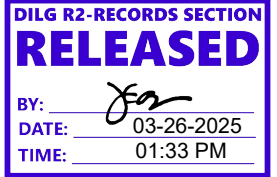




R02-2025-03-26-017



Republika ng Pilipinas  
**KAGAWARAN NG INTERYOR AT PAMAHALAANG LOKAL**  
**Rehiyon 02**  
Regional Government Center, Carig Sur, Tuguegarao City, Cagayan  
<http://region2.dilg.gov.ph>

Ika-25 ng Marso 2025

**ASEC. ESTER A. ALDANA, CESO II**

Tanggapan ng Kawaksing Kalihim para sa Pangangasiwa,  
Pananalapi, at *Comptrollership*  
*Overall Deputy Quality Management Representative*  
Kagawaran ng Interyor at Pamahalaang Lokal  
NAPOLCOM Center, EDSA corner Quezon Avenue,  
West Triangle, Quezon City

Tawag Pansin: **ROMAR B. PANGANIBAN**  
Pinuno ng Kalihiman ng QMS

**KAGALANG-GALANG NA KAWAKSING KALIHIM:**

Magalang naming isinusumite ang *FY 2025 Management Review Input Report*  
(MRIR) ng Ikalawang Rehiyon para sa inyong sanggunian.

Lubos na sumasainyo,

(sgd.)

**AGNES A. DE LEON, CESO IV**  
Panrehiyong Patnugot

FAD/QMSSEC/IBS/GTM/jdm

gim

R02-FAD-2025-03-25-009



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**Date of Management Review:** March 24, 2025     **Venue:** DILG R2 Conference Hall and ZOOM Platform

**Present:**

**Management Review Team**

- Top Management/Regional Director Agnes A. De Leon, CESO IV
- Regional QMR/Assistant Regional Director Elpidio A. Durwin, CESO IV
- Deputy QMR/OIC-Provincial Director DILG Batanes Imelda L. Aquino, CESE
- Deputy QMR/Provincial Director DILG Cagayan Marietta F. Abalus, CESE
- Deputy QMR/Provincial Director DILG Isabela Corazon D. Toribbio, CESO V
- Deputy QMR/Provincial Director DILG Nueva Vizcaya Catherine G. Allam-Miranda, CESE
- Deputy QMR/OIC-Provincial Director DILG Quirino Karen Joy C. Pablico-Castro, CESE
- Deputy QMR/Chief Administrative Officer Ive B. Saludez
- Deputy QMR/LGMED Chief Maybelle E. Anog
- Deputy QMR/LGCDD Chief Elsbeth T. Maralli
- Regional QMS Secretariat Head/Supervising Administrative Officer Gmelina T. Manaligod
- Regional QMS Secretariat Member/QMS Officer Joshua D. Masiddo
- Concurrent Regional QMS Secretariat Member/LGOO II Gian Carlo B. Narisma

**Regional Focal Persons**

- LGOO V Carmelle F. Gayagoy
- LGOO IV Emma Linacero-Babalo
- ATTY IV Sherick L. Saquing
- ATTY III Bryan Niño D. Soriano
- LA II Eldrin Gianne C. Bañez
- LGOO III Janro B. Narag
- LGOO V Kymverlie P. Mallo
- LGOO V Dyan Marie M. Tambis
- LGOO V Meynard Ventura
- ITO I Daniel L. Ramones
- NA Clark Ivan H. Zipagan
- DA Ma. Querima T. Acosta
- AO V Milcah I. Casibang
- AO V Paul M. Fiesta
- AO IV Jacelle Fae T. Yadan
- HRMO III Maria Luisa C. Dy
- HRMO II JA Peace U. Carodan
- AO III Eric Avery D. Callangan
- ADAS III Claudette A. Ballad
- AO III Jomar T. Arugay

**Provincial Focal Persons**

- LGOO VI/Program Manager Michael Angelo L. Benigno
- LGOO V James Daryll B. Liggayu
- LGOO II Armand Benjamin A. Cortes
- ADAS II/ AC III Jan Rose M. Mangrubang
- ADAS II Nephtali P. Bartido
- ADA III Xyrene T. Dunuan
- ADA VI Jessica M. Palalay
- LGOO II Ronel Q Oandasas
- LGOO II Jeremiah B. Garcia
- LGOO II Michael Angelo M. Enfectana



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- ADA VI John Paul A. Omas
- LGOO II Christian Florald P. Morco
- ADAS II Jaye Carganillo Bautista
- ADA IV Ayesha Maica V. Labsang
- PEO II Bren Carlo C. Ugaddan
- ADA VI Sunshine M Narag
- LGOO II Deanna Kyra M. Francia
- LGOO II Ian Michael Pascual
- LGOO V Rhonalyn P. Maquinad-Casilla
- LGOO V Perry Alvin L. Barongan

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 Review	<p>The discussion of the agenda started through the presentation of Status of Actions from Previous Management Review held through Hybrid set-up (face-to-face and virtual) on March 22, 2024, as follows:</p> <p><b>a. Non Conformity and Corrective Action Reports</b></p> <p><b>1. Action Plan:</b> Records Unit to comply with QP-15 CAR Action Plan- Activity 3</p> <p><b>Status: Complied –</b> Alignment Meeting of Regional and Provincial Offices with Central Office conducted on May 16, 2024 at DILG Regional Office 02 LGRRC Hall and ZOOM Platform</p> <p><b>2. Action Plan:</b> LGCDD to comply with QP-23 CAR Action Plan- Activity 2</p> <p><b>Status: Complied –</b> Ensured Harmonization of all Data in QMS Reports thru Consolidated Quality Monitoring and Evaluations (QMEs) and Masterlist of Retained Documented Information (MRDI)</p> <p><b>3. Action Plan:</b> LGCDD to comply with QP-23 OFIR Action Plan- Activity 2</p> <p><b>Status: Complied –</b> Prepared Memorandum to</p>	



