



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

Document Code		
<b>QP-DILG-LLLS-34</b>		
Rev. No.	Eff. Date	Page
02	02.16.23	1 of 4

<b>34</b>	<b>Issuance of Certificate of No Pending Administrative Case</b>
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**Scope:**

This process starts from the receipt of the Request Form up to the release of the Certificate of No Pending Administrative Case.

**Description of Service:**

The LLLS-TID prepares and issues Certificate of No Pending Administrative Case as requested by DILG Personnel/ Elective Local Officials under AO 23, series of 1992 as amended. The certification is issued upon verification in the TID's official record/data base if there is no pending administrative case/s filed before the Department against the following:

1. Department personnel pursuant to RACCS; and
2. LGU official of provinces, Highly Urbanized Cities, Independent Component Cities, Component Cities, Component Cities, and Cities and Municipalities in Metro Manila pursuant to AO 23, series of 1992 as amended.

<b>Office:</b>	<b>LEGAL AND LEGISLATIVE LIAISON SERVICE (LLLS)</b>
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No.	Client Action (detailed steps)	No.	Agency Action (detailed steps)	Activities	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
1	Client shall accomplish and submit duly accomplished request form	1.1	Receive Accomplished Request Form	<p>Receive the accomplished request form for the issuance of Certificate of No Pending Administrative Case</p> <p>If requesting party personally appears before the Service, the Receiving Personnel will let the Requesting Person to write and provide the following details in the Clearance Logsheet:</p>	LLLS Receiving Personnel	Request Form  Clearance Logsheet



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Document Code		
<b>QP-DILG-LLLS-34</b>		
Rev. No.	Eff. Date	Page
02	02.16.23	2 of 4

				<ul style="list-style-type: none"> <li>a. Date requested</li> <li>b. Type of request</li> <li>c. Name of the person requesting;</li> <li>d. Office</li> <li>e. Signature of the Requesting DILG Personnel/ Elective Local Officials of Provinces , Highly Urbanized Cities, Independent Component Cities, and Municipalities of Metro Manila</li> </ul>		
		1.2	Receive the request and update the Clearance Logsheet  <i>This document is UNCONTROLLED when DOWNLOADED and/or PRINTED. Always refer to the Documented Information Management System for the Controlled Copy</i>	Receive the request and update the records in the clearance Logsheet by the providing the following additional data: <ul style="list-style-type: none"> <li>a. Control Number</li> <li>b. Position</li> <li>c. Purpose</li> <li>d. Signature of the Action Officer</li> </ul> Forward to TID Action Officer for review.	TID Receiving Officer	Clearance Logsheet
		1.3	Validation and verification of Request and other pertinent data	Receive the request and verify the Department Personnel Cases in the Database.  If no existing records of administrative case/s,	TID Action Officer	Digital Records: Administrative Case against Department Personnel and Elective Local Officials



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Document Code		
<b>QP-DILG-LLLS-34</b>		
Rev. No.	Eff. Date	Page
02	02.16.23	3 of 4

				forward to TID Staff for the preparation of Certificate.  Else, advise the Requesting DILG Personnel/Elective Local Officials on the result of the review and verification.		
		1.4	Preparation of Certification and signature of Internal Memorandum for LLLS Director	Prepare the Certification.  Review the spelling and accuracy of data entries and the validity timeline.	TID Staff	Certificate of No Pending Administrative Case
		1.5	Review of Certification and signature of Internal Memorandum for LLLS Director	Forward to the signatories for review and approval.	Action Officer/Division Chief	Certificate of No Pending Administrative Case
		1.6	Approval/Signature of Certification	Forward to the LLLS Director for approval/signature.	LLLS Director	Certificate of No Pending Administrative Case
		1.7	<i>Release the Certification and administer Client Satisfaction Survey (CSS)</i>	<i>Handover the Certificate to the Requesting DILG Personnel/ Elective Local Officials (If requested in Person) or release through Central Records Section in accordance with the Central Records Management Procedure and administer CSS to requesting personnel/ officials.</i>	TID Action Officer	Certificate of No Pending Case  Central Records Management Procedure  <i>CSS Form</i>
2	<i>Receive the Certification and accomplish the Client Satisfaction Feedback Form</i>	2.1	<i>Retrieve and monitor the accomplished CSS form and retain records.</i>	Update the Process Summary Log sheet.	TID Action Officer	<i>Process Summary Log sheet</i>





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<b>QP-DILG-LLLS-34</b>		
Rev. No.	Eff. Date	Page
02	02.16.23	4 of 4

				<p>Retain records in accordance with the Control of Retained Documented Information. Procedure and the Master List of Retained Documented Information.</p> <p>Monitor the submission of the accomplished CSS Form and update the CSS Data Sheet.</p> <p>Report the CSS Results in accordance with the Client Satisfaction Measurement Procedure.</p>	<p><i>Control of Retained Documented Information Procedure</i></p> <p><i>Master List of Retained Documented Information</i></p> <p><i>CSS Form</i></p> <p><i>CSS Data Sheet</i></p> <p><i>Client Satisfaction Report</i></p> <p><i>Client Satisfaction Measurement Procedure</i></p>
<b>End of Transaction</b>					

**Definition of Terms:**

- Pending administrative cases shall include cases filed with the Office of the President and referred to the SILG as investigating authority pursuant to AO 23, series of 1992 as amended.
- The request for certification shall be filed by the concerned person or his/her duly authorized representative.
- The certification shall be issued only to the concerned person or his/her duly authorized representative.

