

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

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QM-R-DILG-BLGS-RO-04



QUALITY MONITORING AND EVALUATION (QME)

OFFICE	REGIONAL AND FIELD OFFICES					
PROCEDURE TITLE	ISSUANCE OF FULL DISCLOSURE POLICY (FDP) COMPLIANCE CERTIFICATE					
OBJECTIVE STATEMENT	1. 80% of the received requests for FDP Compliance Certificate acted eighteen (18) working days upon receipt of the request. 2. 80% of Clients Satisfaction Survey received with rating of satisfactory (3) and above (4,5).					
CURRENT PERIOD						
INDICATORS	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total	
Objective 1: 80% of the received requests for FDP Compliance Certificate acted eighteen (18) working days upon receipt of the request.						
A	Total number of requests for FDP Compliance Certification acted eighteen (18) working days upon receipt					
B	Total number of requests received and carried over					
C	Total number of pending requests not yet due					
D	Formula: $A/B-C \times 100$	Target Result: 80%				
E	Gap Analysis: In case the objective is not met, put your analysis why it is not met					
Objective 2: 80% of Clients Satisfaction Survey received with rating of satisfactory (3) and above (4, 5).						
A	Total number of responses with rating of satisfactory (3) and above (4,5)					
B	Total number of responses received					
C	Formula: $A/B \times 100$	Target Result: 90%				
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met					

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AND EVALUATION (QME)**

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