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		<p>PO Process Owners re Duly Accomplished Documentary Requirements</p> <p><b>b. Opportunities for Improvement Reports</b></p> <p><b>1. Action Plan:</b> LGCDD to comply with QP-02 OFIR Action Plan- Activity 1</p> <p><b>Status: Complied</b> – Re-oriented Provincial Process Owners on the review of documentary requirements for requests for Authority to Purchase Vehicle via ZOOM Platform.</p>	
2	<p><b>Changes in external and internal issues that are relevant to the quality management system</b></p>	<p>LG00 II Gian Carlo B. Narisma, presented the issues based on the SWOT analysis prevalent in DILG R2's Context Registry.</p> <p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>● <b>CR-DILG-I-V-001</b></li> </ul> <p>Competent, dedicated, diverse and service-oriented personnel</p> <ul style="list-style-type: none"> <li>● <b>CR-DILG-I-P-001</b></li> </ul> <p>Supportive and dedicated Top Management</p> <ul style="list-style-type: none"> <li>● <b>CR-DILG-I-P-002</b></li> </ul> <p>Adherence to quality management system</p> <p><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>● <b>CR-DILG-I-K-001</b></li> </ul> <p>Unfamiliarity with new issuances, requirements, procedures, processes, program</p> <ul style="list-style-type: none"> <li>● <b>CR-DILG-I-P-004</b></li> </ul> <p>Overlapping activities, tasks, and multiple tasks assigned resulting to delayed implementation of PPAs or</p>	





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		<p>delayed delivery of services</p> <ul style="list-style-type: none"> <li>● <b>CR-DILG-I-P-005</b></li> </ul> <p>Unequal distribution of tasks and disproportionate ratio of workload and workforce</p> <p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>● <b>CR-DILG-E-T-003</b></li> </ul> <p>Technology transfer and assistance to address impacts of natural and human-induced hazards</p> <p><b>Threats</b></p> <ul style="list-style-type: none"> <li>● <b>CR-DILG-E-P-002</b></li> </ul> <p>Disruption to usual operations</p> <ul style="list-style-type: none"> <li>● <b>CR-DILG-E-T-005</b></li> </ul> <p>Slow/unstable internet connectivity</p>																																																									
3	<b>Trends in customer satisfaction and feedback from relevant interested parties</b>	<p><b>Trends in Customer Satisfaction and Feedback from Relevant Interested Parties</b></p> <p>The Customer Satisfaction rating per month is presented thru the RQME. QO targets for CSS were met for all procedures/services for the months of January-December 2024.</p> <table border="1"> <thead> <tr> <th>MONTH</th><th>Desired Responses</th><th>Responses for the Month</th><th>Rating</th></tr> </thead> <tbody> <tr><td>JANUARY</td><td>62</td><td>67</td><td>92.54%</td></tr> <tr><td>FEBRUARY</td><td>1186</td><td>1203</td><td>98.59%</td></tr> <tr><td>MARCH</td><td>474</td><td>480</td><td>98.75%</td></tr> <tr><td>APRIL</td><td>400</td><td>405</td><td>98.77%</td></tr> <tr><td>MAY</td><td>423</td><td>427</td><td>99.06%</td></tr> <tr><td>JUNE</td><td>405</td><td>420</td><td>96.90%</td></tr> <tr><td>JULY</td><td>500</td><td>510</td><td>98.04%</td></tr> <tr><td>AUGUST</td><td>496</td><td>500</td><td>99.20%</td></tr> <tr><td>SEPTEMBER</td><td>428</td><td>436</td><td>98.17%</td></tr> <tr><td>OCTOBER</td><td>347</td><td>358</td><td>96.93%</td></tr> <tr><td>NOVEMBER</td><td>447</td><td>452</td><td>98.89%</td></tr> <tr><td>DECEMBER</td><td>340</td><td>353</td><td>96.32%</td></tr> <tr><td>TOTAL</td><td>5,510</td><td>5,611</td><td>98.20%</td></tr> </tbody> </table>	MONTH	Desired Responses	Responses for the Month	Rating	JANUARY	62	67	92.54%	FEBRUARY	1186	1203	98.59%	MARCH	474	480	98.75%	APRIL	400	405	98.77%	MAY	423	427	99.06%	JUNE	405	420	96.90%	JULY	500	510	98.04%	AUGUST	496	500	99.20%	SEPTEMBER	428	436	98.17%	OCTOBER	347	358	96.93%	NOVEMBER	447	452	98.89%	DECEMBER	340	353	96.32%	TOTAL	5,510	5,611	98.20%	
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4	<b>The extent to which quality objectives have been met</b>	<p>The QMS Process Summary Log Sheet (QMS-PSL) for January – December 2024 was presented with a 100.00% overall performance result, 655/655 Quality Objectives</p>																																																									