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**QUALITY  
OBJECTIVE (QO)**

Document Code		
<b>QO-QP-DILG-LLLS-34</b>		
Rev. No.	Eff. Date	Page
02	02.16.23	1 of 2

OFFICE	LEGAL AND LEGISLATIVE LIAISON SERVICE
QUALITY PROCEDURE TITLE	ISSUANCE OF CERTIFICATE NO PENDING ADMINISTRATIVE CASE

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
Issuance of Certificate No Pending Administrative Case	Timely issuance of Certificate of No Pending Administrative Case within the day upon receipt of request.	90% of the requests received before 4:00 PM	(Total No. of issued Certificate of No Pending Administrative Case within the day upon receipt of request / Total No. of requests received before 4:00 PM) x 100	Monthly	Process Owner	Issuance of Certificate No Pending Case Process Summary Log Sheet
	Accuracy/Reliability of issuance of Certificate of No Pending Administrative Case (i.e. zero issuance of Certificate to person with administrative case; zero feedback on inaccuracies in the issued Certificate)	Zero incidence of inaccuracies	Actual No. of incidence on inaccuracies on issued Certificate of no Pending Administrative Case.	Monthly	Process Owner	Issuance of Certificate No Pending Case Process Summary Log Sheet



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

**QUALITY  
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Document Code		
<b>QO-QP-DILG-LLLS-34</b>		
Rev. No.	Eff. Date	Page
02	02.16.23	2 of 2

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (e.g. Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
	Objective	Target	Indicator/Formula (if applicable)			
	80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs).	80%	$\left[ \frac{\text{Total number of responses with rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs)}}{\text{Total number of responses received}} \right] \times 100$	Monthly	Process Owner	CSS Data Sheet, Client Satisfaction Report

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# QUALITY MONITORING AND EVALUATION (QME)

Document Code		
<b>QME-QP-DILG-LLLS-34</b>		
Rev. No.	Eff. Date	Page
02	02.16.23	1 of 2

BUREAU/SERVICE		LEGAL AND LEGISLATIVE LIAISON SERVICE												
PROCEDURE TITLE		ISSUANCE OF CERTIFICATE NO PENDING ADMINISTRATIVE CASE												
<b>OBJECTIVE STATEMENT</b>		1. 90% Timely issuance of Certificate of No Pending Administrative Case within the day upon receipt of request received before 4:00 PM. 2. Accuracy/Reliability of issuance of Certificate of No Pending Administrative Case (i.e. zero issuance of Certificate to person with administrative case; zero feedback on inaccuracies in the issued Certificate) 3. 80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs).												
<b>CURRENT PERIOD</b>														
INDICATORS		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>Objective 1:</b> 90% Timely issuance of Certificate of No Pending Administrative Case within the day upon receipt of request received before 4:00 PM.														
A	Total No. of issued Certificate of No Pending Administrative Case within the day upon receipt of request													
B	Total No. of requests received before 4:00 PM													
C	Formula: (A/B) x 100													
	Target Result: 90%													
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													
<b>Objective 2:</b> Accuracy/Reliability of issuance of Certificate of No Pending Administrative Case (i.e. zero issuance of Certificate to person with administrative case; zero feedback on inaccuracies in the issued Certificate)														
A	Actual No. of incidence on inaccuracies on issued Certificate of no Pending Administrative Case													
B	Gap Analysis: In case the objective is not met, put your analysis why it is not met													



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY MONITORING  
AND EVALUATION (QME)**

Document Code		
<b>QME-QP-DILG-LLLS-34</b>		
Rev. No.	Eff. Date	Page
02	02.16.23	2 of 2

INDICATORS		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>Objective 3:</b> 80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs).														
A	Total number of responses with rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs)													
B	Total No. of responses received													
C	Formula: (A/B) x 100	Target Result: 80%												
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													

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DEPARTMENT OF THE INTERIOR AND LOCAL

# Issuance of Certificate of No Pending Administrative Case Process Summary Logsheets

Document Code		
FM-QP-DILG-LLLS-34-01A		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of ____

QUALITY OBJECTIVE 1: 90% Timely issuance of Certificate of No Pending Administrative Case within the day upon receipt of request received before 4:00PM

FREQUENCY OF MONITORING: Monthly

COVERED PERIOD:

