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## RISK AND OPPORTUNITY ASSESSMENT REGISTER

OFFICE:	REGION XI
DATE PREPARED:	April 24, 2024

	SOURCE		IDENTIFICA		I-Impact; Effectiv (Refe	veness of erence: Ris nity Criteri	ood; and C Control k and a Matrix)	(Reference: Action Priority Mo Opportunity)	atrix for Risk and	TREATME		Opportu	(I-Impact; Effectiven inity (Prev n): (I-Impa	SESSMENT L -Likelihood; less of Control viously-rated as act; and L -Like	l) as Low and celihood)
IP NO./INTERESTED PARTIES	REQUIREMENTS, NEEDS AND EXPECTATIONS / RELEVANT OBJECTIVES (QO, OPCR)	INTERNAL AND EXTERNAL ISSUES (Reference: Context Registry)	RISIS (R)  [Event + [consequence/s]  or  OPPORTUNITY/IES (O)	EXISTING CONTROL MEASURES  (n/a for Opportunity)	(1)	(L)	n/a for Opportu nity	RATING  Risk Rating=Combinations of I, L, and C;  Opportunity Rating=I x L	ACTION PRIORITY (AP) (High, Medium, Low)	RESPONSIBLE PERSON/ OFFICE/ RECOMMENDED ACTION PLAN FOR HIGH AND MEDIUM RISK OR HIGH-RATED OPPORTUNITY	TIMELINE (START DATE AND COMPLETION DATE)	(1)	(L)	n/a for opportunity	АР
A Top Management	В	С	D	Е	F	G	Н	I	L	К	L	M	N	0	P
	RNE: Timely release of new policies/advisories regarding the revisions that were made to some Quality/System Procedures.  Strict compliance/observance to DILG issued policies on ISO enrolled stand-alone/multi-stage processes (review of supporting documents and processing time)	CR-DILG-I-P-001 Supportive and dedicated Top Management	O: Committed Top Management in the implmentation of NQMS in the region resulting to exceeding compilance of monthly accomplishments.	N/A	2	2	N/A	4	Low	N/A	N/A				
	Relevant QO: 80% of QMS quality objectives are achieved.	CR-R11-I-K-008 Unfamiliarity with new issuances/requirements/procedure/ process/program	R: Used obsolete performance monitoring forms resulting to non-compliance of reports.	Conducted Focus Group Discussion on latest Revisions under SP-DILG-08	2	3	1	2,3,1	Low	N/A	N/A				
General Public  IP-DILG-007  Oversight Agencies/Regulatory Bodies (ARTA)  IP-DILG-009	RNE: Timely provision/submission of accurate, reliable, substantial and up-to-date data/information, required reports and/or accompanying documents, and other regulatory requirements  Effective and efficient delivery of services  Relevant Q0: 80% overall Client Satisfaction Score.	CR-R11-E-L-001 Non-accomplishment of Feedback Form (CSS Form) by the clients	R: Non-accomplishment of CSS form (online and onsite) by the clients due to unfamiliarity of the procedure and details resulting to lower number of CSS responses received.	Strict implementation of CSS and giving assistance to clients in completing the CSS Form.	3	1	1	3,1,1	Low	N/A	N/A				
IP-DILG-011 Operating Units		CR-R11-E-T-009 Inapplicability of survey question (SQD5) in the e-CSM	R: Clients responding to SQD5 (Cost) resulting to reduced quantity of the total desired response which is "Strongly Agree and Agree".	Strict observance of guidelines and policies in accomplishing CSS Forms (online or onsite)	3	3	1	3,3,1	Low	N/A	N/A				
OP-DILG-NBOO-RO-01 - Proces	sing of Barangay Officials Death and Burial Assistan	CR-DILG-I-P-002 Adherence to quality management system  ce (BODBA) for Fund Allocation by the	O: Conducted an orientation on the implementation of Electronic Client Satisfaction Measurement (eCSM)  Be Department of Budget and Management (	N/A	1	3	N/A	3	Low	N/A	N/A				

IP-DILG-001 General Public (Claimant) IP-DILG-003 National Government Agencies (NGAs) (DBM) IP-DILG-008 DILG Top Management	RNE: Timely processing of BODBA claims  Relevant QO: 85% of the request for BODBA are processed and submitted to the Department of Budget and Management (DBM) for fund allocation, within 6 working days upon receipt of the requests from the claimants.	CR-DILG-E-T-005 Slow/unstable internet connectivity CR-DILG-I-P-004 Overlapping activities/ tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	R: Delay in the processing of the request/s resulting to unsatisfied clients or receipt of complaints	-Utilization of mobile data -Advance notification through Advisory -Designation of alternate focal persons	3	3	1	3,3,1	Low	N/A	N/A	
IP-DILG-001 General Public IP-DILG-003 National Government Agencies (NGAs) IP-DILG-007 Oversight Agencies/ Regulatory Bodies IP-DILG-011 Operating Units	RNE: Timely and appropriate response/action to requests and concerns  Relevant QO: Zero Incidence of double payment.	CR-DILG-I-V-001 Competent, dedicated, diverse and service-oriented personnel	O: Streamlining of documentary requirements	N/A	2	2	N/A	4	Low	N/A	N/A	
QP-DHG-BLGS-RO-02 - Issuanc IP-DHG-002 LGUs	sof Department Authority to LGUs for The Purchase RNE:Efficient processing of LGU requests for frontline services  Relevant QO:80% of the received LGU requests for Department Authority to purchase vehicles are acted upon within the standard time upon receipt. CO: Eighteen (18) working days - For Provinces, HUCs, ICCS; ROS: Thirteen (13) working days - For Component Cities/ Municipalities, Barangays	of Motor Vehicles  CR-DILG-IP-004  Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services  CR-R11-I-K-003  Late/Incomplete/incorrect submission of documentary requirements	R:Delayed issuance of Authority resulting to unsatisfied customers.	Designate alternate focal  Issue compliance letter	1	3	1	3,3,1	Low	N/A	N/A N/A	