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		<p>achieved</p> <table> <tr> <th>MONTH</th><th>Number of QO Met</th><th>Number of QO for the month</th><th>Rating</th></tr> <tr><td>JANUARY</td><td>14</td><td>14</td><td>100%</td></tr> <tr><td>FEBRUARY</td><td>21</td><td>21</td><td>100%</td></tr> <tr><td>MARCH</td><td>44</td><td>44</td><td>100%</td></tr> <tr><td>APRIL</td><td>61</td><td>61</td><td>100%</td></tr> <tr><td>MAY</td><td>56</td><td>56</td><td>100%</td></tr> <tr><td>JUNE</td><td>78</td><td>78</td><td>100%</td></tr> <tr><td>JULY</td><td>57</td><td>57</td><td>100%</td></tr> <tr><td>AUGUST</td><td>58</td><td>58</td><td>100%</td></tr> <tr><td>SEPTEMBER</td><td>83</td><td>83</td><td>100%</td></tr> <tr><td>OCTOBER</td><td>59</td><td>59</td><td>100%</td></tr> <tr><td>NOVEMBER</td><td>56</td><td>56</td><td>100%</td></tr> <tr><td>DECEMBER</td><td>78</td><td>78</td><td>100%</td></tr> <tr><td>TOTAL</td><td>655</td><td>655</td><td>100%</td></tr> </table>	MONTH	Number of QO Met	Number of QO for the month	Rating	JANUARY	14	14	100%	FEBRUARY	21	21	100%	MARCH	44	44	100%	APRIL	61	61	100%	MAY	56	56	100%	JUNE	78	78	100%	JULY	57	57	100%	AUGUST	58	58	100%	SEPTEMBER	83	83	100%	OCTOBER	59	59	100%	NOVEMBER	56	56	100%	DECEMBER	78	78	100%	TOTAL	655	655	100%	
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TOTAL	655	655	100%																																																								
5	<p><b>Process performance and conformity of products and services</b></p>	<p>The process performance for FY 2024 for the 25 processes were presented/ discussed.</p> <p>All DILG R2 Processes achieved all of their quality objective FY 2024</p> <p><b><u>QP-01 – Processing of BODBA for Fund Allocation by DBM</u></b></p> <p><b>LG MED:</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 118/118 (100.00%)</li> </ul> <p><b>BATANES</b></p> <ul style="list-style-type: none"> <li>• QO 1 – NPY</li> </ul> <p><b>CAGAYAN</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 42/46 (91.30%)</li> </ul> <p><b>ISABELA</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 45/45 (100.00%)</li> </ul> <p><b>NUEVA VIZCAYA</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 7/7 (100.00%)</li> </ul> <p><b>QURINO</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 10/10 (100.00%)</li> </ul> <p><b>QP-02 - Issuance of Department Authority to LGUs for the purchase of Motor Vehicles</b></p> <p><b>LG CDD:</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 111/111 (100.00%)</li> </ul> <p><b>BATANES</b></p> <ul style="list-style-type: none"> <li>• QO 1 – NPY</li> </ul> <p><b>CAGAYAN</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 33/33 (100.00%)</li> </ul>																																																									



