



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
MANAGEMENT REVIEW MINUTES

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Date of Management Review: September 12, 2023

Venue: DILG R2 Conference Hall & Zoom Platform

Present: See attached: *Annex A Management Review Attendance*

The 3rd Quarter QMS Meeting and Management Review (MR) for the Regional Quality Management System was called to order at 1:00 PM. It started with the preliminaries followed by the recitation of the DILG Quality Policy.

QMS Officer Yna-Shousmitalen Agcaoili acknowledged the presence of the members of the Management Review Committee which includes the Regional Top Management, Regional QMRs, Provincial and Division Deputy QMRs, Regional Process Owners, Focal Persons and the Regional QMS Secretariat.

RD Agnes A. De Leon, CESO V, the Regional Top Management initially led the review proper. Subsequently, Assistant Regional Director Elpidio A. Durwin, CESO IV, the Regional Quality Management Representative, assumed control. Atty. Gmelina T. Manaligod, Head of the Regional QMS Secretariat, presented and discussed the Agenda items.

The summary of the meeting agenda is summarized in the table below:

Item	Agenda Item	Issues / Highlights of Discussion / Management Action and Decisions	Action Plan (What, Who, When to Do)
1	Status of actions from previous management reviews	<p>a. Changes in external and internal issues that are relevant to the quality management system</p> <ul style="list-style-type: none">✓ To update the Context Register menu/library.✓ To conduct a QMS Planning Workshop to assess and address the issues and risks affecting the implementation of the QMS. The target is in the 1st Quarter of FY 2023 <p>b. Trends in customer satisfaction and feedback from relevant interested parties</p>	<p>COMPLIED</p> <p>Action Taken: These were already acted upon. The office-level QMS Planning Workshop was held on April 24, 2023</p> <p>https://bit.ly/r2qmsplanningdocuments2023</p>


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	<p>i. For Recruitment, Selection, and Promotion of 1st and 2nd Level Positions, R2 was rated 4.63 under the SQDA on Access & Facilities</p> <ul style="list-style-type: none">It was emphasized that one crucial factor in this regard is the imperative to prioritize PWD applicants, particularly during interviews held on the second floor of the office building. This is also a stipulated requirement under the PRIME-HRM guidelines.	<p>ONGOING</p> <p>Action Taken: Incorporated in the letters to applicants the option to attend via online platform.</p>
	<p>ii. Rendition of Legal Opinion</p> <ul style="list-style-type: none">Client Satisfaction Survey (CSS) results do not currently fall under the Quality Procedure and Objectives for Legal Opinion. However, these results were inquired about during the National QMS Assessment and were also brought up in the Focused Group Discussions (FGDs) with the Central Office.PD Baccay suggested that the Regional Process Owner shall send a recommendation letter regarding the inclusion of the CSS in the QP/QO to Central	<p>COMPLIED</p> <p>Action Taken: It was discussed during the CSM Review 2023 that Legal services are currently exempt from CSS administration (July 19-20, 2023)</p>


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		Office Primary Process Owner	
		<p>iii. E-CLIP and other multi-stage processes</p> <ul style="list-style-type: none"> Submission of the CSS reports to the QMS Secretariat regularly for the E-CLIP data to be included in the Regional Consolidated Report to be submitted to the Central Office quarterly 	<p>COMPLIED</p> <p>Action Taken: Reports are done through G-drive which is shared with NBOO.</p> <p>https://drive.google.com/drive/folders/1pxXulba5Y3KnCNFAX_bqDnsZkPWcU_8R</p>
		<p>iv. Evaluation of Drivers</p> <ul style="list-style-type: none"> As part of the Contract-of-Service (COS) Review on December 19, 2022, Individual Ratings for COS Drivers will be integrated into their performance evaluation, influencing the decision for contract renewal. 	<p>IMPLEMENTED</p> <p>Action Taken: This approach was duly incorporated and applied during the renewal process for FY 2023. One of the drivers wasn't renewed last January 2023 because of low rating.</p>
		<p>c. The extent to which quality objectives have been met</p> <ul style="list-style-type: none"> Process Owner/Focal Persons to review their respective Quality Objectives and align them to the Citizen's Charter QMS Secretariat to schedule a workshop on the review of Quality Objectives for FY 2023 	<p>COMPLETED</p> <p>Action Taken: Conducted QMS Review last May 22, 2023.</p>

