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34 Issuance of Certificate of No Pending Administrative Case

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.

Office: LEGAL AND LEGISLATIVE LIAISON SERVICE (LLLS)

No.	Client Action (detailed steps)	No.	Always refageficy Actioned Informatio (detailed steps)	n Management System for the Contro Activities	lled Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
1	Client shall accomplish and submit duly accomplished request form	1.1	Receive Accomplished Request Form	Receive the accomplished request form for the issuance of Certificate of No Pending Administrative Case 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:	LLLS Receiving Personnel	Request Form Clearance Logsheet



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			a. Date requested		
			b. Type of request		
			c. Name of the person		
			requesting;		
			d. Office		
			e. Signature of the		
1 1			Requesting DILG		
			Personnel/ Elective		
			Local Officials of		
			Provinces , Highly		
			Urbanized Cities,		
			Independent		
			Component Cities, and		
			Municipalities of		
			Metro Manila		
	1.2	Receive the request and update	Receive the request and	TID Receiving Officer	Clearance Logsheet
		the Clearance Logsheet	update the records in the	= 0	
		This document is UNCONTROLLED	clearance Logsheet by the		
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1 1			a. Control Number		
			b. Position		
			c. Purpose		
			d. Signature of the Action		
			Officer		
			Forward to TID Action		
			Officer for review.		
	1.3	Validation and verification of	Receive the request and	TID Action Officer	Digital Records:
		Request and other pertinent	verify the Department		Administrative Case
		data	Personnel Cases in the		against Department
			Database.		Personnel and
					Elective Local
			If no existing records of		Officials
			administrative case/s,		



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				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	Prepare the Certification.	TID Staff	Certificate of No
			signature of Internal Memorandum for LLLS Director	Review the spelling and		Pending Administrative Case
			Memorandum for EEES Director	accuracy of data entries		Administrative case
				and the validity timeline.		
		1.5	Review of Certification and	Forward to the signatories	Action Officer/Division	Certificate of No
			signature of Internal	for review and approval.	Chief	Pending
			Memorandum for LLLS Director	when DOWNLOADED and/or PRINTE		Administrative Case
		1.6	Approval/Signaturemented Information	n Marwardnt statenthe the don's	LLLS Director	Certificate of No
			Certification	Director for approval/ signature.		Pending
		1.7	Release the Certification and	Handover the Certificate to	TID Action Officer	Administrative Case Certificate of No
		1,	administer Client Satisfaction	the Requesting DILG	TID Action Officer	Pending Case
			Survey (CSS)	Personnel/ Elective Local		r enamy duse
				Officials (If requested in		Central Records
				Person) or release through		Management
				Central Records Section in		Procedure
				accordance with the Central Records		CCC P
				Management Procedure		CSS Form
				and administer CSS to		
				requesting personnel/		
				officials.		
2	Receive the Certification and	2.1	Retrieve and monitor the	Update the Process	TID Action Officer	Process Summary
	accomplish the Client		accomplished CSS form and	Summary Log sheet.		Log sheet
	Satisfaction Feedback Form		retain records.			



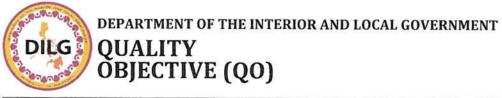
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	Control of Retained	Information
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	Procedure and the Master	
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	Documented Information.	Retained
	(1) The Business of Above Pre-12 (1997) (1997) (1997) (1997) (1997)	Documented
1		Information
		injormation
	Monitor the submission of	CSS Form
	the accomplished CSS Form	CSS FOITH
	and update the CSS Data	CCC D . Cl
	Sheet.	CSS Data Sheet
	Sheet.	(Same) D. Mail (MOSS) (S.
	Description of the second of t	Client Satisfaction
	Report the CSS Results in	Report
	accordance with the Client	
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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.

