



Republic of the Philippines
Province of Cavite
CITY OF BACOR

Office of the Sangguniang Panlungsod

DISTRICT I

HON. CATHERINE SARINO-EVARISTO
City Councilor

HON. MICHAEL E. SOLIS
City Councilor

HON. ADRIELITO G. GAWARAN
City Councilor

HON. VICTORIO L. GUERRERO, JR.
City Councilor

HON. ALEJANDRO F. GUTIERREZ
City Councilor

HON. LEVY M. TELA
City Councilor

DISTRICT II

HON. ROBERTO L. ADVINCULA
City Councilor

HON. REYNALDO D. PALABRICA
City Councilor / President Pro-Tempore

HON. REYNALDO M. FABIAN
City Councilor

HON. ROGELIO M. NOLASCO
City Councilor

HON. ALDE JOSELITO F. PAGULAYAN
City Councilor

HON. SIMPLICIO G. DOMINGUEZ
City Councilor

HON. RANDY C. FRANCISCO
Iga ng mga Barangay Vice President

HON. PALM ANGEL S. BUNCIO
SK Federation President

Attested by:
ATTY. KHALID A. ATEGA, JR.
Sangguniang Panlungsod Secretary

Certified by:
HON. ROWENA BAUTISTA-MENDIOLA
City Vice Mayor

Approved by:
HON. STRIKE B. REVILLA
City Mayor

CITY ORDINANCE NO. 360- 2024 SERIES OF 2024

AN ORDINANCE MANDATING THE IMPLEMENTATION OF VARIOUS MEASURES THAT WILL ENSURE THE MAINTENANCE OF THE ISO 9001:2015 CERTIFICATION STATUS OF THE LOCAL GOVERNMENT OF THE CITY OF BACOR, CAVITE AND IMPOSING PENALTIES FOR VIOLATIONS HEREOF.

Sponsored by:

Hon. Reynaldo D. Palabrica

Co-Sponsored by:

Hon. Roberto L. Advincula, Hon. Palm Angel S. Buncio, Hon. Simplicio G. Dominguez, Hon. Catherine S. Evaristo, Hon. Reynaldo M. Fabian, Hon. Randy C. Francisco, Hon. Adriellito G. Gawaran, Hon. Alejandro F. Gutierrez, Hon. Rogelio M. Nolasco, Hon. Alde Joselito F. Pagulayan, Hon. Michael E. Solis and Hon. Levy M. Tela.

WHEREAS, local governments are mandated by law to provide excellent public services while creating a culture of competence, efficiency, integrity and accountability among its officials and personnel.

WHEREAS, in pursuit of the lofty ideals above mentioned, Mayor Strike B. Revilla and Vice Mayor Rowena Bautista-Mendiola compelled all the officials and employees of the City Government to embark on the achievement of an ambitious goal: to become the first city or municipality in the Province of Cavite that will receive ISO 9001:2015 certification.

WHEREAS, on 20 February 2024, the City Government successfully passed the stage 2 audit conducted by PT AJA Registers Inc. and was officially recommended to receive the prestigious and most coveted ISO 9001:2015 certification.

WHEREAS, the achievement of the said ISO certification is a testament that the City Government of Bacoor is capable of delivering excellent, world-class public service. However, the City Government under the leadership of Mayor Revilla and Vice Mayor Bautista-Mendiola shall not rest under this much deserved laurel and shall continuously strive to maintain the



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City Mayor

high standards of excellence needed in order to retain its ISO 9001:2015 certification.

NOW THEREFORE, be it enacted by the 5th Sangguniang Panlungsod of the City of Bacoor, Cavite THAT:

Section 1. Title. This Ordinance shall be known as the "**ISO CERTIFICATION STANDARDS MAINTENANCE ORDINANCE OF THE CITY OF BACOR**".

Section 2. Objectives. This Ordinance aims:

2.1. Implement the high standards necessary to maintain the City Government's ISO 9001:2015 Certification.

2.2. Create a culture of competence, excellence, accountability, vigilance, and responsibility among City Government officials and employees in order to ensure the continual improvement of the delivery of excellent public services while enhancing client satisfaction in conformity with Quality Management System requirements; and

2.3. Train and enable selected officials and employees of the City Government that will assist in the implementation of this Ordinance.