IP-DILG-002 LGUS IP-DILG-011 Operating Unit	RNE: Timely processing of requests for the issuance of Foreign Travel Authority  Relevant QOS: 80% of the received requests for Foreign Travel Authority (FTA) acted upon within seven (7] days upon receipt.  CO: Seven (7) working days  RO: Three (3) working days (1] approving authority is RD) or one (1) working day (1] approving authority is RD) or one (2) working day (5).  PO: Two (2) working days	incorrect submission of documentary requirements	R: Delay in the processing of request resulting to unsatisfied clients	Strict observance of guidelines and policies relative to the Application of Foreign Travel Authority of Local Officials and Employees	2	1 1	2,1,1	Low	N/A	N/A	
IP-DILG-BLGS-RU-04 - ISSUANG IP-DILG-002 LGUs	ze of Full Disclosure Policy (FDP) Compliance Certific RNE: Timely and well-defined issuances of Policies, Guidelines, or Advisories; RNE: Efficient processing of LGU requests for frontline services (e.g. Certification such as FDP Certification)	CR-DILG-E-K-001 Unfamiliarity with new issuances/requirements/procedure/	R: Return of lacking requirements resulting to possible delayed issuance of FDP Certificate Compliance R: Unacted requests resulting to receipt of complaints	o Re-orient field officers on the policy.	2	2 1	2,2,1	Low	N/A	N/A	
IP-DILG-011 Operating Units	RNE: Timely provision of needed certifications/documents  Relevant QO: 80% of the received requests for FDP Compliance Certificate acted eighteen (18) working days upon receipt of the request.	CR-DILG-I-P-004 Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services;	Companis	Designate Alternate Focal Person who can perform the task	2	2 1	2,2,1	Low	N/A	N/A	
OP-DILG-BLGS-RO-05 - Issuand IP-DILG-002 LGUS IP-DILG-011	re of Department Authorization to Utilize Additional RNE: Timely processing of requests for Additional CF Relevant QOs: 80% of the	Confidential Funds of LGUs CR-R11-I-K-003 Late/Incomplete/incorrect submission of documentary requirements	R: Delay in the processing of request resulting to unsatisfied clients	*Issued a Memorandum to Field Offices dated March 22, 2024 re: Submission of Complete	3	2 1	3,2,2	Low	N/A	N/A	

Operating Unit	received requests for Department Authorization to Utilize Additional Confidential Funds of LCUs acted upon within eighteen (5) working days upon receipt. CO: Eighteen (18) working days RO: Five (3) working days PO: Four (4) working days days PO: Four (4) working days			Documentary Requirements for the Issuance of Department Authorization to Utilize Additional Confidential Funds of LGUS 'Coordinate with the concerned field officers and ensure awareness on the guidelines and procedures relative to the issuance of certification on the request for additional Confidential Fund 'Requested BLGS on March 27, 2024 for the conduct of Orientation on the Documentary Requirements for the -Issuance of Department Authorization to Utilize Additional Confidential Funds of LGUS									
IP-DILG-001 General Public IP-DILG-002 LGUs IP-DILG-007 (CSC) Oversight Agencies/ Regulatory Bodies	ce of Certificate for Service Rendered by Local/Baran RNE: Timely and appropriate response/action to requests and concerns RNE: Timely provision of needed certifications/documents  Relevant QO: 80% of the received requests for Certificate of Service Rendered acted and released three (3) working days upon receipt of the request.	CR-DILG-P-004 Overtapping activites/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	R: Unavailability of Focal Person to consolidate the PSL, QME, and CSS in the Regional Office resulting to the delayed submission of consolidated reports to the Regional QMS Secretariat	Designation of Alternate Focal Person for this process.	2	3	1 2	2,3,1	Low	N/A	N/A		

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IP-DILG-001	e of Certificate of Incumbency of Local Officials RNE: Timely and appropriate response/action to	CR-DILG-I-P-004	R: Unavailability of Focal Person to	Designation of Alternate Focal Person	2	3	1	2,3,1	Low			T	П	
General Public  IP-DILG-002  LGUs  IP-DILG-007  Oversight Agencies/ Regulatory  Bodies	requests and concerns RNE: Timely provision of needed certifications/documents Relevant QO: 80% of the received Certificate of Incumbency acted and released three (3) working days upon receipt of	Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	consolidate the PSL, QME, and CSS in the Regional Office resulting to the delayed submission of consolidated reports to the	for this process.										
		CR-R11-I-P-007 Establishment of Online data encoding system	O: Establishment of online data encoding system via Google sheet for the Provincial/HUC PSL, QME, and CSS resulting to the timely submission of Regional Consolidated Report to the Regional QMS Secretariat and and effective assignment of CCSRF Request Code in every transaction.	N/A	3	4	N/A	12	Medium					
IP-DILG-OS-RO-US-Recruitms IP-DILG-OT Oversight Agencies/Regulatory Bodies IP-DILG-008 DILG Top Management	ent. Selection and Promotion (RSP) for 1st and 2nd L RNE: Timely provision/submission of accura- reliable, substantial and up-to-date data/information, required reports and/or accompanying documents, and other regulatory requirements  Relevant QO: RO: 80% of Request for Publication of Vacancy and/or Notice of Vacancy are submitted to CSC Regional/Field Office and ISTMS/PACS/RICTU and posted in 3 conspicuous places within 2 WD upon approval of the Regional Director	CR-DILG-E-K-001 Unfamiliarity with new issuances/ requirements/ procedure/ process/program	R: Incomplete or incorrect information in the submitted Request for Publication of Vacancy resulting to invalidation of appointment		3	2	1	3,2,1	Low	N/A	N/A			
IP-DILG-001 General Public IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees	RNE: Completeness of documentary requirements for the approval of Appointment  Relevant QO:  80% of Appointment documents are prepared and submitted to the appointing authority for approval, within five (5) WD upon receipt of documentary requirements by Appointee	CR-R11-I-K-003  Late/incomplete/incorrect submission of documentary requirements	R: Submission of incomplete documentary requirements of the appointee resulting to delay in the approval of appointment	The assigned Action Officer ensures that all documentary requirements have been submitted by the appointee prior to submission of appointment to Appointing Authority for approval	1	3	1	1,3,1	Low	N/A	N/A			

IP-DILG-007 Oversight Agencies/ Regulatory Bodies IP-DILG-009 DILG Employees IP-DILG-008 DILG Top Management		CR-R11-I-K-003  Late/incomplete/incorrect submission of documentary requirements	R: Late/non-submission of RAI within the prescribed period due to incomplete documentary requirements submitted by the appointer essuiting to an unmet target and issuance of non-conformity	Consistent follow-up with appointee via email/phone/in-person on the submission of lacking documentary requirements	3	2	1	3.2,1	Low	N/A	N/A		
QP-DILG-AS-RO-09 - Learning IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008	RNE: Timely submission of L&D Plan  Relevant QO:	CR-DILG-E-T-005  Slow/unstable internet connectivity, glitches/downtime in online or webbased systems	R: Failure to generate complete results from LGA's competency dashboard due to system bugs/glitches, hence cannot prepare and submit L&D Plan	Conduct OPB-based trainings	2	2	2	2,2,2	Low	N/A	N/A		
DILG Top Management	year.												
IP-DILG-009 DILG Employees IP-DILG-011 Operating Units	RNE: Timely, adequate, and appropriate CapDev support and organizational knowledge sharing for professional and personal growth  Relevant QO: 80% of the target L&D interventions are conducted within 45 calendar days from the target date.	CR-DILG-I-P-004  Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	R: Delayed conduct of scheduled L&D activity resulting to an unmet target	Regular consultation of availability of target participants	3	2	1	3,2,1	Low	N/A	N/A		
IP-DILG-009 DILG Employees	RNE: Timely evaluation of L&D recepients  Relevant Q0: 100% of target learners who attended are evaluated by their supervisors after 180 calendar days from the conduct of Learning intervention.	CR-DILG-I-P-004  Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	R: Late notice/distribution of L&D Effectiveness Feedback Form (EFF) by process owner/assigned action officer resulting to untimely evaluation of concerned raters	Calendar the monitoring period of all L&D interventions conducted and administer the EFF accordingly	3	2	1	3,2,1	Low	N/A	N/A		
IP-DILG-009 DILG Employees	RNE: Timely retrieval of the EFFs  Relevant QO: 80% of duly accomplished Effectiveness Feedback Form are retrieved 40 calendar days from release.	CR-DILG-I-P-004  Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	R: Untimely retrieval of EFF by process owner/assigned action officer resulting to an unmet target	Consistent follow-up with the concerned rater on the submission of accomplished EFF	3	1	2	3,1,2	Low	N/A	N/A		