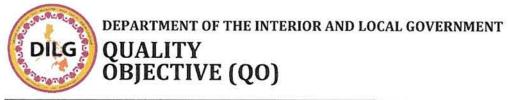
Pr	epared By	Reviewed By	Approved By	
(sgd.) marianne b. sarmiento	(sgd.) atty. marja elena a. quebral	(sgd.)	(sgd.) ASEC. ESTER A. ALDANA, CESO II	
Process Owner	Division Chief	LLLS Deputy Quality Management Representative	Overall Deputy Quality Management Representative	



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

	Ke	y Performance I	indicators (KPI)			Applicable Documents (e.g.
Function	Objective	Target	Indicator/Formula (if applicable)	Frequency of Monitoring Results	Responsible for Monitoring	Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)
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 here to the toocument is before to the toocu	Pending Administrative Case within	Monthly ITED. atrolled Copy	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



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	Ke	y Performance I	ndicators (KPI)			Applicable Documents (e.g.	
Function	Objective Target		Indicator/Formula (if applicable)	Frequency of Monitoring Results	Responsible for Monitoring	Tracker, Monitoring Log Sheet, Summary Log Sheet, Report, Memo, etc.)	
	80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs).		[Total number of responses with rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs) / Total number of responses received] × 100 UNCONTROLLED when DOWNLOADED and/or PRIN mented Information Management System for the Cor	TED.	Process Owner	CSS Data Sheet, Client Satisfaction Report	

Pr	epared By	Reviewed By	Approved By		
(sgd.) marianne b. sarmiento	(sgd.) atty. Maria élena a. quebral	(sgd.) ATTY. ROMEO P. BENITEZ	(sgd.) ASEC. ESTER A. ALDANA, CESO II		
Process Owner	Division Chief	LLLS Deputy Quality Management Representative	Overall Deputy Quality Management Representative		



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

QUALITY MONITORING AND EVALUATION (QME)

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PF	ROCEDURE TITLE	ISSUANCE OF C	ERTIFI	CATE N	O PEND	ING ADI	MINISTI	RATIVE	CASE						
ST	BJECTIVE CATEMENT	 90% Timely issuance of Certificate of No Pending Administrative Case within the day upon receipt of request received before 4:00 PM. 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) 80% of accomplished Client Satisfaction Survey have a rating of "Agree" or "Strongly Agree" in all Service Quality Dimensions (SQDs). 													
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01	INDICATO		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
UL	jective 1: 90% Timel		ificate o	i No Per	iding Ad	ministr	ative Ca	se withii	the day	upon rec	eipt of re	quest rec	eived bef	ore 4:00 P	М.
,	Total No. of issued C														
Α	Pending Administrat	[1] I THE PART IN CONTROL OF THE PARTY OF TH						- 2							
-	the day upon receipt									-					
В	Total No. of requests 4:00 PM								and/or PR	INTED. Introlled Co	21/				
С		Target Result: 90%	vays relei	to the Do	umenteu i	Hormation	i wanayen	lent System	in tor the Co	antrolled Co	py				
	Gap Analysis: In case	the objective is					-!-								
D	not met, put your an	alysis why it is													
	not met														
	jective 2: Accuracy/							nistrativ	e Case (i.	e. zero iss	uance of	Certificat	te to pers	on with	
ad	ministrative case; zer		ccuracie	s in the	issued C	ertificat	:e)								
	Actual No. of incidence on														
Α	A inaccuracies on issued Certificate of														
	no Pending Administ														
0.00	Gap Analysis: In case														
В	not met, put your an	alysis why it is													
	not met	63													



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	INDICA	TORS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	TOTAL
01	bjective 3: 80% of a	accomplished Client Sc	itisfactio	on Surve	y have a	rating o	f "Agree	or "Str	ongly Ag	ree" in all	Service (Duality Di	mensions	(SODs).	
A	Total number rating of "Agree"	of responses with or "Strongly Agree" Quality Dimensions													
В	Total No. of respo	onses received													
С	Formula: (A/B) x 100	Target Result: 80%													
D	The second of th	case the objective is analysis why it is										1	I.		1