Section 3. Mandate of Excellence. All officials and employees of the City Government, including its job order and casual employees, are hereby mandated to deliver excellent public services while enhancing client satisfaction in conformity with the Quality Management System (QMS) manual of the City Government, a copy of which is attached hereto as **Annex "A"**.

Section 4. Appointment of Selected Employees as Quality Auditors. Upon the recommendation of the City Administrator and the Sangguniang Panlungsod Secretary, the City Mayor and the City Vice Mayor are hereby empowered to appoint selected employees and officials of the Office of the City Mayor, the Office of the Vice Mayor, and the Office of the Sangguniang Panlungsod as Quality Auditors.

Before making their respective recommendations, the City Administrator and the Sangguniang Panlungsod Secretary shall consult with various stakeholders to identify the personnel and officials best suited to work and functions as quality auditors.



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Attested by:

ATTY. KHALID A. ATEGA, JR.
Sangguniang Panlungsod Secretary

Certified by:

HON. ROWENA BAUTISTA-MENDIOLA
City Vice Mayor

Approved by:

HON. STRIKE B. REVILLA
City Mayor

Section 5. Duties and Responsibilities of Quality Auditors. The quality auditors to be appointed by the City Mayor and City Vice Mayor shall have the following duties and responsibilities:

5.1. Conduct random and regular audit inspections of all offices, units, and departments of the City Government.

5.2. Submit written reports to the City Administrator and to the Sangguniang Panlungsod Secretary on the outcome of the said audit inspections within 24 hours after the end of an inspection.

5.3. Maintain high professional standards, objectivity, and integrity in conducting the said audit inspections and in the preparation, formulation, and submission of the said reports; and

5.4. Perform such other tasks as may be assigned to them by the City Mayor, by the City Vice Mayor, by law, or by an ordinance.

Section 6. Mandatory Compliance with Audit Inspection Recommendations. All officials and employees of the City Government are hereby mandated to comply with all the recommendations of Quality Auditors within 24 hours after receiving a copy of an Audit Inspection Report. The unjustified refusal or failure to comply with the said recommendations by any official or employee of the City Government shall be deemed a violation of this Ordinance.

Section 7. Penalties. The following penalties shall be imposed by the City Mayor or by the City Vice Mayor, as the case may be, against any appointed City Government employee or official found accountable for violation of this Ordinance, any other city ordinance, or any law as recommended by the Board of Discipline:

First Offense: payment of P5,000.00 fine.

Second Offense: payment of P5,000.00 plus suspension for ten (10) successive working days without pay.

Third Offense: Termination from employment in accordance with pertinent civil service rules.

Section 8. Creation, Composition, Duties, and Functions of the Board of Discipline. The Board of Discipline is hereby created and shall be comprised by the following:



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ATTY. KHALID AL-ATEGA, JR.
Sangguniang Panlungsod Secretary
Certified by:
HON. ROWENA BAUTISTA-MENDIOLA
City Vice Mayor
Approved by:
HON. STRIKE B. REVILLA
City Mayor

- The City Administrator who shall be the Chairperson of the Board
- A regular member of the Sangguniang Panlungsod who was chosen by a majority of the members of the city council who shall become the Co-Chairperson of the Board
- the Head of the Human Resources Development and Management Department who shall be the Vice-Chairperson of the Board
- The Sangguniang Panlungsod Secretary, Head of the MIS/E-Governance Department and the City Legal Officer who shall be the members of the Board.

The Board of Discipline shall have the following duties, powers, and functions:

- To hear and decide administrative cases filed on the grounds provided in Section 46, Chapter 7, Subtitle A, Title I, Book V, EO 292 and Rule X, Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees (Republic Act No. 6713).
- To implement the 2017 Rules on Administrative Cases in the Civil Service and Rules Implementing the Code of Conduct and Ethical Standards for Public Officials and Employees (Republic Act No. 6713) in all proceedings before it and to promulgate such other rules and regulations not inconsistent thereto;
- To properly conduct the Formal Investigation, when necessary, in accordance with the 2017 Rules on Administrative Cases in the Civil Service;
- To conduct a preliminary investigation in administrative cases including the power to issue a show-cause memorandum, under Rule 4 of the 2017 RACCS;
- To present the evidence gathered in the Preliminary Investigation and actively administratively prosecute the case, with the power of substitution, if the need arises;
- To receive from the Local Chief Executive as Disciplining Authority the Formal Charge or the Notice of Charge in administrative cases against an alleged employee of the City Government of Bacoor;
- To issue the Formal Investigation Report to be submitted to the disciplining authority and the complete records of the case with confidentiality; and
- To perform such other functions and duties as may be proved by law or as may be necessary, or proper or incidental to its powers and functions