PRICE GROWN Companies with Liver and reflection of the Companies of the Co	OP-DILG-AS-RO-10 - Procurem	ent, Inspections, Acceptance and Issuance of Goods	and Services											
PROBLEM  The Configure of Market and Configuration of Market (Market Street)  The Configure of Market (Market Street)	IP-DILG-011	RNE: Compliance to DILG issued policies on	CR-R11-I-K-003	R: Delay in the processing of procurement	Adherence to existing internal policy	2	2	1	2,2,1	Low	N/A	N/A		
ROUGH II Service (1997) of the formation	Operating Units	procurement; Compliance with RA 9184	Late/Incomplete/incorrect	requests resulting to delayed issuance of										
PRIGEON  PRICE ON  PRIC CON  PRICE ON  PRICE ON  PRICA ON  PRICA ON  PRICA ON  PRICA O				PO/contract to supplier/service provider										
Compared to the compared proposed proposed content of the compared proposed content of the compar		Relevant Q0: 85% of Procurement transaction	requirements		activity design, etc.)									
PRIESE SAN THE SECOND CONTRICT OF THE SECOND	Supplier/s, Service Provider/s													
PORTION OF THE CAMP Compliance will discuss any production of the Compliance will discuss any production of the Compliance and discuss and	or Bidder	(without posting requirements), and 60 Calendar Days	3											
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PPILG-000 PPILG-	Oversight Agencies/Regulatory							1						
PAILE-001   ARC Compliance to MLC toxing price co.   CR-00L6+2-004   Only Top Management   Paile-012   Only Top Management   Paile-012   Only Management   Only	Bodies	Relevant QO: 0 incidence of receipt of notice of												
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P-DILG-011 P-DILG-012				R: Lack of quorum of BAC members resulting		2	2	1	2,2,1	Low	N/A	N/A		
Relevant Q0: 58% of Procurement Activities through a signance resulting to delayed public bidding Position of Relevant Q0: 58% of Procurement Activities through a signal resulting to delayed public bidding Position of Relevant Q0: 58% of Relevant	DIEG TOP Management	procurement, compnance with KA 9104	activities /tacks /multiple tack	winning hidder	transactions conducted through									
Police Floridary   Police Flor	IP-DILG-011	Relevant 00: 85% of Procurement Activities through	assigned resulting to delayed	winning bloods	nublic hidding									
Polic-012   Supplies / Service Provider / Service					public bluding									
the Issuance of Notice to Proceed (NTP).  ### PDILG-080 DILG Top Management P-DILG-097 Deversight Agencies/ Regulators Orders Deversight Agencies/ Regulators De		calendar days from the Posting of Invitation to Bid to	delivery of services											
P-DILG-08   NNE: Effective and efficient delivery of services; and staff   N/A   N	IP-DILG-012	the Issuance of Notice to Proceed (NTP).												
IP-DILG-008 Altherence to policies/guidelines/prescribed rules and Stuffers and Stuff DillG-Top Management Altherence to policies/guidelines/prescribed rules and Stuff Direction of Studence of receipt of notice of suspension/ disallowance on procurement lapses.    P-DILG-012   RNEC Compliance with the agreed contract terms in the growing of reliable goods and services are of supports/S, Service Provider/s or fielder   Revenut Qu. 100% of Stiff received are inspected   Personnel	Supplier/s, Service Provider/s	` ′												
Adherence to policies/guidelines/prescribed rules and gregulations and/or compliance with directives/or compliance with directives/or contract terms in the greed contract terms in the provision of reliable goods and services or Bidder  RNE: Compliance with the agreed contract terms in the provision of reliable goods and services or Bidder  RNE: Compliance with the agreed contract terms in the provision of reliable goods and services or Bidder  Relevant Q0: 10 modence of procurement lapses.  GR-DILG-IV-002  Strong sense of urgency/priority of the concerned DILG Personnel officers and staff  Occupations and services of suspension of reliable goods and services or Bidder  Relevant Q0: 100% of SME received are inspected.	or Bidder													
Adherence to policies/guidelines/prescribed rules and gregulations and/or compliance with directives/or compliance with directives/or contract terms in the greed contract terms in the provision of reliable goods and services or Bidder  RNE: Compliance with the agreed contract terms in the provision of reliable goods and services or Bidder  RNE: Compliance with the agreed contract terms in the provision of reliable goods and services or Bidder  Relevant Q0: 10 modence of procurement lapses.  GR-DILG-IV-002  Strong sense of urgency/priority of the concerned DILG Personnel officers and staff  Occupations and services of suspension of reliable goods and services or Bidder  Relevant Q0: 100% of SME received are inspected.														
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Adherence to policies/guidelines/prescribed rules and gregulations and/or compliance with directives/or compliance with directives/or contract terms in the greed contract terms in the provision of reliable goods and services or Bidder  RNE: Compliance with the agreed contract terms in the provision of reliable goods and services or Bidder  RNE: Compliance with the agreed contract terms in the provision of reliable goods and services or Bidder  Relevant Q0: 10 modence of procurement lapses.  GR-DILG-IV-002  Strong sense of urgency/priority of the concerned DILG Personnel officers and staff  Occupations and services of the provision of reliable goods and services or Bidder  Relevant Q0: 100% of SME received are inspected.														
Adherence to policies/guidelines/prescribed rules and gregulations and/or compliance with directives/or compliance with directives/or contract terms in the greed contract terms in the provision of reliable goods and services or Bidder  RNE: Compliance with the agreed contract terms in the provision of reliable goods and services or Bidder  RNE: Compliance with the agreed contract terms in the provision of reliable goods and services or Bidder  Relevant Q0: 10 modence of procurement lapses.  GR-DILG-IV-002  Strong sense of urgency/priority of the concerned DILG Personnel officers and staff  Occupations and services of the provision of reliable goods and services or Bidder  Relevant Q0: 100% of SME received are inspected.	IP-DILG-008	RNE: Effective and efficient delivery of services	CR-DILG-I-V-001	0: Competent and efficient procurement	N/A	3	1	N/A	3	Low	N/A	N/A	1	
P-DIG-07 Diversight Agencies/Regulatory Bodies  Relevant Q0: 0 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  RNE: Compliance with the agreed contract terms in the growing for the provision of reliable goods and services or Bidder  Relevant Q0: 100% of SME received are inspected  RNE: Compliance with the agreed contract terms in the concerned DILG Personnel  Relevant Q0: 0 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Service-oriented personnel  Service-ori					,	9	*	,	, i	20	,	,		
IP-DILG-012 Supplier/s, Service Provider/s or Bilder Relevant QO: 100% of SME received are inspected  Relevant QO: 100% of SME received are inspected  Relevant QO: 100% of SME received are inspected  Relevant QO: 000% of SME received are inspected	- F	regulations and/or compliance with	service-oriented personnel											
Relevant Q0: 0 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 0 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 0 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 0 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 0 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 1 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 1 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 1 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 1 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 1 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 1 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 1 incidence of receipt of notice of suspension/ disallowance on procurement lapses.  Relevant Q0: 1 incidence of receipt of notice of suspension/ disallowance on procurement lapses.	IP-DILG-007							1				1		
Relevant QO: 0 incidence of receipt of notice of suspension / disallowance on procurement lapses.  RP-DILG-012 Supplier/s, Service Provider/s or Bilder  Relevant QO: 100% of SME received are inspected  Relevant QO: 0 incidence of receipt of notice of suspension / disallowance on procurement lapses.  Description of reliable goods and services or Bilder  Relevant QO: 0 incidence of receipt of notice of suspension / disallowance on procurement lapses.  Description of reliable goods and services or Bilder  Relevant QO: 0 incidence of receipt of notice of suspension / disallowance on procurement lapses.  Description of reliable goods and services or Bilder  Relevant QO: 0 incidence of receipt of notice of suspension / disallowance on procurement lapses.  Description of reliable goods and services or Bilder  N/A 3 1 N/A 3 Low N/A N/A or Bilder  Relevant QO: 100% of SME received are inspected or suspension / disallowance on procurement lapses.	Oversight Agencies/Regulatory							1						
IP-DILG-012 Supplier/s, Service Provider/s or Bilder Relevant QO: 100% of SME received are inspected Relevant QO: 100% of SME received are inspected	Bodies													
IP-DILG-012 Supplier/s, Service Provider/s or Bilder Relevant QO: 100% of SME received are inspected Relevant QO: 100% of SME received are inspected		suspension/ disallowance on procurement lapses.												
Supplier/s, Service Provider/s provision of reliable goods and services  This der  Relevant QO: 100% of SME received are inspected  Relevant QO: 100% of SME received are inspected														
Supplier/s, Service Provider/s provision of reliable goods and services  This der  Relevant QO: 100% of SME received are inspected  Relevant QO: 100% of SME received are inspected														
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Supplier/s, Service Provider/s provision of reliable goods and services  This der  Relevant QO: 100% of SME received are inspected  Relevant QO: 100% of SME received are inspected	IP-DILG-012	RNF: Compliance with the agreed contract terms in th	CR-DILG-I-V-002	O: Competent and efficient procurement	N/A	3	1	N/A	3	Low	N/A	N/A		1
or Bidder the concerned DILG Personnel the co		provision of reliable goods and services	Strong sense of urgency/priority of	officers and staff	,	9	*	,	, i	2011	,	,		
Relevant QO: 100% of SME received are inspected	or Bidder	processing and services	the concerned DILG Personnel											
and accepted within 1 working day upon receipt.		Relevant QO: 100% of SME received are inspected						1						
		and accepted within 1 working day upon receipt.												
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			I					l						