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		<p><b>ISABELA</b></p> <ul style="list-style-type: none"> <li>• QO- 38/38 (100,00%)</li> </ul> <p><b>NUEVA VIZCAYA</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 35/35 (100.00%)</li> </ul> <p><b>QUIRINO</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 5/5 (100.00%)</li> </ul> <p><b>QP-03 - Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees</b></p> <p><b>LGCDD:</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 393/397 (98.99%)</li> </ul> <p><b>BATANES</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 4/4 (100.00%)</li> </ul> <p><b>CAGAYAN</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 246/246 (100.00%)</li> </ul> <p><b>ISABELA</b></p> <ul style="list-style-type: none"> <li>• QO- 78/78 (100,00%)</li> </ul> <p><b>NUEVA VIZCAYA</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 9/9 (100.00%)</li> </ul> <p><b>QUIRINO</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 73/73 (100.00%)</li> </ul> <p>LGOO V Atty. Kymverlie P. Mallo remarked that the FTA Online System shall be effective March 17, 2025 onwards.</p> <p><b>QP-04: Issuance of Full Disclosure Policy (FDP) Compliance Certificate</b></p> <p><b>LGMED</b></p> <ul style="list-style-type: none"> <li>• QO 1 – NPY</li> </ul> <p><b>BATANES</b></p> <ul style="list-style-type: none"> <li>• QO 1 – NPY</li> </ul> <p><b>CAGAYAN</b></p> <ul style="list-style-type: none"> <li>• QO 1 – NPY</li> </ul> <p><b>ISABELA</b></p> <ul style="list-style-type: none"> <li>• QO 1- NPY</li> </ul> <p><b>NUEVA VIZCAYA</b></p>	
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		<ul style="list-style-type: none"><li>● QO 1 - 419/419 (100.00%)</li></ul> <p><b>BATANES</b></p> <ul style="list-style-type: none"><li>● QO 1 - NPY</li></ul> <p><b>CAGAYAN</b></p> <ul style="list-style-type: none"><li>● QO 1 - 3/3 (100.00%)</li></ul> <p><b>ISABELA</b></p> <ul style="list-style-type: none"><li>● QO 1 - NPY</li></ul> <p><b>NUEVA VIZCAYA</b></p> <ul style="list-style-type: none"><li>● QO 1 - 203/203 (100.00%)</li></ul> <p><b>QUIRINO</b></p> <ul style="list-style-type: none"><li>● QO 1 - 225/225 (100.00%)</li></ul> <p><b>QP-08: Recruitment, Selection and Promotion (RSP) for 1st and 2nd Level Personnel</b></p> <p><b>FAD</b></p> <ul style="list-style-type: none"><li>● QO 1 - 9/9 (100.00%)</li><li>● QO 2 - 14/14 (100.00%)</li><li>● QO 3 - 8/8 (100.00%)</li></ul> <p><b>QP-09: Learning and Development</b></p> <p><b>FAD</b></p> <ul style="list-style-type: none"><li>● QO 1 - DL: October 31, 2024/Submitted: October 30, 2024 (Ahead of Time)</li><li>● QO 2 - 9/9 (100.00%)</li><li>● QO 3 - 17/17 (100.00%)</li><li>● QO 4 - 17/17 (100.00%)</li></ul> <p><b>QP-10: Procurement, Inspections, Acceptance and Issuance of Goods and Services</b></p> <p><b>FAD</b></p> <p><b>Conduct of Alternative Mode of Procurement</b></p> <ul style="list-style-type: none"><li>● QO 1 - 100.00%</li><li>● QO 2 - No Incidence</li></ul> <p><b>Conduct of Public Bidding</b></p> <ul style="list-style-type: none"><li>● QO 1 - 6/6 (100.00%)</li><li>● QO 2 - Zero Receipt of Notice</li></ul> <p><b>Inspection, Acceptance, and</b></p>	
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	<p><b>Issuance of Supplies, Materials, Equipment (SME)</b></p> <ul style="list-style-type: none"><li>● QO 1 - 212/212 (100.00%)</li><li>● QO 2 - 202/202 (100.00%)</li></ul> <p><b>QP-11: Evaluation of Supplier/ Service Provider's Performance</b></p> <p><b>FAD</b></p> <ul style="list-style-type: none"><li>● QO 1 - 178/178 (100.00%)</li></ul> <p><b>QP-12: Provision of Vehicular Support Service</b></p> <p><b>FAD</b></p> <ul style="list-style-type: none"><li>● QO 1 - 126/126 (100.00%)</li></ul> <p><b>QP-13: Maintenance of Vehicles</b></p> <p><b>FAD</b></p> <ul style="list-style-type: none"><li>● QO 1 - 40/40 (100.00%)</li></ul> <p><b>QP-14: Management of Facilities</b></p> <p><b>FAD</b></p> <ul style="list-style-type: none"><li>● QO 1 - 114/114 (100.00%)</li><li>● QO 2 - 61/61 (100.00%)</li></ul> <p><b>QP-15: Records Management</b></p> <p><b>FAD</b></p> <ul style="list-style-type: none"><li>● QO 1 - 19,356/19,356 (100.00%)</li><li>● QO 2 - 8/8 (100.00%)</li><li>● QO 3 - Target Date: May 10, 2024/Date Conducted: May 09, 2024 (Ahead of Time)</li><li>● QO 4 - NPY</li></ul> <p><b>BATANES</b></p> <ul style="list-style-type: none"><li>● QO 1 - 4,254/4,254 (100.00%)</li><li>● QO 2 - 1/1 (100.00%)</li></ul> <p><b>CAGAYAN</b></p> <ul style="list-style-type: none"><li>● QO 1 - 25, 487/25, 487 (100.00%)</li><li>● QO 2 - 57/57 (100.00%)</li></ul> <p><b>ISABELA</b></p> <ul style="list-style-type: none"><li>● QO 1 - 52,906/52,906 (100.00%)</li><li>● QO 2 - 3/3 (100.00%)</li></ul> <p><b>NUEVA VIZCAYA</b></p> <ul style="list-style-type: none"><li>● QO 1 - 26,190/26,190</li></ul>	
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		<p>(100.00%)</p> <ul style="list-style-type: none"><li>• QO 2 – NPY</li></ul> <p><b>QUIRINO</b></p> <ul style="list-style-type: none"><li>• QO 1 – 7,840/7,840 (100.00%)</li><li>• QO 2 – NPY</li></ul> <p><b>QP-16: Processing and Payment of Claims</b></p> <p><b>FAD</b></p> <ul style="list-style-type: none"><li>● QO 1 – 4,264/4,264 (100.00%)</li><li>● QO 2 – 728/728 (100.00%)</li></ul> <p><b>BATANES</b></p> <ul style="list-style-type: none"><li>• QO 1 – 606/606 (100.00%)</li><li>• QO 2 – 606/606 (100.00%)</li></ul> <p><b>CAGAYAN</b></p> <ul style="list-style-type: none"><li>• QO 1 – 1,337/1,337 (100.00%)</li><li>• QO 2 – 1,356/1,356 (100.00%)</li></ul> <p><b>ISABELA</b></p> <ul style="list-style-type: none"><li>• QO 1 – 795/795 (100.00%)</li><li>• QO 2 – 795/795 (100.00%)</li></ul> <p><b>NUEVA VIZCAYA</b></p> <ul style="list-style-type: none"><li>• QO 1 – 458/458 (100.00%)</li><li>• QO 2 – 410/410 (100.00%)</li></ul> <p><b>QUIRINO</b></p> <ul style="list-style-type: none"><li>• QO 1 – 655/655 (100.00%)</li><li>• QO 2 – 320/320 (100.00%)</li></ul> <p>ACC III Paul M. Fiesta clarified that Quality Objective 1's Target Date is 6 working days, effective September 2024.</p> <p><b>QP-17: Provision of Preventive Maintenance and Technical Assistance on Information and Communications Technology (ICT) Resources</b></p> <p><b>ORD</b></p> <ul style="list-style-type: none"><li>● QO 1 - 1,084/1,084 (100.00%)</li><li>● QO 3 - 3/3 (100.00%)</li></ul> <p><b>QP-18: Rendition of Legal Opinion</b></p>	