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Certified by:

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City Vice Mayor

Approved by:

HON. STRIKE B. REVILLA
City Mayor

Section 9. Implementing Rules and Regulations. The City Administrator, HRDMD Head, City Legal Officer and Sangguniang Panlungsod Secretary are jointly mandated to formulate the implementing rules and regulations of this Ordinance and to submit the same for the approval of the City Mayor within 60 working days after the date of effectivity hereof.

Section 10. Repeal. All Ordinances, Resolutions, and Executive Orders inconsistent with the provisions of this ordinance are hereby repealed and/or modified accordingly.

Section 11. Effectivity. This Ordinance shall take effect immediately after it has been published at least once in a newspaper of general circulation in the City of Bacoor, Cavite.

ENACTED this 18th day of March 2024 by the 5th Sangguniang Panlungsod at the City of Bacoor, Cavite.

I hereby certify that the foregoing Ordinance was duly approved in accordance with law and the contents thereof are true and correct.

Certified by:

HON. ROWENA BAUTISTA-MENDIOLA
City Vice Mayor/Presiding Officer

Attested by:


ATTY. KHALID A. ATEGA JR.
Sangguniang Panlungsod Secretary

Approved by:

HON. STRIKE B. REVILLA

City Mayor

Date of Approval: 17 SEP 2024

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3.5.1 Functional Roles and Responsibilities of the City Government of Bacoor Key Offices/Departments/Units¹

3.5.1.1 Office of the City Mayor

The Office of the City Mayor provides overall directions and leadership of the City Government of Bacoor for the LGU to achieve its overall goals and objectives.

The specific functions of the Office of the City Mayor include the following:

1. Ensures general supervision and control over all offices/departments/units under the City Government to ensure an integrated management of their processes;
2. Issues office orders, memorandum, and other implementing documents in aid of sound management; and
3. Represents the City Government of Bacoor in top-level executive meetings and conferences with public and private sectors.


3.5.1.2 Office of the City Vice Mayor

The Office of the City Vice Mayor is the Presiding Officer of the Sangguniang Panlungsod.

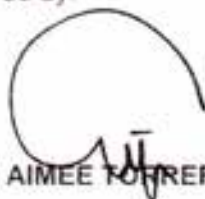
The specific functions of the Office of the Vice Mayor include the following:

1. Signs all warrants withdrawn on the City Treasury for all expenditures appropriated for the operation of the Sangguniang Panlungsod;
2. Appoints all officials and employees of the Sangguniang Panlungsod, except those whose manner of appointment is specifically provided in RA 7160;

¹ Citizen Charter 2023

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Prepared by:



ATTY. AIMEE TORREFRANCA-NERI

Quality Management Representative

Reviewed and Approved by:



HON. STRIKE B. REVILLA

City Mayor ✓

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1.0 Introduction

1.1 Purpose

The City Government of Bacoor Quality Manual (QM) defines and clarifies policies, systems, and procedures adopted to implement and continuously improve the city government's Quality Management System (QMS).

This QM, together with associated documents mentioned hereto, aims to:


- To describe the basic elements of the QMS of the City Government of Bacoor and serve as reference in its implementation and continual improvement;
- To inform the City Government of Bacoor's internal and external interested parties and enable them to observe and implement the QMS that is being maintained at the city government; and
- To serve as reference and guide for newly hired personnel and make them familiar and appreciate the City Government of Bacoor QMS.

2.0 Terms and Definitions

For the City Government of Bacoor QM, the following definitions apply:


Audit	:	Systematic, independent and documented process for obtaining audit evidence and evaluating it effectively to determine the extent to which the audit criteria are fulfilled
Auditor	:	Person with the demonstrated personal attributes and competence to conduct an audit
Continual Improvement	:	The ability of the City Government of Bacoor to carry out a set of activities in order to enhance its ability to meet requirements. It can be achieved primarily by carrying out audits, self-assessments, and management reviews. It can also be realized by collecting and analyzing data/information, setting objectives, and implementing corrective actions to address specific concerns.