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	<p>d. Process performance and conformity of products and services</p> <ul style="list-style-type: none"> QMS Secretariat to update presentation to include : Actual Performance (Total transactions received vs total transactions processed) <p>GAP Analysis or the Positive/Negative variance including the analysis</p> <p>e. QMS Assessment Results</p> <ul style="list-style-type: none"> Submission of additional MOVs Process Owners were reminded to comply and monitor their action plans to address the findings raised during the National QMS Assessment (May 2023 Validation Audit) <p>f. Effectiveness of actions taken to address risks and opportunities</p> <ul style="list-style-type: none"> Slow/unstable internet connectivity Management to prioritize the internet connectivity problem of PO-Batanes and other coastal areas. 	<p>IMPLEMENTED Action Taken: Details will be presented in the Agenda Item No. 5</p> <p>COMPLIED Action Taken: Submitted to the auditors the requested MOVs last May 2023.</p> <p>ONGOING Action Taken: Provision or downloading of funds for the communication/data allowance of principal and alternate process owners.</p> <p>*Await National Broadband Plan Implementation (DICT conducted a Survey last August 24, 2023)</p>
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		<p>MC 2023-125: Conduct of 2023 DICT Satellite Services Survey)</p> <p>COMPLETED Action Taken: Distribution of Laptops</p> <p>The 21 laptops were distributed as follows:</p> <ul style="list-style-type: none"> ❖ Quirino: 2 (March 6, 2023) ❖ Nueva Vizcaya: 3 (March 22, 2023) ❖ Isabela: 7 (February 21, 2023) ❖ Cagayan: 5 (February 21, 2023) ❖ ORD: 1 (February 21, 2023) ❖ Batanes: 2 (February 21, 2023) ❖ LGMED: 1 (February 16, 2023)
	<p>• Inadequate/ insufficient equipment/ gadgets RICTU mentioned that the Central Office gave 21 laptops to address the inadequate ICT resources. RICTU will determine the allocation/ distribution of laptops once they are done with the inventory of PPE scheduled on December 13-15, 2022</p> <p>g. The inclusion of the Request for Authority to Conduct Lakbay Aral, Training and Similar Activities as one of the services enrolled in the Citizen's Charter. The inclusion of this service will standardize the timeline of the process</p> <ul style="list-style-type: none"> • Raised during the consultation meeting but no revision in the Citizen's Charter to date. • To be raised by the Focal Person on the next Revision of CitCha FGD <p>h. The alignment of the Quality Objective on timeliness indicated in the Quality Procedure vis-à-vis Total</p>	<p>COMPLETED RD De Leon instructed that there is no need to include the processes that were not initially included in the centralized Citizen's Charter. These processes may not be frontline basic services provided by the Department.</p> <p>ONGOING Action Taken: The matter was raised to the Central Office, but the policy is still being revised.</p>

