



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY PROCEDURE**

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QP-DILG-BLGS-R0-04		
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**4 ISSUANCE OF FULL DISCLOSURE POLICY COMPLIANCE CERTIFICATE**

**Scope:**

The process starts from the receipt of LGU request for the Issuance of Full Disclosure Policy Compliance Certificate up to the release of the requested Certificate or Letter-Reply if deficiency/ies is/are found on the submitted request and supporting documents. Client Satisfaction Survey is being administered.

**Description of Service:**

The Full Disclosure Policy (FDP) is the government's policy that requires certain local officials of provinces, cities and municipalities to fully disclose particular financial transactions of the LGU through 3 CPs and FDP Portal, to keep their constituents informed on how the LGU budget is managed, disbursed and used. This is part of the continuing effort of the Department to build a culture of transparency and accountability of the local government system. The FDP Portal was developed in partnership with the development partners of the Philippine Development Forum, Working Group on Decentralization and Local Government in support to DILG Memorandum Circular No. 2010-83 dated August 31, 2010, as amended. The Certificate of Compliance with the FDP is issues to all requesting LGUs to access other national program windows, or for any other purpose. These Certifications shall be issued by DILG Field and Central Office provided that all requirements are met by the requesting LGU.

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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In- Charge/ Position/ Unit/ Division	References/ Interfaces
1	Accomplish the Citizen's Charter Service Request Form and submits letter request	1.1	Receive and conduct initial evaluation of request	<ul style="list-style-type: none"><li>Receive and record the request in the Issuance of FDP Compliance Certificate <i>Process Summary Log Sheet</i> indicating Reference /Control No.</li></ul>	Provincial/ HUC/ICC/ C/MLGOO Focal Person	<ul style="list-style-type: none"><li>FDP Citizen's Charter Service Request Form (CCSRF-FDP)</li><li>Letter request of Local Chief Executive (LCE)</li><li>Issuance of FDP Compliance Certificate <i>Process Summary Log Sheet</i></li></ul>



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				<ul style="list-style-type: none"> <li>Check, validate and confirm the completeness and appropriateness of the posted FDP financial documents in three (3) conspicuous places.</li> <li>If not complete, prepare letter-reply to requesting LGU informing lacking documents with attached Checklist of FDP financial documents.</li> </ul> <p>This document is UNCONTROLLED when DOWNLOADED and/or PRINTED. Always refer to the Documented System for the Controlled Copy</p> <ul style="list-style-type: none"> <li>Else, prepare the FDP Compliance Certificate, attested by CSO Representative and transmittal letter to be forwarded to PO/RO:               <ol style="list-style-type: none"> <li>Provincial DILG if requesting LGU is component city or municipality.</li> <li>Regional DILG if requesting LGU is Provincial/HUC/ICC.</li> </ol> </li> </ul>	Provincial/ HUC/ICC/ C/MLGOO Focal Person with CSO Representative	<ul style="list-style-type: none"> <li>Checklist of FDP financial documents</li> <li>Letter-Reply</li> <li>Checklist of FDP financial documents</li> <li>FDP Compliance Certificate (posting in 3 Conspicuous Places)</li> <li>Transmittal Letter</li> </ul>



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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
		1.2	Receive, record and review endorsed LGU request for FDP Compliance Certificate	<ul style="list-style-type: none"> <li>Receive the request and record the request in the issuance of FDP Compliance Certificate <i>Process Summary Log Sheet</i>.</li> <li>Review its completeness and appropriateness.</li> </ul> <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"> <li>If found complete and appropriate endorse to the next higher Office (PO to RO; RO to BLGS). Else, return to the concerned Office for appropriate action.</li> </ul>	Provincial Focal Person/ Regional Focal Person	<ul style="list-style-type: none"> <li>Letter-request of Local Chief Executive (LCE)</li> <li>Checklist of FDP financial documents</li> <li>FDP Compliance Certificate</li> <li>Issuance of FDP Compliance Certificate <i>Process Summary Log Sheet</i></li> <li>Transmittal Letter</li> </ul>
		1.3	Act on the request	<ul style="list-style-type: none"> <li>Receive, thru DMS, and record the request in the Issuance of FDP Compliance Certificate <i>Process Summary Log Sheet</i>.</li> <li>Review and validate uploaded FDP financial documents in the FDP Portal.</li> </ul>	BLGS Process Owner  BLGS Process Owner/Assigned Action Officer	<ul style="list-style-type: none"> <li>Issuance of FDP Compliance Certificate <i>Process Summary Log Sheet</i></li> <li>Checklist of FDP financial documents</li> </ul>