IP-DILG-011 Operating Units	RNE: Effective, efficient and timely implementation of PPAs  Relevant QO: 100% of SME are issued within 2  working days upon receipt of signed Requisition and Issuance Slip (RIS).	CR-DILG-I-P-005 Unequal distribution of tasks and disproportionate ratio of workload and workforce	R: Unequal distribution of tasks resulting to delay in the issuance of SMEs within the standard time	Rendition of overtime services in order to meet the set timeline	2	2	1	2,2,1	Low	N/A	N/A		
QP-DILG-AS-RO-11 - Evaluation	of Supplier/Service Provider's Performance												
IP-DILG-012 Supplier/s, Service Provider/s or Bidder	RNE: Compliance with the agreed contract terms in the provision of reliable goods and services  Relevant Q0: 85% of suppliers/service providers are provided with Performance Evaluation Letters within five (5) working days after the completion of the Consolidated Report of Supplier's/Service Provider's Performance	Unequal distribution of tasks and disproportionate ratio of workload	R: Delayed preparation of performance evaluation letter resulting to delayed information of the results of the evaluation of supplier/service provider.	Rendition of overtime services in order to meet the set timeline of the evaluation of supplier/ service provider process	2	2	1	2,2,1	Low	N/A	N/A		
QP-DILG-AS-RO-12 - Provision	of Vehicular Support Service		1										
IP-09 DILG Employees	RNE: Timely and adequate provision of support services  Relevant QO: 100% Timely action on request vehicular support service within (2) working days upon receipt of request. "Action may be preparation of Trip Ticket for approved request or disapproval of request.	CR-R11-K-003 Latel/ncomplete/incorrect submission of documentary requirements	R: Unable to provide vehicular support to the requisitioner resulting to inability of the concerned personnel to attend the activity	Strict submission of vehicular requests, 3 days for outside Davao City and 1 day within Davao City	2	2	1	2,2,1	Low	N/A	N/A		
QP-DILG-AS-RO-13 - Maintenar													
IP-DILG-009 DILG Employees	RNE: Timely check-up / inspection of motor vehicle:  Relevant QO: 100% of the Job Orders (JOs) are prepared within two (2) working days upon receipt of request for Check-Up/ Inspection of Motor Vehicle.	CR-DIG-tP-004 Overlaphing activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	R: Delayed preparation of Job Orders (JOs) fo the request for Check-up / Inspection of Motor Vehicle resulting to complaints and delays in activities/services and possible safety issues.	r Use of calendar of activities	3	2	2	3,2,2	Medium	FAD-GSSU, Process Owner GSSU personnel to remind drivers to be aware of their office's calendar of activities for an efficient plannin, and execution of the requests as well as timely maintenance of vehicles.	Within 1st Semester of FY 2024 (Weekly)		
QP-DILG-AS-RO-14 - Manageme	ent of Facilities  RNE: Timely and adequate provision of support	CR-R11-I-P-002	R: Request cannot be	Early submission by the	2	2	2	2,2,2	Low	N/A	N/A		
IP-DILG-009 DILG Employees	Relevant QO: 100% Timely disposition (approval/disapproval) of requests within the standard time (2 working days for repair/ installation or within 1 working day for use of function room).	Non availability of the facility resulting to disapproval of requests	R. Request cannot be catered due to overlapping of activities that require the use of function rooms resulting to change of venue outside the Regional Office	Larly submission by the end-user of request for use of fucution room at least three (3) days before the conduct of the activity		· · ·		Euglip E	Low	nya.	Nya		