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		Processing Time indicated in the Citizen's Charter for the process of Issuance of Certificate of Service Rendered by Local/Barangay Official for Application of CSC Eligibility																
2	Changes in external and internal issues that are relevant to the quality management system	<p>a. External and Internal issues were presented</p> <p>b. SAO Manaligod discussed the issues lodged in the R2's Context Registry including the 2 additional issues identified by R2 which were not initially identified during the National QMS Planning Workshop.</p> <ul style="list-style-type: none">• Limited number of Officers with specialization• Insufficient funds to implement Learning and Development interventions.	<p>As of September 12, 2023, R2 has 13 relevant issues out of the 27 identified issues last April 24, 2023 (<i>See Annex A - Copy of the Context Registry</i>)</p> <p>No additional issues were identified.</p>															
3	Trends in customer satisfaction and feedback from relevant interested parties	<p>a. The Customer Satisfaction rating per month is presented through the RQME. QO targets for CSS were met for all procedures/services for the months of January-July 2023.</p> <table><tr><th>MONTH</th><th>Rating</th><th>GAP ANALYSIS (for performance with unmet targets)</th></tr><tr><td>JANUARY</td><td>100%</td><td></td></tr><tr><td>FEBRUARY</td><td>100%</td><td></td></tr><tr><td>MARCH</td><td>100%</td><td></td></tr><tr><td>APRIL</td><td>100%</td><td></td></tr></table>	MONTH	Rating	GAP ANALYSIS (for performance with unmet targets)	JANUARY	100%		FEBRUARY	100%		MARCH	100%		APRIL	100%		
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		<table><tr><td>MAY</td><td>100%</td><td></td></tr><tr><td>JUNE</td><td>100%</td><td></td></tr><tr><td>JULY</td><td>100%</td><td></td></tr></table>	MAY	100%		JUNE	100%		JULY	100%																	
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4	The extent to which quality objectives have been met	<p>a. The QMS Process Summary Log Sheet (QMS-PSL) for January - July was presented with a 99.01% overall performance result.</p> <table><tr><th>MONTH</th><th>Rating</th><th>GAP ANALYSIS (for performance with unmet targets)</th></tr><tr><td>JANUARY</td><td>100%</td><td></td></tr><tr><td>FEBRUARY</td><td>93%</td><td></td></tr><tr><td>MARCH</td><td>100%</td><td></td></tr><tr><td>APRIL</td><td>100%</td><td></td></tr><tr><td>MAY</td><td>100%</td><td></td></tr><tr><td>JUNE</td><td>100%</td><td></td></tr><tr><td>JULY</td><td>100%</td><td></td></tr></table>	MONTH	Rating	GAP ANALYSIS (for performance with unmet targets)	JANUARY	100%		FEBRUARY	93%		MARCH	100%		APRIL	100%		MAY	100%		JUNE	100%		JULY	100%		<p>For the February 2023 report, QP DILG-PACS-RO-22 Provision of Public Assistance and Complaints Handling processed only 4 out of the 6 received requests and complaints.</p> <p>The unmet quality objectives are as follows:</p> <p>a.70% of RO of received requests and complaints are issued with endorsements/responses within five (5) working days upon receipt. (66.67%)</p> <p>b.90% of indorsement or referral issued accurately to the concerned office. (66.67%)</p> <p>For the February performance report, the average rating is 93%, R2 still met the objective which is 80%.</p> <p>Hence, no GAP analysis should be noted therein.</p>
MONTH	Rating	GAP ANALYSIS (for performance with unmet targets)																									
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5	Process performance and conformity of products and services	<p>a. The process performance for January to July 2023 for the 18 processes was presented/ discussed.</p>	<p>Out of 18 processes, only QP-DILG-PACS-RO-22 Provision of Public Assistance and Complaints Handling obtained an unmet target of 67% for the month of February.</p>																								
6	Nonconformities and corrective actions	<p>The Regional QMS Secretariat issued one (2) Corrective Action Report (CAR) for the FY 2023:</p> <p>QP-DILG-PACS-RO-22 Provision of Public Assistance and Complaints Handling</p> <p>a.70% for RO of received requests and complaints are issued with endorsements/responses within five (5) working days upon receipt. (66.67%)</p>	<p>The minutes of the Atty III deliberation still awaiting for signature by the members of the RHRMSPB.</p>																								

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b.90% of indorsement or referral issued accurately to the concerned office. (66.67%)

It was presented during the QMS Planning Workshop to request the hiring of plantilla positions or permanent items in the Legal Unit in the Regional Offices otherwise the problem will surely recur. Hiring of COS personnel is only a provisional solution which will not totally address the problem.