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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"> <li>If the documentary and posting requirements in the Portal are found complete, prepare the FDP Compliance Certificate and prepare transmittal letter, for consideration and signature of the BLGS Director or duly authorized official.</li> <li>Else, prepare letter-reply to the requesting LGU, copy furnished, concerned DILG Regional Office, to inform the concerned LGU on the lacking documents, for their appropriate action.</li> </ul>		<ul style="list-style-type: none"> <li>FDP Compliance Certificate</li> <li>Transmittal Letter</li> <li>Letter reply</li> <li>Checklist of FDP financial documents</li> </ul>
		1.4	Release the approved FDP Compliance Certificate with Transmittal Letter/Letter-Reply and retain records.	<ul style="list-style-type: none"> <li>Release the approved/signed FDP Compliance Certificate with Transmittal Letter/Letter-Reply to the concerned Regional Office through Central Records Section (CRS).</li> <li>Update the Issuance of FDP Compliance Certificate <i>Process Summary Logsheet</i>.</li> </ul>	Designated Records Custodian/Processes Owners <b>(Region/CO)</b>	<ul style="list-style-type: none"> <li>FDP Compliance Certificate</li> <li>Transmittal Letter</li> <li>Letter reply</li> <li>Issuance of FDP Compliance Certificate <i>Process Summary Log Sheet</i></li> </ul>



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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"> <li>Retain records in accordance with the Control of Retained Documented Procedure and Master List of Retained Documented Procedures</li> </ul>		<ul style="list-style-type: none"> <li>Control of Retained Documented Procedure</li> <li>Master List of Retained Documented Procedures</li> </ul>
2	Receive the FDP Compliance Certificate and accomplish the Customer Satisfaction Feedback Form	2.1	Facilitate the filling out of CSS Form	<ul style="list-style-type: none"> <li>Release the approved FDP Compliance Certificate with Transmittal letter to the Requesting Client.</li> <li>Facilitate the filling out of CSS form thru e-CSM System at DILG Intranet, and forward the accomplished CSS forms thru email fdp@dilg.gov.ph.</li> <li>Report the CSS results to the Central Office in accordance with the Client Satisfaction Survey Procedure</li> </ul>	Field Officer/Focal Person	<ul style="list-style-type: none"> <li>FDP Copliance Certificate with Trasnmittal Letter</li> <li>Accomplished CSS Form</li> <li>Client Satisfaction Survey Procedure</li> </ul>
<b>End of Transaction</b>						



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**QUALITY  
OBJECTIVE (QO)**

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<b>OFFICE</b>	<b>BUREAU OF LOCAL GOVERNMENT SUPERVISION, REGIONAL AND FIELD OFFICES</b>
<b>PROCEDURE TITLE</b>	<b>ISSUANCE OF FULL DISCLOSURE POLICY (FDP) COMPLIANCE CERTIFICATE</b>

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
Process the Issuance of Full Disclosure Policy (FDP) Compliance Certification to LGUs	<ul style="list-style-type: none"> <li>80% of the received requests for FDP Compliance Certificate are acted upon <i>within the standard time upon receipt</i>:  <b>CO: Eighteen (18) working days</b> <b>RO: Three (3) working days</b> <b>PO: Nine (9) working days</b></li> </ul>	<ul style="list-style-type: none"> <li>80%</li> </ul>	<ul style="list-style-type: none"> <li>Total number of requests for Issuance of FDP Compliance Certificate acted upon <i>within the standard time</i> / Total number of requests received and carried over - Total No. of Requests Received x 100</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>	<ul style="list-style-type: none"> <li>Process Owner and Division Chief</li> </ul>	<ul style="list-style-type: none"> <li>Issuance of Full Disclosure Policy (FDP) Compliance Certificate Process Summary Log Sheet</li> </ul>
	<ul style="list-style-type: none"> <li>80% of accomplished Clients Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs)</li> </ul>	<ul style="list-style-type: none"> <li>80%</li> </ul>	<ul style="list-style-type: none"> <li>Total number of responses with rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs / Total Number of responses received x 100</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>	<ul style="list-style-type: none"> <li>Process Owner and Division Chief</li> </ul>	<ul style="list-style-type: none"> <li>CSS Data Sheet</li> <li>Client Satisfaction Report</li> </ul>