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	<p><b>ORD</b></p> <ul style="list-style-type: none"> <li>● QO 1 - 44/46 (95.65%)</li> <li>● QO 2 - 46/46 (100.00%)</li> </ul> <p><b>QP-19: Document Review and Provision of Comments/Recommendations</b></p> <p><b>ORD</b></p> <ul style="list-style-type: none"> <li>● QO 1 - 86/86 (100.00%)</li> </ul> <p><b>QP-20: Implementation of Ombudsman, Sandiganbayan, COMELEC Decision/Orders/Resolution</b></p> <p><b>ORD</b></p> <ul style="list-style-type: none"> <li>● QO 1 - NPY</li> <li>● QO 2 - NPY</li> <li>● QO 5 - 9/9 (100.00%)</li> <li>● QO 6 - 9/9 (100.00%)</li> </ul> <p><b>QP-21: Preparation of Position Paper/Comments on Congressional Measures</b></p> <p><b>ORD</b></p> <ul style="list-style-type: none"> <li>● QO 1 - NPY</li> <li>● QO 2 - NPY</li> <li>● QO 3 - NPY</li> <li>● QO 4 - NPY</li> </ul> <p><b>QP-22: Provision of Public Assistance and Complaints Handling</b></p> <p><b>ORD</b></p> <ul style="list-style-type: none"> <li>● QO 1 - 92/98 (93.87.00%)</li> <li>● QO 2 - 98/98 (100.00%)</li> </ul> <p><b>BATANES</b></p> <ul style="list-style-type: none"> <li>● QO 1 - NPY</li> <li>● QO 2 - NPY</li> </ul> <p><b>CAGAYAN</b></p> <ul style="list-style-type: none"> <li>● QO 1 - NPY</li> <li>● QO 2 - NPY</li> </ul> <p><b>ISABELA</b></p> <ul style="list-style-type: none"> <li>● QO 1 - 130/130 (100.00%)</li> <li>● QO 2 - 130/130 (100.00%)</li> </ul> <p><b>NUEVA VIZCAYA</b></p> <ul style="list-style-type: none"> <li>● QO 1 - NPY</li> <li>● QO 2 - NPY</li> </ul> <p><b>QUIRINO</b></p>	
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	<ul style="list-style-type: none"> <li>• QO 1 – NPY</li> <li>• QO 2 – NPY</li> </ul> <p><b>QP-23: Provision of Technical Assistance</b></p> <p><b>LGCDD, LGMED, ORD</b></p> <ul style="list-style-type: none"> <li>● QO 1 - 30/30 (100.00%)</li> <li>● QO 2 - 13/13 (100.00%)</li> <li>● QO 3 - 15/15 (100.00%)</li> </ul> <p><b>BATANES</b></p> <ul style="list-style-type: none"> <li>● QO 2 – NPY</li> </ul> <p><b>CAGAYAN</b></p> <ul style="list-style-type: none"> <li>• QO 2 – 2/2 (100.00%)</li> </ul> <p><b>ISABELA</b></p> <ul style="list-style-type: none"> <li>• QO 2 – 14/14 (100.00%)</li> </ul> <p><b>NUEVA VIZCAYA</b></p> <ul style="list-style-type: none"> <li>• QO 2 – 7/7 (100.00%)</li> </ul> <p><b>QUIRINO</b></p> <ul style="list-style-type: none"> <li>• QO 2 – 6/6 (100.00%)</li> </ul> <p><b>QP-43: Determination of Winners for the Lupong Tagapamayapa Incentives Awards (LTIA)</b></p> <p><b>LGMED</b></p> <ul style="list-style-type: none"> <li>● QO 1 - 3/3 (100.00%)</li> <li>● QO 2 - 3/3 (100.00%)</li> </ul> <p><b>BATANES</b></p> <ul style="list-style-type: none"> <li>● QO 1 – 1/1 (100.00%)</li> </ul> <p><b>CAGAYAN</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 3/3 (100.00%)</li> </ul> <p><b>ISABELA</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 3/3 (100.00%)</li> </ul> <p><b>NUEVA VIZCAYA</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 1/1 (100.00%)</li> </ul> <p><b>QUIRINO</b></p> <ul style="list-style-type: none"> <li>• QO 1 – 2/2 (100.00%)</li> </ul> <p><b>QP-44: Seal of Good Local Governance (SGLG) Assessment</b></p> <p><b>LGMED</b></p>	
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		<ul style="list-style-type: none"><li>● QO 1 - 9/9 (100.00%)</li></ul> <b>BATANES</b> <ul style="list-style-type: none"><li>● QO 1 - 6/6 (100.00%)</li></ul> <b>CAGAYAN</b> <ul style="list-style-type: none"><li>● QO 1 - 28/28 (100.00%)</li></ul> <b>ISABELA</b> <ul style="list-style-type: none"><li>● QO 1 - 34/34 (100.00%)</li></ul> <b>NUEVA VIZCAYA</b> <ul style="list-style-type: none"><li>● QO 1 - 15/15 (100.00%)</li></ul> <b>QUIRINO</b> <ul style="list-style-type: none"><li>● QO 1 - 6/6 (100.00%)</li></ul>	
6	Nonconformities and Corrective Actions	<p>The Following CARs were presented</p> <p><b>QP-01 - Processing of Barangay Officials Death and Burial Assistance (BODBA) for Fund Allocation by the Department of Budget and Management (DBM)</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ Lapses in the process implementation were noted due to the <b>absence of the April 2024 PSL</b></li></ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"><li>➤ Regular Updating of the PSL</li></ul> <p><b>PLANNED CORRECTIVE ACTION</b></p> <ul style="list-style-type: none"><li>➤ Ensure that all pertinent documents in the process implementation are duly prepared, approved, and are available as reference during activities such as the assessment</li></ul> <p><b>QP-01 - Processing of Barangay Officials Death and Burial Assistance (BODBA) for Fund Allocation by the Department of Budget and Management (DBM)</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ QME of LGMED and QPSL of DILG Cagayan for April 2024 is <b>outdated</b>. Version used is 06.01.023 instead of 04.01.024</li></ul> <p><b>IMMEDIATE ACTION PLAN:</b></p>	All Concerned to comply with their action plans.