Currently, we are in the process of recruitment of Atty. III position.

QP-DILG-AS-RO-15
Records Management

In compliance with Quality Procedure No. 15 [Records Management], which governs the release of documents, records, administrative issuances, and directives for both DILG Central Office and Field Offices, the Document Management System (DMS) is utilized for all distribution purposes. Currently, there seems to be a deviation from the prescribed process as the Records Officer employs electronic mail to disseminate communications meant for the Provincial Offices.

ARD Durwin: There was a feedback from the last DMS Orientation at DILG Cagayan that Field Officers still do not use the DMS.

LG00 Vidad: FOs cannot really focus on the use of DMS since they are mostly in the field and it is more convenient and easier to use the FB Messenger to cast communications especially in the areas where internet connection is limited.

ARD Durwin: We are trying to change for the better, we are going digitized. Do we still need to do a demo, in response to their action during the orientation?

LG00 Vidad: FOs insist that the fastest way to communicate is using the FB Messenger, where they are

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		<p>easily notified and can easily forward the messages.</p> <p>PD Cathy Miranda: In relation to that, in Batanes, we encourage them to comply but basically we assessed and had a conclusion that in the meantime, the use of DMS is only recommended up to Provincial Office Level only considering the internet connectivity in the Municipal level.</p> <p>ARD: Why should we require our FOs to adopt using the DMS despite the issue of the accessibility of internet connection?</p> <p>ITO Cabatbat: The DMS has a tracking system that will identify who will be responsible for taking action. As for the issue of time, there is a designated officer who handles all the work, and the Field Officer can allocate time to take action on the communication addressed to him.</p> <p>LGOO Vidad: Not all Field Officers have staff that can be designated as the receiving officer.</p> <p>PD Cora Toribio shared their strategy in implementing the use of DMS. The PO Isabela, after the orientation done by ISTMU, conducted their own orientation for the FOs. As to the issue on the notification, the FOs are prompted that the PO is releasing a communication using the group chats.</p>
		<ul style="list-style-type: none">• The following are the action plans submitted by the Process Owners: <p>a. QP-DILG-PACS-RO-22</p> <p>Endorsed the complaint to the concerned</p>

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		<p>Punong Barangay thru DILG Provincial Office after three (3) working days (February 22, 2023) from the date of deadline (February 17, 2023)</p> <p>Request the hiring of plantilla positions or permanent items in the Legal Unit in the Regional Offices otherwise the problem will surely recur. Hiring of COS personnel is only a provisional solution which will not totally address the problem.</p> <p>b. QP-DILG-AS-RO-15</p> <ol style="list-style-type: none"> To prepare Memorandum re Use of Document Management System (DMS) To use DMS in sending communications to Provincial Offices To track/monitor compliance of all Operating Units to the issued Memo 	
8	Monitoring and measurement results	<p>a. The SPMS result for the 1st Semester 2023 was presented with an OPCR rating of 4.98310.</p> <p><i>See Annex B for the 1st Semester 2023 SPMS Ratings of the different operating units</i></p> <ul style="list-style-type: none"> ARD Durwin asked the Secretariat whether the presented ratings had been appropriately adjusted to account for the modifications made during the convened RPMT. 	<ul style="list-style-type: none"> QMS Secretariat to coordinate with the planning office/PSHRM regarding the SPMS calibrated rating. <p>Action Taken: As validated with the PSHRM, instead of the reported 4.94729 rating of DILG Cagayan, it should be 4.97640.</p>