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- Competence** : Demonstrated ability to apply the necessary knowledge and skills to meet a standard
- Corrective Action** : Action to eliminate the cause of a detected nonconformity (nonconforming service) or other undesirable situation and prevent recurrence
- Customer** : Anyone who directly receives a service from the City Government of Bacoor. For the purpose of this manual, examples of customers include residents of Bacoor, jobseekers, business owners, informal settlers, city employees, students, offices/departments/units, taxpayers, motorists, medical patients, indigent residents of Bacoor, farmers/fisher folks, pet and livestock owners, contractors, applicants of permits related to construction, marching band managers, researchers, cooperatives, national agencies, provincial government, investors, senior citizens, barangay officials, business enterprises, public.
- Customer Satisfaction** : It can vary from high satisfaction to low satisfaction. If customers believe that their requirements are met, they experience high satisfaction. If they believe that their requirements are not met, they experience low satisfaction.
- Documented Information** : Anything that provides information and its supporting medium, which can be paper, magnetic, electronic, or optical computer disc, photograph, or a combination. They must be properly controlled (refer to **CGBCR-QMS-QP-001, Control of Documented Information**)
- Effectiveness** : Extent to which planned activities are realized and planned results are achieved
- Infrastructure** : Buildings, lawns, work area, utilities, and other supporting services (such as transportation and communication)
- Interested Parties** : Stakeholders who receive our Services and Programs, who may be impacted by them, or those parties who may otherwise have a significant interest in the city government.

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- Internal Quality Audit** : Referred to as first-party audit used to audit the QMS for internal purposes
- Management Review** : Formal evaluation by the Top Management of the continuing suitability, adequacy, and effectiveness of the QMS in relation to the Quality Policy, internal business process results, business objectives and customer feedbacks
- Nonconformity** : Services or programs that do not fulfill requirements
- Objective Evidence** : Any documented statement of fact, other information or record, either quantitative or qualitative, pertaining to the quality of an item or activity, based on observations, measurements or tests which can be verified
- Plan-Do-Check-Act (PDCA) Cycle** : A four-step management method adopted by the City Government of Bacoor for the control and continuous improvement of its processes. The first step involves planning for the necessary improvement. The second step is the implementation of the plan. The third step is to check the results of the plan. The last step is to act upon the results of the plan.
- Process** : Set of interrelated resources and activities that transforms input into outputs
- Operations** : Set of necessary processes used to bring an idea of a product or service to an actual, final service
- Quality** : Degree to which a set of inherent characteristics fulfills requirements
- Quality Management System (QMS)** : A set of interrelated and interacting processes focused on achieving an organization's quality policy and quality objectives (i.e., what the customer wants and needs)
- Record** : Document stating results achieved or providing evidence of activities performed. It can be used to document traceability and to provide evidence of verification, preventive action, and corrective action. Generally, records need not be under revision control (Refer to CGBCR-QMS-QP-002, Control of Records Procedure).

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3.0 Organization Profile

3.1 City Government of Bacoor: Historical Background


The City of Bacoor has always been proud to be a major gateway to the province of Cavite for more than 350 years. Authored by Agustin de la Cavada and Mendez de Vigo in 1894, *Historia, Geografica, Geologica y Estadistica de Filipinas* noted that Bacoor was founded in 1671, during the reign of King Charles II of Spain. This was rooted in a petition coming from Bacoor's *principalia* or noble class. It was reviewed until Bacoor was officially separated from the mother town of Cavite El Viejo (Kawit). The *Erección del Pueblo de Bacoor* decree was issued to Governor General Manuel de Leon at a time when Bacoor's population numbered 10,165. Migration from Parañaque and nearby pueblos was believed to have started in 1669. Although Bacoor was never geographically part of Parañaque, our strong connection to it is not at all surprising as Cavite's coastal towns were under its ecclesiastical jurisdiction until the late 16th century. The ecclesiastical jurisdiction for Bacoor was then transferred to Cavite Puerto and lasted until King Ferdinand VI of Spain issued a *royal cedula* forming Bacoor's own curate in 1752.