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		<ul style="list-style-type: none"><li>➤ Transfer the QME report using the updated QMS Form immediately</li><li>➤ Maintain Masterlist and documented information in the Central Location with the correct document code</li></ul> <p><b>PLANNED CORRECTIVE ACTION</b></p> <ul style="list-style-type: none"><li>➤ Notify and ensure that all process owners are using the updated QMS forms</li><li>➤ Process owners to check regularly the use of updated QMS forms</li></ul> <p><b>QP-03- Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ There was a <b>lapse in the submission of QME</b> for the months of May and August 2024</li></ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"><li>➤ Ensure scanning and uploading of all necessary document before assessment proper</li></ul> <p><b>PLANNED CORRECTIVE ACTION</b></p> <ul style="list-style-type: none"><li>➤ Maintain a Google Drive of Scanned Documents Regularly</li></ul> <p><b>QP-05- Issuance of Department Authorization to utilize Confidential Fund of LGUs</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ Transfer the QME report using the updated QMS form immediately</li></ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"><li>➤ Constant follow up on the CSS Feedback Form of requesting clients</li></ul> <p><b>PLANNED CORRECTIVE ACTION</b></p> <ul style="list-style-type: none"><li>➤ To regularly check and update the submitted and acted requests</li></ul> <p><b>QP-07- Issuance of Certificate of Incumbency of Local Officials</b></p>	
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		<p><b>FINDING:</b></p> <p>➤ <b>Lack of reporting of PSL monitoring of transaction</b> as evidenced by the non-reported transaction of Provincial Governor of Quirino in the July 2024 PSL</p> <p><b>IMMEDIATE ACTION PLAN:</b></p> <p>➤ Regular Updating of the PSL</p> <p><b>PLANNED CORRECTIVE ACTION</b></p> <p>➤ Notify and ensure that all process owners are using the updated QMS Forms</p> <p>➤ Process Owners to check regularly the use of updated QMS Form</p> <p>RD Agnes A. De Leon, CESO IV directed all concerned to comply with their action plans</p>																									
7	Monitoring and measurement results	<p>The SPMS results for 2<sup>nd</sup> Semester FY 2024 were presented</p> <table><tr><td>Office</td><td>Numerical Rating</td></tr><tr><td>Regional Director</td><td>4.65582</td></tr><tr><td>Assistant Regional Director</td><td>4.65550</td></tr></table> <p>DILG Batanes</p> <table><tr><td>OPCR</td><td>4.98472</td></tr><tr><td>Provincial Support Operation</td><td>4.97750</td></tr><tr><td>Cluster Operation</td><td><b>4.98491</b></td></tr></table> <p>DILG Quirino</p> <table><tr><td>OPCR</td><td>4.99416</td></tr><tr><td>Provincial Support Operation</td><td>4.98130</td></tr><tr><td>Cluster Operation</td><td>4.99487</td></tr></table> <p>DILG Nueva Vizcaya</p> <table><tr><td>OPCR</td><td>4.97522</td></tr><tr><td>Provincial Support Operation</td><td>4.97546</td></tr><tr><td>Cluster</td><td>4.97398</td></tr></table>	Office	Numerical Rating	Regional Director	4.65582	Assistant Regional Director	4.65550	OPCR	4.98472	Provincial Support Operation	4.97750	Cluster Operation	<b>4.98491</b>	OPCR	4.99416	Provincial Support Operation	4.98130	Cluster Operation	4.99487	OPCR	4.97522	Provincial Support Operation	4.97546	Cluster	4.97398	
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		Operation					
		DILG Cagayan					
		OPCR	4.92951				
		Provincial Support Operation	4.92697				
		Souther Cluster Operation	4.91920				
		Northern Cluster Operation	4.92591				
		DILG Isabela					
		OPCR	<b>4.93969</b>				
		Provincial Support Operation	4.94937				
		Cluster 1 Operation	4.98676				
		Cluster 2 Operation	4.97665				
		Cluster 3 Operation	4.98568				
		Finance and Administrative Division					
		DPCR	<b>4.93990</b>				
		Average IPCR Rating	4.71366				
		Local Government Capability Development Division					
		DPCR	<b>4.98958</b>				
		Average IPCR Rating	4.93515				
		Local Government Monitoring and Evaluation Division					
		DPCR	<b>4.97407</b>				
		Average IPCR Rating	4.96176				
		Office of the Regional Director					
		DPCR	<b>4.65582</b>				
		Average IPCR Rating	4.56628				
		<b>8</b>	<b>QMS ASSESSMENT RESULTS</b>		SAO Atty. Gmelina T. Manaligod presented the following results of the QMS Assessment FY 2024.		
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	<p><b>QP-01 - Processing of Barangay Officials Death and Burial Assistance (BODBA) for Fund Allocation by the Department of Budget and Management (DBM)</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ Lapses in the process implementation were noted due to the <b>absence of the April 2024 PSL</b></li></ul> <p><b>QP-01 - Processing of Barangay Officials Death and Burial Assistance (BODBA) for Fund Allocation by the Department of Budget and Management (DBM)</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ <b>QME of LGMED and QPSL of DILG Cagayan</b> for April 2024 is <b>outdated</b>. Version used is 06.01.023 instead of 04.01.024</li></ul> <p><b>QP-03- Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ There was a <b>lapse in the submission of QME</b> for the months of May and August 2024</li></ul> <p><b>QP-05- Issuance of Department Authorization to utilize Confidential Fund of LGUs</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ There is a need to ensure the <b>use of correct PSL form</b> considering that the presented PSL form for the months of May and August 2024 were already obsolete</li></ul> <p><b>QP-07- Issuance of Certificate of Incumbency of Local Officials</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ <b>Lack of reporting of PSL monitoring of transaction</b> as evidenced by the non-reported transaction of Provincial Governor of Quirino in the</li></ul>	
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		<p>July 2024 PSL</p> <p><b>OFIR-2024-01</b></p> <p><b>QP-06: Issuance of Certificate for Service Rendered by Local/Barangay Official for Application for CSC Eligibility</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ There is a need to update the region's identified risks for QP 6 to address issues related to fortuitous events considering that the region is frequently affected by typhoons</li></ul> <p><b>QP-07: Issuance of Certificate of Incumbency of Local Officials</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ There is a need to update the region's identified risks for QP 6 to address issues related to fortuitous events considering that the region is frequently affected by typhoons</li></ul> <p><b>QP-23: Provision of Technical Assistance</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ Issues on internet connectivity, availability of resource persons, and funding limitations stated by the process owners during the audit should be included in the ROAR. The issue and risks statements are constructed similarly, making it difficult to distinguish between them, hence there is a need to restate the risks statements</li></ul> <p><b>QP-43: Determination of LTIA Winners</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ Updating of the ROAR to restate/include other risks mentioned during the audit</li></ul> <p><b>QP-44: SGLG Assessment</b></p>	
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	<p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ Updating of the ROAR to restate/include other risks mentioned during the audit</li></ul> <p><b>OFIR 2024-02</b></p> <p><b>QP-03: Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ There may be a need to update the MRDI to reflect the correct title procedure for QP-03 considering that the reflected title in the presented MRDI is Provision of Technical Assistance</li></ul> <p><b>QP-03: Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ There may be a need to update the MRDI to include the QME and PSL as Retained Documented Information for DILG Batanes</li></ul> <p><b>OFIR-2024-07</b></p> <p><b>QP -17: Provision of Preventive Maintenance and Technical Assistance on ICT Resources</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ There is a need to enhance the implementation of the onboarding process for the newly designated personnel with QMS designations to reinforce awareness</li></ul> <p><b>OFIR-2024-08</b></p> <p><b>QP-03: Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees</b></p> <p><b>FINDING:</b></p>	
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		<p>➤ There may be a need to improve the document control ensuring that the reflected reference number indicated in the CCSRF will be consistently followed from the Field Office to the Regional Office level. CCSRF and Monitoring Log Sheet of DILG Cagayan for sampled document FTA CN-2024-49 differs in the FTA Monitoring Logsheet of DILG Cagayan for sampled document FTA CN-2024-49 differs in the FTA in the Monitoring Log Sheet of same sample of Regional Office FTA 2024-051 as well as the released FTA-CN-2024-051</p> <p><b>QP-02: Issuance of Department Authority for the Purchase of Motor Vehicles</b></p> <p><b>FINDING:</b></p> <p>➤ The region does not maintain a standardized format for Request Control Numbers (not utilizing consistent CCSRF codes up from PO to RO level, ensuring seamless transaction traceability)</p> <p><b>DILG R2 was issued with 5 CARs and 10 OFIRs.</b></p>	
<b>9</b>	<b>Performance of External Providers</b>	Suppliers/Service Providers obtained an adjectival rating of <b>Satisfactory to Outstanding for FY 2024</b>	
<b>10.</b>	<b>Adequacy of Resources</b>	<p><i>List of Vacancies:</i></p> <ul style="list-style-type: none"> <li>● LGOO VIII vice PD Urmatam</li> <li>● LGOO VIII vice PD Urbina</li> <li>● LGOO VII – Isabela</li> <li>● Accountant II – Regional Office</li> <li>● ISA I – ORD</li> <li>● ADAS III – ORD</li> <li>● ADAS II - Cagayan</li> <li>● ADA IV - Isabela</li> <li>● ADA IV - Isabela</li> </ul> <p><i>RO vehicles – 6/6 vehicles are in good condition/roadworthy</i></p>	