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		<ul style="list-style-type: none"> ○ All offices confirmed the correctness of IPCR entries except for DILG Cagayan. ○ LGOO Kelinda Vidad of DILG Cagayan raised that the OPCR rating presented was different from the calibrated rating during the RPMT. 	
9	QMS Assessment Results	<p>a. The schedule of activities for the upcoming FY2023 National QMS Assessment</p> <ul style="list-style-type: none"> ● September 20-22 2023 Planning and Calibration of the NQMS Assessment Committee ● October 3-31, 2023 NQMS Assessment for Region 2 is Oct 6 and 9 ● November 6-10, 2023 Initial Calibration on the NQMS Assessment results ● November 15-16, 2023 Final Calibration of the NQMS Assessment results ● 3rd week of December 2023 Assessment on the Implementation (Team IQA) 	<ul style="list-style-type: none"> ○ SAO Atty. Manaligod reminded all process owners to prepare the required MOVs and to scan all QMS documents. ○ There are 3 officers from Region 2 who will be part of the 2023 National QMS Assessment Committee: PD Atty. Baccay, LGOO VI Hostalero and AO V Verzon.
10	Performance of external providers	<p>Performance of External Providers for January – August 2023 was presented</p> <ul style="list-style-type: none"> ○ Suppliers/Service Providers were able to obtain a Very Good to Excellent rating except for Damatech Printing Services with a rating of 2.00 	
11	Adequacy of resources	<ul style="list-style-type: none"> ○ Adequacy of resources was also discussed 	

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		<p>particularly on the following:</p> <p>a. <i>List of Vacancies</i> - There are 6 vacant positions as of August 31, 2023;</p> <p>b. <i>ICT Infrastructure</i> - RICTU presented the DILG R2 Network Infrastructure and ICT Maintenance Upgrades conducted for FY 2023</p> <p>c. <i>RO vehicles</i> – There were 6 vehicles in good condition/roadworthy including 1 for repair.</p> <p>d. Status of Funds as of August 31, 2023 Overall budget Utilization Rate as of August 31, 2023, is 64.36%</p>	<p>○ There was a clarification as to the instruction of the RD that only the position vacated by PD Miranda who was appointed on August 31 2023 and the other positions will be posted after the election ban.</p> <p>○ ARD Durwin suggested that the status of PO vehicles be included in the reporting in the next MR.</p> <p>○ ARD asked if the 64.36% utilization rate is already a good rating.</p> <p>○ CAO Saludez clarified that to be able to obtain a good rating from COA, offices need to utilize 75% of their funds by year-end.</p>
12	Effectiveness of actions taken to address risks and opportunities	<p>○ The Risk and Opportunity Assessment Register (ROAR) with Significant/High Risks was presented for information and updating. The identified High/Significant risk was discussed through the Risk Control Plan.</p> <p>a. <i>Delayed issuance of authority resulting in re-application of LGUs as there was an increase to the price from the date of application until the date of the issuance of authority</i></p>	<p>○ The Risk and Opportunity Assessment Register (ROAR) with Significant/High Risks was presented for information and updating.</p> <p>○ As of April 24, 2023, there are 7 Significant/High Risks, which are relative to the identified Significant/High Risks last January 14, 2022.</p> <p>○ The risks involve the allocation of funds in connection with the issues of the limited number of officers with specialization, overlapping activities/tasks/multiple tasks assigned resulting in delayed implementation of PPAs or delayed delivery of services, unequal distribution of tasks, and</p>

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		<p>b. <i>Increase in disapproval rate due to unavailability of fuel funds resulting in limited conduct of on-site monitoring and evaluation;</i></p> <p><i>RP Vehicles are not road-worthy for long-distance travel due to need for replacement which may result to an increase in disapproval rate</i></p> <p>c. <i>limited number of officers with specialization</i></p> <p>d. <i>overlapping activities/ tasks/ multiple tasks assigned resulting in delayed implementation of PPAs or delayed delivery of services,</i></p> <p>e. <i>unequal distribution of tasks and disproportionate ratio of workload and workforce.</i></p>	<p>disproportionate ratio of workload and workforce.</p> <p>RD De Leon: This should be a risk lodged to CO since the delay in the process is on their end.</p> <p>To update the existing control measures as follows:</p> <ul style="list-style-type: none"> • Timely request for vehicular support • Van rental, if included in their sub-allotment <p>RD De Leon: With regard to the issues of overlapping tasks, the hiring of COS personnel is not a solution. Instead, the personnel should know how to prioritize the tasks assigned. If there's really a need, then revise the staffing pattern of the unit.</p>
13	Opportunities for improvement	<p>for Authority to Conduct Lakbay Aral, Training, and Similar Activities as one of the services enrolled in the Citizen's Charter. The inclusion of this service will standardize the timeline of the process</p> <ul style="list-style-type: none"> • Raised during consultation meeting but no revision in the Citizen's Charter to date. • To be raised by the Focal Person on the next Revision of CitCha FGD 	<p>RD De Leon mentioned that there is no need to include the processes that were not initially included in the centralized Citizen's Charter. These processes may not be frontline basic services provided by the Department.</p>