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Pr	epared By	Reviewed By	Approved By		
(sgd.) marianne b. sarmiento	(sgd.) atty. makia elæna a. quebral	(sgd.) atay. romeo p. benitez	(sgd.) ASEC. ESTER A. ALDANA, CESO II		
Process Owner	Division Chief	LLLS Deputy Quality Management Representative	Overall Deputy Quality Management Representative		



DEPARTMENT OF THE INTERIOR AND LOCAL

Issuance of Certificate of No Pending Administrative Case Process Summary Logsheet

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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:

			Request Type				*************			Objective R		
No.	Control Number (LLLSTID)	Date Applied	(A) Personal (B) Representative (C) Phone Call (D) Courier	NAME	POSITION	OFFICE	PURPOSE	Date Released	Met (within the day)	Unmet (not within the day)	Remarks, if unmet	Remarks/Particulars
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2												
3												
4												
5					This deconsort is t	NCONTROLLER	DOWN OADED					

Target Result

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Prepared By	Noted By
Process Owner	Division Chief

	Prepared By
V	(SGC.) marianne b. sarmiento
	Process Owner

Reviewed By
(SGd.) atty. <mark>M</mark> aria elena a. quebral
Division Chief

Approved By	
(SGd.) attý. romeo p. benitez	
LLLS Deputy QMR	



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

Issuance of Certificate of No Pending Administrative Case Process Summary Logsheet

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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	Date Applied	NAME Date Released Feedback on Inaccuracies of the Issued Certification Administrative Case				
	(LLLSTID)				Date Received	Mode	Particulars
1							
2							
3							
4							
5							

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Prepared By	on Management System for the Controlled Conv. Noted By
Process Owner	Division Chief

Prepared By
(sgd.) MARIANNE B. SARMIENTO
Process Owner

Reviewed By	
(SGd.) atty. Maria Elena a. Quebral	
1 /	
Division Chief	

	(sgd)	
4 Δ Τ/Γ'	Y. ROMÆD		F7
VAVI	I. KUNICO	DENII.	C.Z.



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

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DATE OF REQUEST				
CONTROL NO.	NAME	POSITION	OFFICE	PURPOSE
REQUESTING PERSON	3		SIGNATURE	
CONTACT IN	FORMATION			
REQUEST TY	PE: Please check ()A-I	Personal ()B-Repres	entative ()C-Phone Call	()D-Courier ()E-DMS
No. of Person	/s Issued with Certific	ate/s	Date Released	
Note: Kindly a	ccomplish Client Satisfact	ion Survey (CSS) Form t	ipon receipt of the requested	d certification.

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Prepared by	Reviewed by	Approved by
(SGd.) MARIANNE B. SARMIENTO- SAPAULA	(sgd.) atty. Maria Klena a. quebral	(sgd.) attv:jesi howard s. lanete
Process Owner	Division Chief	LLLS Deputy QMR



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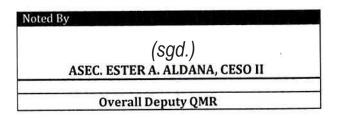
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Name of Bureau/Service/Office/Procedure: LLLS

		REVISION						
DOCUMENT CODE	DOCUMENT TITLE	00	01	02	03	04	05	
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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	06.15.21						
FM-QP-DILG-LLLS-34-01B	Process Summary Log Sheet This document is UNCONTROLLED when DO	WN 26A 52 1 and	or PRINTED.					
FM-SP-DILG-07-07A	Client Satisfaction Street (On Site) (English Version) anage		the 61:012:24 1 C	фру				
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					

repare	d By
	(SGC.) ROMAR B. PANGANIBAN
	ROMAR B. PANGANIBAN
	Central Document Controller



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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 Governent Code of 1991	10-Oct-91			1.4		
2017 RACCS	2017 Rules on Administrative Cases in Civil Service	3-Jul-17					10.50
A.O. 23	Administrative Order No. 23, s. 1992	17-Feb-92	A.O. no. 66	Amending A.O. No. 23	25-Nov-94		
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	Overall Deputy QMR