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Process Owner	Division Chief	BLGS 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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<b>OFFICE</b>	<b>BUREAU OF LOCAL GOVERNMENT SUPERVISION (CENTRAL OFFICE)</b>					
<b>PROCEDURE TITLE</b>	<b>ISSUANCE OF FULL DISCLOSURE POLICY COMPLIANCE CERTIFICATE</b>					
<b>OBJECTIVE STATEMENT</b>	1. 80% of the received requests for FDP Compliance Certificate are acted upon within the standard time upon receipt: <i>CO: Eighteen (18) working days</i> <i>RO: Three (3) working days</i> <i>PO: Nine (9) working days</i> 2. 80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs).					
<b>CURRENT PERIOD</b>						
<b>INDICATORS</b>	<b>1<sup>ST</sup> Quarter</b>	<b>2<sup>ND</sup> Quarter</b>	<b>3<sup>RD</sup> Quarter</b>	<b>4<sup>TH</sup> Quarter</b>	<b>Total</b>	
<b>Objective 1:</b> 80% of the received requests for FDP Compliance Certificate are acted upon within the standard time upon receipt.						
A	Total number of requests for Issuance of FDP Compliance Certificate acted upon within the standard time.					
B	Total number of requests received and carried over					
C	Total number of pending requests not yet due					
D	Formula: $A/B-C \times 100$ Target Result: 80%					
E	Gap Analysis: In case the objective is not met, put your analysis why it is not met					
<b>Objective 2:</b> 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: $A/B \times 100$ Target Result: 80%					
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met					

<b>Prepared By</b>	<b>Reviewed By</b>	<b>Noted By</b>	<b>Approved By</b>
(sgd.) NIMFA D. FRANCIA	(sgd.) ATTY. MARIA RHODORA R. FLORES	(sgd.) DEBIE T. TORRES, CESO IV	(sgd.) ASEC. ESTER A. ALDANA, CESO II
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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

# ISSUANCE OF FULL DISCLOSURE POLICY (FDP) COMPLIANCE CERTIFICATE

## FDP CHECKLIST

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Name of LGU: \_\_\_\_\_

Annual			1st Qtr - Current Year (xx)		2nd Qtr - Current Year (xx)		3rd Qtr - Current Year (xx)		4th Qtr - Current Year (xx)	
	(Previous Year)	(Current Year)								
Annual Budget (Current Year)			Bid Results		Bid Results		Bid Results		Bid Results	
Annual Procurement Plan (Current Year)			20% NTAU		20% NTAU		20% NTAU		20% NTAU	
Supplemental Procurement Plan (Immediately preceding year)			TFU		TFU		TFU		TFU	
			Cash Flow		Cash Flow		Cash Flow		Cash Flow	
			SEF Utilization		SEF Utilization		SEF Utilization		SEF Utilization	
			HR Complement		HR Complement		HR Complement		HR Complement	
			LDRRMF		LDRRMF		LDRRMF		LDRRMF	
			UCA		UCA		UCA		UCA	
			SRE		SRE		SRE		SRE	
			SIPB		SIPB		SIPB		SIPB	
					AGDAR (Annual Document - immediately preceding year)					

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Name & Signature: \_\_\_\_\_

Position: \_\_\_\_\_

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(sgd.) NIMFA D. FRANCIA
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Reviewed By
(sgd.) ATTY. MARIA RHODORA R. FLORES
Division Chief/Next Higher Supervisor

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



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

**ISSUANCE OF FULL DISCLOSURE POLICY COMPLIANCE CERTIFICATE  
PROCESS SUMMARY LOG SHEET**

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**QUALITY OBJECTIVES 1.** 80% of the received requests for Issuance of Full Disclosure Policy Compliance Certificate acted upon within the standard time:

CO: Eighteen (18) working days

RO: Three (3) working days

PO: Nine (9) working days

**FREQUENCY OF MONITORING:** Quarterly

**CURRENT PERIOD:**

NO.	RECEIVING CONTROL NO.	REGION	LGU	DATE REQUEST RECEIVED (FO/HUC/ICC)	COMPLETENESS/ APPROPRIATENESS		DATE ENDORSED TO PO	DATE ENDORSED TO RO	DATE ENDORSED TO CO	DATE FORWARDED TO APPROVING AUTHORITY	DATE LETTER REPLY/ FDP COMPLIANCE CERTIFICATE RELEASED TO CLIENT THROUGH RO					OBJECTIVE 1 RESULT		
					DATE RETURNED TO CLIENT (FOR INCOMPLETE REQUESTS)	DATE COMPLETE/ APPROPRIATE REQUIREMENTS RECEIVED						PO (9WDs including FO)	RO (3WDs)	RLGS (6WDs)	TOTAL	MET CO: ≤ 18 WDs RO: ≤ 3WDs PO: ≤ 9WDs	UNMET CO: > 18 WDs RO: > 3 WDs PO: > 9 WDs	REMARKS
												(I or F-I; L-I or F-I)	(I or F-I)	(L-I or F-I)				
A	B	C	D	E	F	G	H	I	J	K	L	M (L or F-I)	N (I or F-I; L-I or F-I)	O (L-I or F-I)	P	Q	R	S
1																		
2																		
3																		
4																		
5																		
nth																		
TOTAL																		
RESULTS																		