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Other Matters	<div>Client Satisfaction Measurement Review FY 2023</div> <div>Client Satisfaction scores per office was presented. For the 1st Semester, the Regional Office 02 garnered a rating of 98.75%, an equivalent of OUTSTANDING.</div>	<div>QMS Sec to include other offices' rating:</div> <table><tr><th>Office</th><th colspan="2">Rating</th></tr><tr><td>Cordillera Administrative Region</td><td>99.12%</td><td>Outstanding</td></tr><tr><td>National Capital Region</td><td>99.88%</td><td>Outstanding</td></tr><tr><td>Regional Office I</td><td>99.93%</td><td>Outstanding</td></tr><tr><td>Regional Office II</td><td>98.75%</td><td>Outstanding</td></tr><tr><td>Regional Office III</td><td>99.88%</td><td>Outstanding</td></tr><tr><td>Regional Office IV-A</td><td>92.32%</td><td>Satisfactory</td></tr><tr><td>MIMAROPA Region</td><td>no data</td><td></td></tr><tr><td>Regional Office V</td><td>99.68%</td><td>Outstanding</td></tr><tr><td>Regional Office VI</td><td>99.10%</td><td>Outstanding</td></tr><tr><td>Regional Office VII</td><td>no data</td><td></td></tr><tr><td>Regional Office VIII</td><td>99.39%</td><td>Outstanding</td></tr><tr><td>Regional Office IX</td><td>98.02%</td><td>Outstanding</td></tr><tr><td>Regional Office X</td><td>99.18%</td><td>Outstanding</td></tr><tr><td>Regional Office XI*</td><td>99.25%</td><td>Outstanding</td></tr><tr><td>Regional Office XII*</td><td>100.00%</td><td>Outstanding</td></tr></table>		Office	Rating		Cordillera Administrative Region	99.12%	Outstanding	National Capital Region	99.88%	Outstanding	Regional Office I	99.93%	Outstanding	Regional Office II	98.75%	Outstanding	Regional Office III	99.88%	Outstanding	Regional Office IV-A	92.32%	Satisfactory	MIMAROPA Region	no data		Regional Office V	99.68%	Outstanding	Regional Office VI	99.10%	Outstanding	Regional Office VII	no data		Regional Office VIII	99.39%	Outstanding	Regional Office IX	98.02%	Outstanding	Regional Office X	99.18%	Outstanding	Regional Office XI*	99.25%	Outstanding	Regional Office XII*	100.00%	Outstanding
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	<div>ARTA Compliance</div> <div>Report Card Survey 2.0 including ARTA visits to Offices PO Isabela was one of the offices visited by ARTA and it was found out that their Citizen's Charter was missing, instead, the Quality Policy was posted.</div>	<div>Secretariat to present the status of R2 compliance [See Annex]</div> <div>PD Toribio explained that there was a memo from the Region with regard to the posting of the Citizen's Charter and that the Manual was enough.</div> <div>The Secretariat clarified that the memo states that "posting is not advisable since there is a frequent update on the CitCha. But it is recommended to use TVs and other electronic devices to post the AVPs.</div>																																																	

Prepared By:

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