



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-BLGS-42		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 3

42 EVALUATION OF CITIZEN SATISFACTION INDEX SYSTEM (CSIS) OUTPUTS

Scope:

The Evaluation of Citizen Satisfaction Index System [CSIS] Outputs starts upon the assignment to the CSIS National Focal Person of the CSIS outputs, submitted by the Local Resource Institutes (LRIs), which were approved by the DILG Regional Offices, through the CSIS Online Portal.

Description of Service:

Upon receipt of the e-mail notifying the approval of the CSIS Regional Focal Persons of the CSIS outputs submitted by the Local Resource Institutes (LRIs), through the CSIS Online Portal, the head of the CSIS National Team shall assign the outputs to the concerned CSIS National Focal Person.

Assigned CSIS National Focal Person shall evaluate the quality of the outputs submitted. If found compliant, approve the outputs through the CSIS Online Portal. Else, communicate the results of the evaluation to the concerned LRI and copy furnished the concerned Regional Office, for their revision and/or clearance to proceed to the Utilization Conference.

[This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.](#)

[Always refer to the Documented Information Management System for the Controlled Copy](#)

Office: BUREAU OF LOCAL GOVERNMENT SUPERVISION (BLGS)

No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
1	Receive and assign the CSIS Outputs, to concerned CSIS National Focal Person	<ul style="list-style-type: none">Receive the notification, through e-mail, that the CSIS Regional Focal Person, has approved the CSIS Outputs submitted by the concerned LRI through the CSIS Online Portal.Assign the received outputs to concerned CSIS National Focal Person.	Head of CSIS National Team	<ul style="list-style-type: none">CSIS Online PortalCSIS outputs approved by the CSIS Regional Focal PersonsCS ReportProject Implementation Report (PIR)
2	Record details of the assigned CSIS output for review.	<ul style="list-style-type: none">Log-in to the CSIS Online Portal.Upon log-in, go to the 'Task' section in the CSIS Online Portal, select the corresponding LGU and click "Evaluation by BLGS."	CSIS National Focal Person	<ul style="list-style-type: none">CSIS Online PortalCS Report



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-BLGS-42		
Rev. No.	Eff. Date	Page
00	06.15.21	2 of 3

No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		<ul style="list-style-type: none"> Download the CSIS Outputs (CS Report and PIR) and save in computer files. 	Process Owner	<ul style="list-style-type: none"> Project Implementation Report (PIR)
3	Review and evaluate the assigned CSIS Outputs.	<ul style="list-style-type: none"> Review the consistency and accuracy of the CSIS outputs, by cross-checking with data from the LGU Scorecard in the CSIS Online Portal. <p>Note: The LGU Scorecard may be downloaded from the CSIS Online Portal.</p> <p>If CSIS outputs have no correction/s, approve the outputs through the CSIS Online Portal and proceed to Step 8. Else, continue to the next step.</p>	CSIS National Focal Person	<ul style="list-style-type: none"> CSIS Online Portal CS Report Project Implementation Report (PIR) LGU Scorecard
4	Prepare Evaluation Report.	<ul style="list-style-type: none"> Provide comments and findings on the received CSIS Outputs. This includes feedback to LRI whether to revise the report or to conduct to proceed with the next implementation process. 	CSIS National Focal Person	<ul style="list-style-type: none"> Evaluation Report Auto generated email notification sends to Local Resource Institute, copy furnished Regional Focal Person, either to revise the report, or conduct the Utilization Conference (UC)
5	Transmit the revision/comments on CSIS outputs to the LRI, copy furnished the CSIS Regional	<ul style="list-style-type: none"> Log-in to the CSIS Online Portal. Upon logging in, go to the 'Task' section in the CSIS Online Portal, select the corresponding LGU and click "Evaluation by BLGS". 	CSIS National Focal Person	<ul style="list-style-type: none"> CSIS Online Portal Revision/Comments on CSIS Outputs