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		<p>1 for repair but still roadworthy</p> <p><i>PO Vehicles:</i></p> <p>PO Batanes – 1/1 vehicle is under repair  PO Cagayan – 1/1 vehicle is subject for repair but still roadworthy  PO Isabela – 1/1 vehicle is in good condition/roadworthy  PO Nueva Vizcaya – 1/1 vehicle is in good condition/roadworthy  PO Quirino – 1/1 vehicle is in good condition/roadworthy</p> <p>ITO I presented the Network and Infrastructure and ICT Maintenance Upgrades conducted for FY 2024</p> <p>Status of Funds as of December 31, 2024:</p> <p>Over-All Budget Utilization Rate as of December 31, 2024 is <b>98.19%</b></p>	
<b>11.</b>	<b>Effectiveness of Actions Taken to Address Risks and Opportunities</b>	<p>DILG R2 do not have any significant risks and opportunities</p> <p>DILG R2 achieved all of their quality objectives for FY 2024, proving the effectiveness of the existing control measures indicated in the ROAR</p>	
<b>12</b>	<b>Opportunities for Improvements Reports</b>	<p><b>SAO Atty. Gmelina T. Manaligod presented the following of OFIR Action Plans by the concerned process owners:</b></p> <p><b>OFIR-2024-01</b></p> <p><b>QP-06: Issuance of Certificate for Service Rendered by Local/Barangay Official for Application for CSC Eligibility</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"> <li>➤ There is a need to update the region's identified risks for QP 6 to address issues related to fortuitous events considering that the region is frequently affected by typhoons</li> </ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"> <li>➤ Updating of the ROAR to restate/include other risks mentioned during the audit</li> </ul>	All Concerned to comply with their Action Plans