IP-DILG-009 DILG Employees	RNE:  1. Adequate logistics and conducive, safe, healthy, and sound working environment (Money, Material, Manpower, Machine, Environment  2. Timely and adequate provision of support services  Relevant QO: Complete acceptance by the concerned office of the installation/repair works completed works.	CR-DILG-I-P-001 Supportive and Dedicated Top Management	O: Conducive working environment resulting to high performance and productive employees	N/A	1	4	N/A	4	Low	N/A	N/A		
QP-DILG-AS-RO-15 - Records I	Management											1 1	
IP-DILG-001 General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organizatio and Civil Society Organizations IP-DILG-009 DILG Employees	RNE: Timely action on documents received.  Relevant QO: 80% Timely action on Documents received within 1 working day upon receipt.	CR-DILG-E-T-005 Slow/unstable internet connectivity, glitches/downtime in online or web-based systems	R: Delay in the processing of received documents resulting to unmet the objective	Use mobile data to open the Document Management System.	2	4	1	2,4,1	Low	N/A	N/A		
		CR-DILG-E-P-002 Disruptions to usual operations (e.g., public or health emergencies) pandemic, natural and man-made disasters, climate change, Power interruption)		Identification of nearby area that has Electric Power is available to continue to act the documents received.	2	4	1	2,4,1	Low	N/A	N/A		
		CR-R11-I-K-004 Limited number of employees/officers with specialization	R: Delay in the processing of received documents due to lack of Employees who is knowledgeable of routing Document susing DMS resulting to pending of documents routed.	Assignment of additional regular Personnel or Support staff to handle the DMS.	2	4	2	2,4,2	Medium	Train Alternate Process Owner or Support size in order to continue the transaction if the Process owner is not available	Semester of		

IP-DILG-001 General Public	RNE: Timely action on requests for documents/records.	CR-R11-I-P-W-010 Missing, lost or damaged documents/ records	R: Delay in the processing of requested documents/records resulting to umet objectives.	Storing documents/ records in designated cabinets or folders per category; Accomplishment of Request	3	1 3	3	3,1,3	Low	N/A	N/A	
IP-DILG-002 LGUs	Relevant QO: 80% timely action on requests for documents/ records, same day upon receipt.			Forms								
IP-DILG-003 National Government Agencies (NGAs)												
IP-DILG-004 Non-Governmental Organization and Civil Society Organizations												
IP-DILG-009 DILG Employees												
IP-DILG-003 National Government Agencies (NGAs)- NAP IP-DILG-011 Operating Units	RNE: Timely request to NAP authority for records disposal.  Relevant QO: Timely request for NAP authority to dispose record 5 working days upon receipt of SILG/Authorized representative's approved on authority to dispose.	CR-DILG-I-P-004 Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	R: Unavailability of key personnel/ authorized representatives to process the request; Lacking documentary requirements resulting to delay in the preparations and processes necessary prior to sending the request for disposal;	Frequent verifying of documentary requirements prior to sending requests to NAP; Active following up/coordination with NAP	2	2 1	1	2,2,1	Low	N/A	N/A	
			Unapproved or rejected request									
IP-DILG-003	RNE: Timely preparation of Certification of	CR-DILG-I-P-004	R: Unavailability of key personnel/	Preparing drafts/ templates of	2	2 2	2	2,2,1	Low	N/A	N/A	
National Government Agencies (NGAs)- NAP IP-DILG-011 Operating Units	Disposal.  Relevant QO: Timely preparation of Certificate of Disposal within 5 working days upon actual conduct of disposal.	Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	representative resulting to delay in the processing/issuance of Certificate of Disposal	necessary documentary requirements								
QP-DILG-FMS-RO-16 - Processi	ng and Payment of Claims											
IP-DILG-001 General Public	RNE: 1. Timely processing and payment of claims	CR-DILG-I-P-004 Overlapping activities/tasks/multiple task	R: Delayed Processing and payment of claims resulting to penalty for later payment, unmet timeliness objective, dissatisfied client	and 2. Proper scheduling of activities and	2	4 1	1	2,4,1	Low	Budget, Accounting and Cash Unit	N/A	
IP-DILG-002 LGUs	Facilitation of transfer of funds for the implementation of various projects, programs and activities	assigned resulting to delayed implementation of PPAs or		leave of absences of personnel								
IP-DILG-003 National Government Agencies (NGAs)	Timely provision/submission of accurate, reliable, substantial and up-to-date data/information, required	delayed delivery of service										
IP-DILG-007 Oversight Agencies/Regulatory	reports and/or accompanying documents, and other regulatory requirements											
Bodies IP-DILG-009	Adherence to policies/guidelines/prescribed rules and regulations and/or compliance with directives/orders/resolutions/decisions											
Employees	5. Accurate computation of the required monthly											

DILG Employe  IP-DILG-011  Operating Uni	ees' Union 6. T obli	Timely remittance of contributions/government	Slow/unstable internet connectivity,	R: Delayed Encoding of data in Financial Reporting System and monitoring logsheet which results to non-adherence to the QMS procedure for processing and payment of claims	Process the claims manually and encode data in the FRS as soon as the internet connection resumes (within prescribed processing time)	3	3	1	3,3,1	Budget, Accounting and Cash UNit	N/A		
IP-DILG-012 Supplier/s, Se or Bidder	ervice Provider/s rele	levant QO: 80% of Claims are processed and eased to LBP (LDDAP-ADA/ACIC) or notified imants, 7 working days upon receipt.											
<b>IP-DILG-014</b> Government a Financial Insti	and Private												
IP-DILG-18 Private Sector													

		CR-R11-I-P-005 Inconsistent/incomplete data performance reflected in prescribed forms	R: Pending of payment of claims due incomplete data reflected in the prescribed forms (DV, OBRS) which results to non-adherence to the QMS procedure for processing and payment of claims	1. Released an advisory dated February 7, 2024 mandating the end-users and the Regional Budget / Accounting/ Cash and their field office counterparts to fill-in the required data filled of relevant documents for processing and payments of claims (e.g./ mode of payment, TIN/Employee number and ORS/BURS numbers, etc.)  2. Return the relevant documents with incomplete/blank fields to End User/Responsible person for compliance	2	3 1	2,3,1	Low	Budget, Accounting and Cash UNit	1. January to June 2024 2. N/A	
General Public  IP-DILG-002  LGUS  IP-DILG-003  National Government Agencies (NGAs)  IP-DILG-007  Oversight Agencies/Regulatory  Bodies	RNE: 1. Timely processing and payment of claims 2. Facilitation of transfer of funds for the implementation of various projects, programs and activities 3. Timely provision/submission of accurate, reliable, substantial and up-to-date data/information, required reports and/or accompanying documents, and other regulatory requirements 4. Adherence to policies/guidelines/prescribed rules and regulations and/or compliance with	CR-R11-K-008 Unfamiliarity with new issuances/requirements/procedure/ process/program	R: Pending of payment of claims, penalty for late payment and disstantified client due insufficient knowledge of the newly hired/designated employees on the changes in systems and applications of banking institution	Updating of knowledge of the newly hired/designated employees on the new issuances/requirements/procedure/ process/program	4	2 1	4.2,1	Low	Cash Unit	N/A	
Employees	directives/orders/resolutions/decisions  5. Accurate computation of the required monthly premiums  6. Timely remittance of contributions/government obligations  Relevant QO: 100% of the released Checks/LDDAP-ADA have not more than three (<3) incidence of inaccuracies.	CR-DILG-E-T-002 Emerging interoperability of information systems and databases outside DILG	R: inaccuracy in the released checks / LDDAP- ADA resulting to delayed or erroneous payment of claims, penalty for late payment and dissatisfied client	1. Conduct of coaching and mentoring of personnel pertaining to WiNDES/FINDES/e-MDS/We Access System (LBP System) 2. Counter-checking of Check/LDDAP-ADA details (e.g. payee's account name, date, check number and amount) before submitting to the bank.	4	2 1	4.2.1	Low	Cash Unit	N/A	