Due Date of Submission:

Legend:

No.	Control Number (LLLSTID)	Date Applied	Request Type (A) Personal (B) Representative (C) Phone Call (D) Courier	NAME	POSITION	OFFICE	PURPOSE	Date Released	Objective Results			Remarks/Particulars
									Met (within the day)	Unmet (not within the day)	Remarks, if unmet	
A	B	C	D	E	F	G	H	I	J	K	L	M
1												
2												
3												
4												
5												

Target  
Result

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

## Issuance of Certificate of No Pending Administrative Case Process Summary Logsheet

Document Code		
FM-QP-DILG-LLLS-34-01B		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of ____

**QUALITY OBJECTIVE 2:** Accuracy/ Reliability of Issuance of Certificate of No Pending Administrative Case (i.e. zero issuance of Certificate to person with administrative case, zero feedback on Inaccuracies in the Issued Certificate)

**FREQUENCY OF MONITORING:** Monthly

**COVERED PERIOD:**

**DUE DATE OF SUBMISSION:**

**LEGEND:**

No.	Control Number (LLLSTID)	Date Applied	NAME	Date Released	Feedback on Inaccuracies of the Issued Certificate of No Pending Administrative Case		
					Date Received	Mode	Particulars
1							
2							
3							
4							
5							

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**REQUEST FORM FOR ISSUANCE  
OF CERTIFICATE OF NO PENDING  
ADMINISTRATIVE CASE**

Document Code		
FM-QP-DILG-LLLS-34-02		
Rev. No.	Eff. Date	Page
00	03.01.24	1 of 1

DATE OF REQUEST				
CONTROL NO.	NAME	POSITION	OFFICE	PURPOSE

REQUESTING PERSON		SIGNATURE	
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CONTACT INFORMATION			
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REQUEST TYPE: <i>Please check</i> ( )A-Personal ( )B-Representative ( )C-Phone Call ( )D-Courier ( )E-DMS			
No. of Person/s Issued with Certificate/s		Date Released	

*Note: Kindly accomplish Client Satisfaction Survey (CSS) Form upon receipt of the requested certification.*

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

# MASTER LIST OF MAINTAINED INTERNAL DOCUMENTED INFORMATION

Document Code		
FM-SP-DILG-01A-02		
Rev. No.	Eff. Date	Page
00	06.15.21	1 of 1

Name of Bureau/Service/Office/Procedure: LLLS

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Issuance of Certificate No Pending Administrative Case							
QP-DILG-LLLS-34	Issuance of Certificate No Pending Administrative Case Quality Procedure	06.15.21	04.18.22	02.16.23			
QO-QP-DILG-LLLS-34	Issuance of Certificate No Pending Administrative Case Quality Objective	06.15.21	04.18.22	02.16.23			
QME-QP-DILG-LLLS-34	Issuance of Certificate No Pending Administrative Case Quality Monitoring and Evaluation	06.15.21	04.18.22	02.16.23			
FM-QP-DILG-LLLS-34-01A	Issuance of Certificate No Pending Administrative Case Process Summary Log Sheet	06.15.21					
FM-QP-DILG-LLLS-34-01B		06.15.21					
FM-SP-DILG-07-07A	Client Satisfaction Survey (On-site) (English Version)	02.01.23	01.01.24				
FM-SP-DILG-07-07B	Client Satisfaction Survey (On-site) (Filipino Version)	02.01.23	01.01.24				
FM-SP-DILG-07-08A	Client Satisfaction Survey (Online) (English Version)	02.01.23	01.01.24				
FM-SP-DILG-07-08B	Client Satisfaction Survey (Online) (Filipino Version)	02.01.23	01.01.24				
FM-SP-DILG-07-09	CSS Data Sheet	02.01.23	01.01.24				
FM-SP-DILG-07-10	Client Satisfaction Report	02.01.23	01.01.24				

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

# MASTER LIST OF EXTERNAL DOCUMENTED INFORMATION

Document Code		
FM-SP-DILG-01B-02		
Rev. No.	Eff. Date	Page
00	06.15.21	of 1 1

Name of Bureau/Service/Office/Procedure: LLLS

DOCUMENT CODE	DOCUMENT TITLE	REVISION/EDITION					
QP-DILG-LLLS-34 (Issuance of Certificate No Pending Administrative Case)							
Philippine Constitution	The 1987 Philippine Constitution of the Republic of the Philippines	2-Feb-87					
RA No. 7160	The Local Government Code of 1991	10-Oct-91					
2017 RACCS	2017 Rules on Administrative Cases in Civil Service	3-Jul-17					
A.O. 23	Administrative Order No. 23, s. 1992	17-Feb-92	A.O. no. 66	Amending A.O. No. 23	25-Nov-94		
A.O. 270	IRR of LGC	21-Feb-17	This document is UNCONTROLLED when DOWNLOADED and/or PRINTED.				
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