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	<p><b>QP-07: Issuance of Certificate of Incumbency of Local Officials</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"> <li>➤ There is a need to update the region's identified risks for QP 6 to address issues related to fortuitous events considering that the region is frequently affected by typhoons</li> </ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"> <li>➤ Updating of the ROAR to restate/include other risks mentioned during the audit</li> </ul> <p><b>QP-23: Provision of Technical Assistance</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"> <li>➤ Issues on internet connectivity, availability of resource persons, and funding limitations stated by the process owners during the audit should be included in the ROAR. The issue and risks statements are constructed similarly, making it difficult to distinguish between them, hence there is a need to restate the risks statements</li> </ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"> <li>➤ Updating of the ROAR to restate/include other risks mentioned during the audit</li> </ul> <p><b>QP-43: Determination of LTIA Winners</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"> <li>➤ Inclusion in the ROAR</li> </ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"> <li>➤ Updating of the ROAR to restate/include other risks mentioned during the audit</li> </ul> <p><b>QP-44: SGLG Assessment</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"> <li>➤ Inclusion in the ROAR</li> </ul>	
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		<p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"> <li>➤ Updating of the ROAR to restate/include other risks mentioned during the audit</li> </ul> <p><b>OFIR 2024-02</b></p> <p><b>QP-03: Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"> <li>➤ There may be a need to update the MRDI to reflect the correct title procedure for QP-03 considering that the reflected title in the presented MRDI is Provision of Technical Assistance</li> </ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"> <li>➤ Ensure proper filling out and updating of information in the MRDI for Foreign Travel Authority</li> </ul> <p><b>QP-03: Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"> <li>➤ There may be a need to update the MRDI to include the QME and PSL as Retained Documented Information for DILG Batanes</li> </ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"> <li>➤ Updating the MRDI to reflect the inclusion of PSL and QME</li> </ul> <p><b>OFIR-2024-07</b></p> <p><b>QP -17: Provision of Preventive Maintenance and Technical Assistance on ICT Resources</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"> <li>➤ There is a need to enhance the implementation of the onboarding process for the newly designated</li> </ul>	
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		<p>personnel with QMS designations to reinforce awareness</p> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"><li>➤ Submit a letter request to ISTMS for the conduct of a virtual refresher/reorientation on QP-17 for newly designated Regional Office process owners, alternate process owners, and RICTU personnel</li><li>➤ Ensure the proper use and accurate completion of QMS forms related to QP-17</li><li>➤ Conduct orientation for each newly designated QP-17 process owner and alternate process owner to strengthen their understanding and awareness of relevant system procedures</li></ul> <p><b>OFIR-2024-08</b></p> <p><b>QP-03: Issuance of Certificate for Foreign Travel Authority of Local Government Officials and Employees</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"><li>➤ There may be a need to improve the document control ensuring that the reflected reference number indicated in the CCSRF will be consistently followed from the Field Office to the Regional Office level. CCSRF and Monitoring Log Sheet of DILG Cagayan for sampled document FTA CN-2024-49 differs in the FTA Monitoring Logsheet of DILG Cagayan for sampled document FTA CN-2024-49 differs in the FTA in the Monitoring Log Sheet of same sample of Regional Office FTA 2024-051 as well as the released FTA-CN-2024-051</li></ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"><li>➤ Adoption of CCSRF</li></ul>	
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		<p>Reference Number from Field Offices as Receiving Control No. of the Regional office</p> <p><b>QP-02: Issuance of Department Authority for the Purchase of Motor Vehicles</b></p> <p><b>FINDING:</b></p> <ul style="list-style-type: none"> <li>➤ The region does not maintain a standardized format for Request Control Numbers (not utilizing consistent CCSRF codes up from PO to RO level, ensuring seamless transaction traceability)</li> </ul> <p><b>IMMEDIATE ACTION PLAN:</b></p> <ul style="list-style-type: none"> <li>➤ Conduct re-orientation on the guidelines for the Issuance of Department Authority to Purchase Motor Vehicle to all Provincial Focal Persons/Process Owners</li> <li>➤ Coordinate with Provincial Process Owners to use standardized format of Request Control Number in the CCSRF per province effective March 01, 2025</li> <li>➤ Prepared Memorandum to PO process owners relative to the use of standardized format of Request Control Number in the CCSRF per province effective March 01, 2025</li> </ul> <p>RD Agnes A. De Leon, CESO IV directed all concerned to comply with their action plans</p>	
<b>13</b>	<b>Other Matters</b>	<p><b>LGOO II Gian Carlo B. Narisma presented the following QMS-related matters:</b></p> <ol style="list-style-type: none"> <li>1. The next external audit shall be conducted face-to-face in 2<sup>nd</sup> Quarter tentatively. <b><u>Although DILG R2 was already audited last year, there will be a new cycle, hence there might be a chance that our office will be audited again;</u></b></li> <li>2. All expenses incurred for the external audit is charged to</li> </ol>	





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		<p>DILG Quirino released revised QMS Reports to address the issued CAR. It was noted that their actual performance is 100.00% (7 out of 7) and not 57.14%, hence the cancelation of the CAR</p> <p>RD Agnes A. De Leon, CESO IV directed all concerned to comply with their action plans</p>	
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Prepared by:

(sgd.)

**ATTY. GEMELINA T. MANALIGOD**  
Regional QMS Secretariat Head/  
Representative/ Supervising Administrative Officer

Reviewed by:

(sgd.)

**ELPIDIO A. DURWIN, CESO IV**  
Regional Quality Management  
Assistant Regional Director

Approved by:

(sgd.)

**AGNES A. DE LEON, CESO IV**  
Top Management/ Regional Director

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