IP-DILG-001 General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-007 Oversight Agencies/Regulatory Bodies IP-DILG-009 Employees	RNE:  1. Timely processing and payment of claims  Relevant Q0: 90% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs).	CR-R11-E-L-001 Non-accomplishment of Feedback Form (CSS Form) by the clients  CR-R11-E-T-009	R: Non-accomplishment of CSS form (online and onsite) by the clients due to unfamiliarity of the procedure and details resulting to lower number of CSS responses received.	completing the CSS Form.	3	1	1	3.1.1	Low	N/A	N/A	
IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units IP-DILG-012 Supplier's, Service Provider's		LR-R11-E-1-009 Inapplicability of survey question (SQD5) in the e-CSM	R: Clients responding to SQD5 (Cost) resulting to reduced quantity of the total desired response which is "Strongly Agree and Agree".	Strict observance of guidelines and policies in accomplishing CSS Forms (online or onsite)	3	3	1	3,3,1	Low	N/A	N/A	
or Bidder  IP-DILG-014 Government and Private Financial Institutions  IP-DILG-18 Private Sector												
OP-DILG-ISTMS-RO-17 - Provi IP-DILG-002 LGUS IP-DILG-003 NGAS IP-DILG-008 Top Management IP-DILG-009 DILG employees IP-DILG-011 Operating Units	sion of Precentive Maintenance and Technical Assist RNE: Timeliness to provide technical assistance Relevant QO: 90% of the Technical Assistance are provided within three (3) working days upon receipt of request or within the agreed timeline	nce on Information and Communic CR-DLG-I-P-004 Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	ations Technology (ICT) Resources Re Provision of technical assistance takes longer than usual resulting into DILG Employees/ Operating Units to have inconsistent work output	Maintaining skeletal system in RICTU as much as possible - to ensure availability of RICTU personnel Conducting ICT-literacy activities to capacitate personnel on each operating unit.	3	2	1	3,2,1	Low			
		CR-DILG-E-T-005 Slow/unstable internet connectivity, glitches/downtime in online or web- based systems		Ensuring availability of connectivity of multiple internet Service Providers ((SP)	3	2	1	3,2,1	Low			
IP-DILG-008 Top Management IP-DILG-009 DILG employees IP-DILG-011 Operating Units	RNE: Quality of Service  Relevant QO: 90% of the offices are conducted with preventive maintenance on/or before the set deadline per approved Computer Preventive Maintenance Schedule.	CR-DILG-I-P-004 Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	R: Unable to meet the set deadline of preventive maintenance scheule	Reschedule the preventive maintenance of unavailbale employees/computer	3	2	1	3,2,1	Low			

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QP-DILG-LLLS-RO-18 - Rendition	on of Legal Opinion	on nu o i n ooi	nni i i i i i i i i i i i i i i i i i i	n : :: ( h : : (n )   2	2	2	222		27./4	27.74	_	
IP-DILG-001	RNE: Timely reply to legal queries	CR-DILG-I-P-004	R: Delayed action resulting in failure to	Designation of alternate / Focal 2	2	2	2,2,2	Low	N/A	N/A		
General Public		Overlapping activities/tasks/	provide timely response	Person/Process Owner								
IP-DILG-002	Relevant QO: 70% of the letter-query or request for	multiple tasks assigned resulting to										
LGUs	legal opinion received by the Regional Office are	delayed implementation of PPAs or										
IP-DILG-003	prepared with draft of action and submitted to the	delayed delivery of services										
National Government Agencies	Regional Director (RD) or his duly authorized											
(NGAs)	signatory within the standard time per category:											
,	A. Twenty (20) working days from receipt by the											
IP-DILG-004	Regional Legal Unit of the request, if issue/s proffered											
	is/are already subject of an existing legal opinion;											
	B. Five (5) working days from receipt by the Regional											
and civil society organizations	Legal Unit of the request, if letter-query or request											
IP-DILG-006	lacks attachments or with incomplete details;											
Attached Agencies and Interior	C. Twenty (20) working days from receipt of the											
Sector	request by the Regional Legal Unit, if issues proffered											
	involve novel issue/s;											
IP-DILG-008	D. Five (5) working days from receipt of the request by	7										
DILG Top Management	the Regional Legal Unit, if letter-query or request											
	involves issues subject of DILD CO Memo Order No.	I			1 1							
IP-DILG-009	2010-02	I			1 1							
DILG Employees		I			1 1							
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IP-DILG-010												
DILG Employees' Union												
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IP-DILG-011												
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IP-DILG-001	RNE: Timely release of response/action	CR-DILG-E-P-002	R: Delayed release of legal opinion resulting	Use of online platform for releasing 2	1	1	2,1,1	Low	N/A	N/A		
General Public		Disruptions to usual operations (e.g.		(such as DILG intranet, email,	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002	Relevant QO: 70% of the signed action on legal	Disruptions to usual operations (e.g. public or health emergencies,		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made		(such as DILG intranet, email,	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1)	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1)	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1)	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1)	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs)	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and GWI Society Organizations IP-DILG-006	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUS IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008 DILG-008 DILG-009	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008 DILG Top Management IP-DILG-009	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008 DILG-Top Management	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008 DILG Top Management IP-DILG-009	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008 DILG Top Management IP-DILG-009	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees' IP-DILG-010 IP-DILG-010 IP-DILG-011	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002 LGUs IP-DILG-003 National Government Agencies (NGAs) IP-DILG-004 Non-Governmental Organization and Civil Society Organizations IP-DILG-006 Attached Agencies and Interior Sector IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union	Relevant QO: 70% of the signed action on legal query/letter-reply are released by the Regional Legal Unit to the Regional Records Section within one (1) working day upon receipt thereof.	Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power		(such as DILG intranet, email, messenger, and other online	1	1	2,1,1	Low	N/A	N/A		