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
QUALITY PROCEDURE

Document Code		
QP-DILG-BLGS-42		
Rev. No.	Eff. Date	Page
00	06.15.21	3 of 3

No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
	Focal Person, through the CSIS Portal	<ul style="list-style-type: none">Click the "Return to LRI for Revision" button.		<ul style="list-style-type: none">Auto generated email notification sends to Local Resource Institute, copy furnished Regional Focal Person, to revise the report
6	Retain Records	<ul style="list-style-type: none">Update the Evaluation Period on the CSIS Online Portal.Retain records in accordance with the Control of Retained Documented Information Procedure and the Master List of Retained Documented Information in the CSIS Online Portal.	Process Owner	<ul style="list-style-type: none">SP: Controlled of Retained Documented InformationMaster List of Retained Documented Information
End of Transaction				

Prepared By		Reviewed By	Approved By
(sgd.) BERENICE D. TARNATE	(sgd.) PABLO C. DE CASTRO	(sgd.) DIR. VIVIAN P. SUANSING	(sgd.) ASEC. ESTER A. ALDANA, CESO II
Process Owner	Division Chief	BLGS Deputy Quality Management Representative	Overall Deputy Quality Management Representative



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

Document Code		
QO-QP-DILG-BLGS-42		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

OFFICE	BUREAU OF LOCAL GOVERNMENT SUPERVISION (BLGS)
QUALITY PROCEDURE TITLE	EVALUATION OF CITIZEN SATISFACTION INDEX SYSTEM (CSIS) OUTPUTS

Function	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)			
Evaluation of CSIS Outputs	% of the received CSIS Outputs, approved by the Regional Offices are evaluated within fourteen (14) working days upon assignment	85%	(Total no. of the received CSIS Outputs, approved by the Regional Offices are evaluated within fourteen (14) working days upon assignment / Total no. of CSIS Outputs approved by the Regional Offices) x 100	Annually	Local Government Relations Division (LGRD)	• Evaluation of CSIS Outputs Process Summary Log Sheet

Prepared By		Reviewed By	Approved By
BERENICE D. TARNATE	PABLO C. DE CASTRO	DIR. VIVIAN P. SUANSING	ASEC. ESTER A. ALDANA, CESO II
Process Owner	Division Chief	BLGS Deputy Quality Management Representative	Overall Deputy Quality Management Representative

THIS DOCUMENT IS CONTROLLED AND NOT TO BE REPRODUCED WITHOUT AUTHORIZATION





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

QUALITY MONITORING AND EVALUATION (QME)

Document Code		
QME-QP-DILG-BLGS-42		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

OFFICE	LOCAL GOVERNMENT RELATIONS DIVISION, BUREAU OF LOCAL GOVERNMENT SUPERVISION					
PROCEDURE TITLE	EVALUATION OF CITIZEN SATISFACTION INDEX SYSTEM (CSIS) OUTPUTS					
OBJECTIVE STATEMENT	85% of the received CSIS outputs, approved by the Regional Offices, are evaluated within fourteen (14) working days upon assignment.					
CURRENT PERIOD						
INDICATORS		Year 1	Year 2	Year 3	Year 4	Total
Objective: 85% of the received CSIS outputs, approved by the Regional Offices, are evaluated within fourteen (14) working days upon assignment.						
A	Total number of the received CSIS Outputs, approved by the Regional Offices, are evaluated within fourteen working days upon assignment					
B	Total number of received CSIS Outputs, approved by the Regional Offices					
C	Formula: $\frac{A}{B} \times 100$ Target Result = 85%					
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met					

Prepared By		Reviewed By	Approved By
(sgd.) BERENICE D. TARNATE	(sgd.) PABLO C. DE CASTRO	(sgd.) DIR. VIVIAN P. SUANSING	(sgd.) ASEC. ESTER A. ALDANA, CESO II
Process Owner	Division Chief	BLGS Deputy Quality Management Representative	Overall Deputy Quality Management Representative



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

**EVALUATION OF CITIZEN SATISFACTION INDEX SYSTEM (CSIS) OUTPUTS
PROCESS SUMMARY LOG SHEET**

Document Code		
FM-QP-DILG-BLGS-42-01		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

QUALITY OBJECTIVE: 85% of the received CSIS outputs, approved by the Regional Offices, are evaluated within fourteen (14) working days upon assignment.

