region/Address)
([Website](#))

PHYSICAL DOCUMENTS REQUEST FORM

Instruction: This form shall be accomplished when requesting for the physical copy of incoming communications routed through the Document Management System (DMS).

To be filled-out by the requesting party:	
Document Number	
Purpose	
Requested by:	<div>Printed Name & Signature of Requesting Party</div> <div>Office: _____</div> <div>Date: _____</div>

To be filled-out by the RS personnel:	
<small>This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.</small> <small>Always refer to the Documented Information Management System for the Controlled Copy</small>	
Status of Document	<div><input type="checkbox"/> Available</div> <div><input type="checkbox"/> Not available:<div><input type="checkbox"/> Physical document already routed to _____</div><div><input type="checkbox"/> Physical document already disposed on _____</div></div>
Action Officer	<div>Printed Name & Signature of Action Officer</div> <div>Date: _____</div>
<div><input type="checkbox"/> Approved/ <input type="checkbox"/> Disapproved</div>	<div>Printed Name & Signature of Records Section Chief/Designated Authority</div> <div>Date: _____</div>

FM-QP-DILG-AS-RO-15-18 / Rev00 / Eff. Date: 06.15.21

Prepared By	Reviewed By	Approved By
<div>(sgd.)</div> <div>EDGAR DR. PANTOJA</div>	<div>(sgd.)</div> <div>ELNORA A. VELASCO</div>	<div>(sgd.)</div> <div>ATTY. JENAL JAVAREZ</div>
Process Owner	Division Chief	Bureau/Service Deputy Quality Management Representative



Rev. No.	Eff. Date	Page
00	08.16.21	1 of 1

QUALITY OBJECTIVE NO. 1:	80% of received Documents acted upon within one (1) working day upon receipt.
FREQUENCY OF	Monthly
CURRENT PERIOD:	

Legend: = N/A = Confidential

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.
Always refer to the Documented Information Management System for the Controlled Copy

Noted By _____

 Division Chief

Approved By _____
(sgd.)
ATTY. JENI J. JAVAREZ
AS Deputy OMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

MASTER LIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

Document Code		
FM-SP-DILG-01A-02		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 2

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

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Records Management							
QP-DILG-AS-RO-15	Records Management Quality Procedure	06.15.21	08.16.21	03.01.23			
QO-QP-DILG-AS-RO-15	Records Management Quality Objectives	06.15.21	03.01.23				
QME-QP-DILG-AS-RO-15	Records Management Quality Monitoring and Evaluation	06.15.21	03.01.23				
FM-QP-DILG-AS-RO-15-01	Monitoring Form of Received Communications from Couriers/Personal Delivery	06.15.21					
FM-QP-DILG-AS-RO-15-02	Monitoring Form of Received Communications (within the Department only) (DELETED)	06.15.21					
FM-QP-DILG-AS-RO-15-03	Receiving Slip (External)	06.15.21					
FM-QP-DILG-AS-RO-15-04	Distribution List Internal	06.15.21					
FM-QP-DILG-AS-RO-15-05	Transmittal of Registered Mail	06.15.21					
FM-QP-DILG-AS-RO-15-06	Transmittal of Ordinary Mail	06.15.21					
FM-QP-DILG-AS-RO-15-07	Transmittal of Express Mail Service	06.15.21					
FM-QP-DILG-AS-RO-15-08	Request Form	06.15.21					
FM-QP-DILG-AS-RO-15-09	Transmittal of Communications Mailed thru Private Couriers	06.15.21					
FM-QP-DILG-AS-RO-15-10	File Control Slip	06.15.21					
FM-QP-DILG-AS-RO-15-11A	Records Management Process Summary Log Sheet	06.15.21					
FM-QP-DILG-AS-RO-15-11B		06.15.21	08.16.21				
FM-QP-DILG-AS-RO-15-12	Transmittal of Non-Current Records for Disposal	06.15.21					
FM-QP-DILG-AS-RO-15-13	Certificate of Clearance to Release Document	06.15.21					

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
FM-QP-DILG-AS-RO-15-14	Confidentiality and Non-Disclosure Statement (CNS)	06.15.21					
FM-QP-DILG-AS-RO-15-15	Request for Messengerial Service	06.15.21					
FM-QP-DILG-AS-RO-15-16	Inventory of Records	06.15.21					
FM-QP-DILG-AS-RO-15-17	Official Receipt for Classified Matter	06.15.21					
FM-QP-DILG-AS-RO-15-18	Physical Documents Request Form	06.15.21					
FM-QP-DILG-AS-RO-15-19	Records Management Monitoring Log Sheet(for RO/PO/HUC)	08.16.21					
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
(sgd.) ROMAR B. PANGANIBAN
Central Document Controller

Noted By
(sgd.) ASEC. ESTER A. ALDANA, CESO II
Overall Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

MASTER LIST OF EXTERNAL DOCUMENTED INFORMATION

Document Code		
FM-SP-DILG-01B-02		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

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

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
QP-DILG-AS-RO-15 (Records Management)							
	NAP Form No. 1- Inventory and Appraisal						
	NAP Form No. 2 - Records Disposition Schedule	2008					
	NAP Form No. 3 - Request for Authority to Dispose of Records	2012					
	NAP National Inventory Form 2012	2012					
	NAP Circular No. 1 & 2						
	NAP Form No. 5 - Authority to Dispose of Records						
	NAP Form No. 6 - Certificate of Disposal of Records						

Prepared By
(sgd.)
ROMAR B. PANGANIBAN
Central Document Controller

Noted By
(sgd.)
ASEC. ESTER A. ALDANA, CESO II
Overall Deputy QMR

MASTER COPY