In 2007, the centennial year of its separation from Imus thus regaining its self-governance, Bacoor experienced another reawakening. Known as *Bagong Bacoor*, Mayor Strike B. Revilla revolutionized public service by improving the general efficiency of the local government and by developing infrastructure needed by the barangays. He also activated the research and promotion of Bacoor's products, tourism, culture, and history by initiating the *Bakood Festival*.

Another growth era for Bacoor was experienced a few years later. Due to the Municipality of Bacoor's growing population and tax income, a cityhood bill was filed in the House of Representatives by Congresswoman Lani Mercado-Revilla, and in the Senate of the Philippines by Senator Ramon "Bong" Revilla, Jr. It was signed into law as *Republic Act No. 10160*. This act created the City of Bacoor and was ratified in a plebiscite on June 23, 2012.

Towards the end of that decade, another milestone was achieved as President Rodrigo Roa Duterte proclaimed the City of Bacoor as *Marching Band Capital*.

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of the Philippines. Signed on the 6th of April 2020, this honor was given to the City of Bacoor, two years after it hosted the *International Music Championships of 2018*.

As we continue to *Strike as One*, Bacooreños remain to magnificently preserve our identity by protecting our truth, our history, and our culture.

The City of Bacoor – At Home Ka Dito!

3.2 Vision

City of Bacoor: A model first class city, home of resilient, empowered, environment-friendly citizens, proud of their rich history and culture ably led by people-centered public servants united and guided by the rule of law, love of country and of God.

3.4 Mission


To institute good governance, promote culture, trade and investment in the City, through modern technology towards a safe and sound environment.

3.5 Organizational Chart



Figure 1. The City Government of Bacoor Organizational Structure defines the hierarchy of responsibilities and authorities instituted by the city government.

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3.5.1 Functional Roles and Responsibilities of the City Government of Bacoor Key Offices/Departments/Units¹

3.5.1.1 Office of the City Mayor

The Office of the City Mayor provides overall directions and leadership of the City Government of Bacoor for the LGU to achieve its overall goals and objectives.

The specific functions of the Office of the City Mayor include the following:

1. Ensures general supervision and control over all offices/departments/units under the City Government to ensure an integrated management of their processes;
2. Issues office orders, memorandum, and other implementing documents in aid of sound management; and
3. Represents the City Government of Bacoor in top-level executive meetings and conferences with public and private sectors.


3.5.1.2 Office of the City Vice Mayor

The Office of the City Vice Mayor is the Presiding Officer of the Sangguniang Panlungsod.

The specific functions of the Office of the Vice Mayor include the following:

1. Signs all warrants withdrawn on the City Treasury for all expenditures appropriated for the operation of the Sangguniang Panlungsod;
2. Appoints all officials and employees of the Sangguniang Panlungsod, except those whose manner of appointment is specifically provided in RA 7160;

¹ Citizen Charter 2023

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3. Assumes the office of the City Mayor for the unexpired term of the latter in the event of permanent vacancy as provided in RA 7160; and
4. Exercises the powers and performs the duties and functions of the City Mayor in case of temporary vacancy as provided in RA 7160.

3.5.1.3 *Office of the Sangguniang Panlungsod (SP)*

The Office of the Sangguniang Panlungsod (SP) is in charge of approving ordinances and passing resolutions necessary for an efficient and effective city government. It determines policy directions for the city government and monitors the implementation of the said directives to ensure that the law is being upheld.

The specific functions of the SP include the following:

1. Approves ordinances and resolutions pursuant to Section 11 of Republic Act No. 10160.
2. Issues certified true copies of various documents, such as ordinances, resolutions, committee reports, certificates of approval and notices of approval;
3. Accommodates requests from clients and agencies for the inclusion of various matters in the weekly agenda of the Sangguniang Panlungsod;
4. Assists individuals with their inquiries/requests, complaints and feedback for action of the Sangguniang Panlungsod;
5. Updates and maintains the Sangguniang Panlungsod Website and the Sanggunian Information System;
6. Conducts legislative inquiries and investigations in aid of legislation;
7. Informs and educates the public on the salient points of approved/proposed ordinances and resolutions;
8. Engages in the capacity development of Sangguniang Panlungsod members and personnel; and

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9. Performs other duties and functions as maybe mandated by laws and ordinances.