OD DIJ C 1115 DO 10 D	ent Review and Provision of Comments/ Recommen	3-4:											
IP-DILG-LLLS-RO-19 - Docume	RNE: Timely and appropriate response/action to	CR-DILG-I-P-004	R: Delayed action resulting in failure to	Designation of alternate / Focal	2	1	1 1	2,1,1,	Low	N/A	N/A	1	
General Public	requests and concerns	Overlapping activities/tasks/	provide timely review/action	Person/Process Owner	_	•	-	2,1,1,	2011	.,,.,	,		
	.,	multiple tasks assigned resulting to		,									
IP-DILG-002	Relevant Q0: 70% of the request for comment/legal	delayed implementation of PPAs or											
LGUs	review received by the Regional Office are prepared	delayed delivery of services(-)											
IP-DILG-003	with draft of action and submitted to the Regional Director (RD) or his duly authorized												
National Government Agencies	signatory/requesting office within the standard time												
(NGAs)	per category:												
	A. Legal study/policy review as prescribed by the												
IP-DILG-004	client or if no period was prescribed, 10WD from date												
Non-Governmental Organization	of receipt of the request												
and Civil Society Organizations	B. MOA/MOU, 5WD from date of receipt of the request C. Contract, 3WD from date of receipt of the request												
IP-DILG-006	o. contract, 5775 from date of receipt of the request												
Attached Agencies and Interior													
Sector													
IP-DILG-008 DILG Top Management													
DILG Top Management													
IP-DILG-009													
DILG Employees													
IP-DILG-010													
DILG Employees' Union													
IP-DILG-011													
Operating Units													
IP-DILG-001	RNE: Timely release of response/action	CR-DILG-E-P-002	R: Delayed release of comment resulting in	Use of online platform for releasing	2	1	1	2,1,1	Low	N/A	N/A		
General Public IP-DILG-002	Relevant QO: 70% of the signed action to request for	Disruptions to usual operations (e.g. public or health emergencies,	failure to provide timely response	(such as DILG intranet, email, messenger, and other online									
LGUs	comment/review are released by the Regional Legal	public or nealth emergencies, pandemic, natural and man-made		messenger, and other online medium)									
IP-DILG-003	Unit to the Regional Records Section/requesting office			incurain,									
National Government Agencies	within one (1) working day upon receipt thereof.	interruption)											
(NGAs)													
IP-DILG-004 Non-Governmental Organization													
and Civil Society Organizations													
IP-DILG-006													
Attached Agencies and Interior													
Sector													
1													
IP-DILG-008													
IP-DILG-008 DILG Top Management													
IP-DILG-008 DILG Top Management IP-DILG-009													
IP-DILG-008 DILG Top Management													
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees													
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010													
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees													
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011													
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union													
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units													
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units  OP-DILG-LLS-RO-20 - Implem	entation of Ombudsman, Sandiganbayan, COMELEC	Decision/Orders/Resolution											
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units  OP-DILG-LLLS-RO-20 - Implem IP-DILG-007	RNE: Timely implementation of Orders/Decisions of	CR-DILG-I-P-004	R: Delayed action resulting in failure to time		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	entation of Ombudsman, Sandiganbayan, COMELEC RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies	CR-DILG-I-P-004 Overlapping activities/tasks/	implement Orders/Decisions of	oly   Designation of alternate/Focal   Person/Process Owner	2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units  OP-DILG-LLLS-RO-20 - Implem IP-DILG-007	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to			2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies  Relevant Q0: 70% of the decisions/resolutions/orders are prepared with draft	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies  Relevant Q0: 70% of the decisions/resolutions/orders are prepared with draft request for authority/clearance and submitted to the	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies Relevant Q0: 70% of the decisions/resolutions/orders are prepared with draft request for authority/clearance and submitted to the Regional Director (RIO) or his duly authorized.	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies Relevant QO: 70% of the decisions/resolutions/orders are prepared with draft request for authority/clearance and submitted to the Regional Director (RIO) or his duly authorized signatory within 4WD from receipt of the Regional	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies Relevant Q0: 70% of the decisions/resolutions/orders are prepared with draft request for authority/clearance and submitted to the Regional Director (RIO) or his duly authorized.	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies Relevant QO: 70% of the decisions/resolutions/orders are prepared with draft request for authority/clearance and submitted to the Regional Director (RIO) or his duly authorized signatory within 4WD from receipt of the Regional	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies Relevant QO: 70% of the decisions/resolutions/orders are prepared with draft request for authority/clearance and submitted to the Regional Director (RIO) or his duly authorized signatory within 4WD from receipt of the Regional	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies Relevant QO: 70% of the decisions/resolutions/orders are prepared with draft request for authority/clearance and submitted to the Regional Director (RIO) or his duly authorized signatory within 4WD from receipt of the Regional	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies Relevant QO: 70% of the decisions/resolutions/orders are prepared with draft request for authority/clearance and submitted to the Regional Director (RIO) or his duly authorized signatory within 4WD from receipt of the Regional	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies Relevant QO: 70% of the decisions/resolutions/orders are prepared with draft request for authority/clearance and submitted to the Regional Director (RIO) or his duly authorized signatory within 4WD from receipt of the Regional	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		
IP-DILG-008 DILG Top Management IP-DILG-009 DILG Employees IP-DILG-010 DILG Employees' Union IP-DILG-011 Operating Units OP-DILG-US-RO-20 - Implem IP-DILG-007 Oversight Agencies/Regulatory	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies Relevant QO: 70% of the decisions/resolutions/orders are prepared with draft request for authority/clearance and submitted to the Regional Director (RIO) or his duly authorized signatory within 4WD from receipt of the Regional	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or	implement Orders/Decisions of		2	2	1	2,2,1	Low	N/A	N/A		

IP-DILG-007 Oversight Agencies/Regulatory Bodies	RNE: Timely release of response/action  Relevant Q0: 70% of the signed request for authority/clearance are released to the Regional Records Section within one (1) working day from the date the Regional Legal Unit received the signed request for authority/ clearance.	CR-DILG-E-P-002 Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change, Power interruption)	R: Delayed release of action resulting to failure to timely implement decisions	Use of online platform for releasing (such as DILG Intranet, email, messenger, and other online medium)	2	2	1	2,2,1	Low	N/A	N/A	
IP-DILG-007 Oversight Agencies/Regulatory Bodies	RNE: Timely implementation of Orders/Decisions of oversight agencies/regulatory bodies  Relevant Q0: 70% of decision/order/resolution are prepared with Compilance Report addressed to client within the standard time within SVDs from date of implementation or service of Decision/Order/Resolution	CR-DILG-I-P-004 Overlapping activities/tasks/ multiple tasks assigned resulting to delayed implementation of PPAs or delayed delivery of services	R: Delayed preparation of Compliance Report resulting to failure to timely submit to client the required document	Designation of alternate/ Focal Person/Process Owner	2	2	1	2,2,1	Low	N/A	N/A	
IP-DILG-007 Oversight Agencies/Regulatory Bodies	Relevant Q0: 70% of the signed Compliance Report are released to client and C0 within SWDs from the date the Compliance Report was signed	CR-DILG-E-P-002 Disruptions to usual operations (e.g., public or health emergencies, pandemic, natural and man-made disasters, climate change, Power interruption)	R: Delayed release of Compliance Report resulting to failure of timely submission to client	Use of online platform for releasing (such as DILG intranet, email, messenger, and other online medium)	2	2	1	2,2,1	Low	N/A	N/A	
OP-DIG-LLIS-RO-21 - Prepar IP-R11-002 Congress	ation of Position Paner/Comments on Congressional RNE: Timely action on the request for position paper  Relevant QO: 70% of the request for comment/legal review received by the Regional Office are prepared with draft of action and submitted to the Regional Director (RD) or his duly authorized signatory/requesting office within the standard time per category:  A. Legal study/policy review as prescribed by the client or if no period was prescribed, 10WD from date of receipt of the request  B. MOA/MOU, 5WD from date of receipt of the request  C. contract, 3WD from date of receipt of the request	CR-DILG-E-K-001 Unfamiliarity with new issuances/requiremen ts/procedure/ process/program	<b>R</b> : Focal person is loaded with voluminous activities causing delay in the processing of request	Complete access to DILG approved legal opinions and Supreme Court decisions for legal research	2	2	2	2,2,2	Low	N/A	N/A	
	RNE: Timely release of the position Paper/Comments  Relevant Q0: 70% of the signed action to request for comment/review are released by the Regional Legal Unit to the Regional Records Section/requesting office within one (1) working day upon receipt thereof	public or health emergencies, pandemic, natural and man-made disasters, climate change, Power	R: Delayed action resulting in failure to provide timely information	Use of online platform for releasing (such as DILG intranet, email, messenger, and other online medium)	2	1	2	2,1,2	Low	N/A	N/A	