FREQUENCY OF MONITORING: Annual

CURRENT PERIOD: _____

Receipt of CSIS Outputs				Receipt Date of the CSIS Outputs Evaluated by the Regional Offices	Start Date of BLGS Evaluation	End Date of BLGS Evaluation	Total Number of Working Days (From F to G)	Objective Results			Remarks/ Particulars
No.	Region	Target LGU	Local Resource Institute					Met ≤14 working days	Unmet >14 working days	Remarks, if unmet	
A	B	C	D	E	F	G	H	I	J	K	L
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
nth											
TOTAL											
RESULT								%			

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.)
BERNICE D. TARNATE
Process Owner

Reviewed By
(sgd.)
JOSE DENVER D. CALO
Division Chief

Approved By
(sgd.)
DEMENTE TORRES, CESO IV
BLGS Deputy QMR



Citizen Satisfaction Index System (CSIS) EVALUATION REPORT

FM-QP-DILG-BLGS-42-02 | Rev. 00 | Effectivity Date: 06.15.21

REGION	
LGU	
LRI	
YEAR	

Start Date of Evaluation	
End Date of Evaluation	

Specific Findings and Recommendations:

- 1.
- 2.
- 3.
- 4.
- 5.

Action to be taken by the LRI:

This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.

[] Revise the report according to the recommendations. Always refer to the Documented Information Management System for the Controlled Copy

[] Send the revised reports back to the BLGS.

[] Proceed with the Utilization Conference.

Evaluated by:

Name of Evaluator
Position of Evaluator

Noted by:

Director, BLGS

Prepared By
(sgd.) BERENICE D. TARNATE
Process Owner

Reviewed By
(sgd.) JOSE DENVER Q. CALO
Division Chief

Approved By
(sgd.) DEBIE T. TORRES, CESO IV
BLGS Deputy QMR



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

MASTER LIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

Document Code

FM-SP-DILG-01A-02

Rev. No.

00

Eff. Date

06.15.21

Page

of 11

Name of Bureau/Service/Office/Procedure: **BLGS**

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Evaluation Of Citizen Satisfaction Index System (CSIS) Outputs							
QP-DILG-BLGS-42	Evaluation Of Citizen Satisfaction Index System (CSIS) Outputs	06.15.21					
QO-QP-DILG-BLGS-42	Evaluation Of Citizen Satisfaction Index System (CSIS) Outputs Quality Objectives	06.15.21					
QME-QP-DILG-BLGS-42	Evaluation Of Citizen Satisfaction Index System (CSIS) Outputs Quality Monitoring and Evaluation	06.15.21					
FM-QP-DILG-BLGS-42-01	Evaluation Of Citizen Satisfaction Index System (CSIS) Outputs Process Summary Log Sheet	06.15.21					
FM-QP-DILG-BLGS-42-02	Citizen Satisfaction Index System (CSIS) Evaluation Report	06.15.21					

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

Prepared By

(sgd.)

ROMAR B. PANGANIBAN

Central Document Controller

Noted By

(sgd.)

ASEC. ESTER A. ALDANA, CESO II

Overall Deputy QMR

Name of Bureau/Service/Office/Procedure: BLGS

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
QP-DILG-BLGS-42 (Evaluation Of Citizen Satisfaction Index System (CSIS) Outputs)							
	This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.						
	Always refer to the Documented Information Management System for the Controlled Copy						

Prepared By

(sgd.)
ROMAR B. PANGANIBAN

Central Document Controller

Noted By

(sgd.)
ASEC. ESTER A. ALDANA, CESO II

Overall Deputy QMR