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(sgd.) ATTY. MARIA RHODORA R. FLORES
Division Chief/Next Higher Supervisor

Approved By:
(sgd.) DEBIE T. TORRES
BLGS Deputy QM



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**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, West Triangle, Quezon City  
[www.dilg.gov.ph](http://www.dilg.gov.ph)

### CERTIFICATION OF COMPLIANCE WITH THE FULL DISCLOSURE POLICY

THIS IS TO CERTIFY that the (PROVINCE/CITY/MUNICIPALITY) OF (Name of LGU) \_\_\_\_\_, (if the requesting LGU is a component city or municipality, indicate the name of province) \_\_\_\_\_ IS FULLY COMPLIANT in at least three (3) conspicuous places (CPs) for (indicate the two (2) preceding quarters) \_\_\_\_\_ Quarter and \_\_\_\_\_ Quarter, CY \_\_\_\_\_ Posting Periods.

Issued this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ at DILG Field Office, \_\_\_\_\_, \_\_\_\_\_, for whatever legal purpose it may serve.

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\_\_\_\_\_  
Name and Signature  
P/C/MLGOO

Attested by:

\_\_\_\_\_  
Name and Signature  
CSO Representative

Prepared By	Reviewed By	Approved By
(sgd.) NIMFA D. FRANCIA Process Owner	(sgd.) ATTY. MARIA RHODORA R. FLORES Division Chief	(sgd.) DEBIE T. TORRES, CESO IV BLGS Deputy QMR

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"Matino, Mahusay at Maaasahan"  
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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

**MASTER LIST OF MAINTAINED  
INTERNAL DOCUMENTED INFORMATION**

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Name of Bureau/Service/Office/Procedure: BLGS, ROs, POs, FOs

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Issuance of Full Disclosure Policy (FDP) Compliance Certificate							
QP-DILG-BLGS-RO-04	Issuance of Full Disclosure Policy (FDP) Compliance Certificate Quality Procedure	06.15.21	02.16.23	05.01.24			
QO-QP-DILG-BLGS-RO-04	Issuance of Full Disclosure Policy (FDP) Compliance Certificate Quality Objectives	06.15.21	02.16.23	05.01.24			
QME-QP-DILG-BLGS-RO-04	Issuance of Full Disclosure Policy (FDP) Compliance Certificate Quality Monitoring and Evaluation	06.15.21	02.16.23	05.01.24			
FM-QP-DILG-BLGS-RO-04-01	Issuance of Full Disclosure Policy (FDP) Compliance Certificate FDP Process Checklist	06.15.21	05.01.24				
FM-QP-DILG-BLGS-RO-04-02	Issuance of Full Disclosure Policy (FDP) Compliance Certificate Monitoring Log Sheet <b>(DELETED)</b>	06.15.21					
FM-QP-DILG-BLGS-RO-04-03	Issuance of Full Disclosure Policy (FDP) Compliance Certificate Process Summary Log Sheet	06.15.21	05.01.24				
FM-QP-DILG-BLGS-RO-04-04	Certification of Compliance with the Full Disclosure Policy	05.01.24					
FM-SP-DILG-07-01	Citizen's Charter Service Request Form	06.15.21					
FM-SP-DILG-07-02	Client Satisfaction Survey Form <b>(DELETED)</b>	06.15.21					
FM-SP-DILG-07-03	CSS Summary Log Sheet <b>(DELETED)</b>	06.15.21					
FM-SP-DILG-07-04	CSS Monitoring Log Sheet <b>(DELETED)</b>	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				



DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
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				
MC NO. 2010-83	Full Disclosure Of Local Budget And Finances And Bids And Public Offerings	08.31.2010					
MC NO. 2011-08	Strict Adherence to Section 90 of Republic Act No. 10147, General Appropriations Act, Fiscal Year 2011	01.13.2011					
MC NO. 2011-08A	Strict Adherence to Full Disclosure to Local Budget and Finances, and Bids and Public Offering	01.13.2011					
MC NO. 2011-134	Amending DILG Memorandum Circular No. 2010-83, Series 2010, Titled Full Disclosure of Local Budget and Finances and Bids and Public Offerings, as Amended	09.19.2011					
MC NO. 2013-140	Implementing Guidelines On Full Disclosure Of Local Budget And Finances, And Bids And Public Offerings	12.03.2013					
	Clarificatory Guidelines On The Issuance of Certification Of Compliance With The Full Disclosure Policy To Local Governments	02.28.2014					
	Guidelines on The Issuance Of Certification with Full Disclosure Policy to Local Governments	08.01.2014					

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