OP-DII C-PACS-PO-22 - Provis	sion of Public Assistance and Complaints Handling											
IP-DILG-001	RNE: Timely issuance of endorsements/ responses to	CR-DILG-I-P-00) (-) Overlanning	R: Focal person is loaded with voluminous	Designation of an alternate focal	2	4	1	2,4,1	Low	N/A	N/A	
General Public	requests	activities/tasks/multiple task	activities causing delay in the processing of	person	-	•		2, ., .	20.1	,	,	
Contract ability	requests	assigned resulting in the delayed	request	person								
IP-DILG-002	Relevant QO: Timely issuance of	implementation of PPAs or delayed	request									
LGUs	endorsements/responses to requests and complaints											
LGOS	within five (5) working days upon receipt of requests	delivery of services										
IP-DILG-009	and complaints.											
DILG Employees	and complaines.											
DILG Employees												
	RNE: Accurate quality of service	CR-DILG-I-K-001 (-)Unfamiliarity	R: The Focal Person is not familiar with the	Conduct of orientation and/or	1	2	2	1,2,2	Low	N/A	N/A	
		with new issuances/ requirements/	process resulting in the delayed	utilization of turn-over form to	-	-	_	-,=,=		,	,	
	Relevant QO: 90% of indorsement or referral issued	procedure/process/program	disposal/indorsemen	ensure that all relevant tasks are								
	accurately to concerned office.	processor, processor, programs		properly communicated during the								
				personnel changes								
				personnerenanges								
QP-DILG-CO-RO-23 - Provisio	on of Technical Assistance	•	<b>.</b>	•	*		•				•	
IP-DILG-002	RNE: Timely Action of Technical Assistance	CR-DILG-E-P-002	R: Delayed action to received request/s	Presence of alternate mode of	2	2	2	2,2,2,	Low			
LGUs	Services	(-) Disruptions to usual operations	resulting to unsatisfied clients	communication (DMS, email,								
		(e.g. public or health emergencies,		messenger, etc.)								
IP-DILG-009	Relevant QO: For categories A & B: % of TAs	pandemic, natural and man-made		J. , ,								
DILG Employees	conducted are within the planned date per TA Plan	disasters, climate change)										
	or per approved Activity Design.											
IP-DILG-011	ppp											
Operating Units												
		CR-DILG-I-V-001	O: Effective delivery of technical assistance to	N/A	3	3	N/A	9	Medium			
		(+)Competent, dedicated, diverse	LGUs leading to customer satisfaction									
		and service-oriented personnel										
		-										
								1				
		CR-DILG-E-T-001	O: Increase effectiveness and efficiency of	N/A	3	3	N/A	9	Medium			
		(+)Research and developmental	program implementation and knowledge									
		opportunities for local governance	management resulting to effective provision					1				
I		and innovations	of TA					1				
								1				
I								1				
I								1				
								1				
L		1										

IP-DILG-002 LGUs IP-DILG-005	RNE: Timely Action on Technical Assistance Services Relevant QO: For category C: % of the request for	CR-DILG-I-P-004 (-)Overlapping activities/tasks/multiple task assigned resulting to delayed	R: Late reply/response to the request of TA resulting to unsatisfied clients.	Designation of principal and alternate focal persons/process owners who will act on the requests	3	3	2	3,3,2	Low		
Local Government Leagues or Leagues Federation of Local Elective Officials	Technical Assistance are responded 3 working days upon receipt.	implementation of PPAs or delayed delivery of services									
IP-DILG-009 DILG Employees											
IP-DILG-011 Operating Units											
		CR-DILG-E-P-002 (1) Disruptions to usual operations (e.g. public or health emergencies, pandemic, natural and man-made disasters, climate change)	R: Delayed action to received request/s resulting to unsatisfied clients	Presence of alternate mode of communication (DMS, email, messenger, etc.)	2	2	2	2,2,2,	Low		
		CR-DILG-I-P-002 (+) Adherence to quality management system	O: Timely and accurate submission of QMS documents that may result to compliance to legal requirements	N/A	3	3	N/A	9	Medium		
IP-DILG-002	RNE: Quality of Technical Assistance Services	CR-DILG-I-P-004	R: Late reply/response to the request of TA	Designation of principal and alternate	3	3	2	3,3,2	Low		
LGUS IP-DILG-009 DILG Employees IP-DILG-011 Operating Units	Relevant QO: For categories A: Conducted Trainings/Seminars/ Demand-driven TAs (PPA- Based) have 90% Post Training Evaluation Result of satisfactory (3) and above (4, 5).	(-)Overlapping activities/tasks/multiple task assigned resulting to delayed implementation of PPAs or delayed delivery of services	resulting to unsatisfied clients.	focal persons/process owners who will act on the requests							
		CR-DILG-I-V-001	O: Effective delivery of technical assistance to	N/A	3	3	N/A	9	Medium		
		(+)Competent, dedicated, diverse and service-oriented personnel	LGUs leading to customer satisfaction	11/2	3	3	NA	,	Medium		
		CR-DILG-E-T-001 (+)Research and developmental opportunities for local governance and innovations	O: Increase effectiveness and efficiency of program implementation and knowledge management resulting to effective provision of TA	N/A	3	3	N/A	9	Medium		
ACTION PRIORITY	At The team shall identify an appropriate action to impro	CTION EXPECTATION FOR RISKS	tale Hannah antique ab available Antonio (1997)	AC The team shall diligently identify and ex				PORTUNITY			
High	risk involves activities in progress. (within 6 mos1 ye		isk. Organi action snould be taken where the	primary objective of increasing client sa							
Medium	The team shall identify appropriate actions to improve (1 to 2 years)	controls. Risk reduction measures shall	ll be implemented within a defined time period	Immediate actions are not required. Cor in their significance or feasibility over ti		monitoring	g and re-as	sessment of these opportunitie	for any changes		

Continue implementing existing control measures. No additional control measures needed.