3.5.1.4 *City Administrator's Office*

The City Administrator's Office is in charge of developing plans and strategies, assisting in the coordination of the work of all the officials of the city, establishing a sound personnel program, conducting a continuing organizational development, being in the frontline of the delivery of administrative support services, and providing recommendations on matters of management/administration of the City.

The specific functions of the City Administrator's Office include the following:


1. Assists in the coordination of the work of officials of the City under the direction and control of the City Mayor;
2. Provides general administrative support services particularly those related to situations during and in the aftermath of the of man-made and natural disasters or calamities;
3. Develops plans and strategies on the management and administration-related projects of the City; and
4. Approves ministerial transactions as delegated by the City Mayor to ensure efficient processing of internal transaction documents

3.5.1.5 *Business Permit and Licensing Department*

The Business Permits and Licensing Department is in charge of providing effective systems, procedures and practices in the issuance of new and renewal of business permits as well as regulating the nature and operations of different activities, monitoring and enforcing existing laws, ordinances, rules and regulations in the operation of business within the City.

The specific functions of the Business Permits and Licensing Department include the following:

1. Issues Mayor's Permit and Business License;
2. Issues Special Permit for Cockfight;

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3. Issues temporary permit for business with pending OBO, Zoning, BFP, and CHO clearances;
4. Issues temporary permit for events/amusements;
5. Issues certificate of business registration, additional line of business, change in business location/name/owner's status/SEC amendments, No Business or No Registration, business retirement/surrender/closure; and
6. Conducts business establishment inspection

3.5.1.6 *Office of the City Building Official (OBO)*

The Office of the City Building Official is in charge of enforcing the National Building Code of the Philippines (PD 1096) and its implementing rules and regulations as well as circulars, memoranda, opinions, and decisions/orders issued pursuant thereof.

The specific functions of the OBO include the following:

1. Issues Building Permit, Extension/Renovation Permit, Fence Permit, Sign Permit, Mechanical Permit, Electrical Permit, Electronic Permit, Demolition Permit, Excavation and Ground Preparation Permit, Certificate of Occupancy/Use, Change of Use or Occupancy, Certificate of Final Electrical Inspection, Certificate of Operation (Mechanical Permit to Operate), Sign Permit Renewal; and
2. Conducts building assessment/inspection


3.5.1.7 *City Planning and Development Coordinating Office*

The City Planning and Development Coordinating Office is in charge of the formulation and coordination in setting the direction of all economic and social development efforts in the City.

The specific functions of the City Planning and Development Coordinating Office include the following:

1. Formulates development plans;
2. Collects and coordinates data for the social, economic, environmental, institutional, and infrastructure inputs to the development plans;
3. Acts as the secretariat to the City Development Council

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4. Prepared Annual Accomplishment and Physical Report
5. Conduct research and evaluation for project implementation and planning
6. Conduct project monitoring and evaluation system
7. Prepares Investment programming
8. Provision of Technical Assistance/Support
9. Provision of assistance to the students/researchers
10. Evaluate and Assess the Annual Investment Program of Barangays
11. Issuance of Barangay AIP Certification
12. Provides technical assistance

3.5.1.8 *City Assessor's Department*

The City Assessor's Department is in charge of the appraisal and assessment of real properties for taxation purposes of the City.


The specific functions of the City Assessor's Department include the following:

1. Assists the City constituents in the application of Transfer of Ownership/Updating of Tax Declaration, Segregation/Partition/Subdivision of Tax Declaration from Mother Tax Declaration, Consolidation of Tax Declarations into One Tax Declaration, New Assessment/Declaration of Real Property, Reassessment of Real Property, Reclassification of Real Property as to its current actual use; and
2. Issues True Copy of Tax Declaration, certificates such as No Improvement, Aggregate Land Holdings, and No Property for specific purposes in the City.

3.5.1.9 *Bacoor Disaster Risk Reduction and Management Office (BDRMO)*

The Bacoor Disaster Risk Reduction and Management Office (BDRMO) is in charge to render and orchestrate disaster preparedness and mitigation activities as well as to spearhead the response operations in disaster-stricken areas of the City.

The specific functions of the BDRMO include the following:

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1. Provides emergency medical services to all bona fide citizens of Bacoor;
2. Provides standby emergency medical services during the conduct of events, especially those with high risk of accidents, within the jurisdiction of Bacoor;
3. Provides immediate PNP/BFP assistance to citizens in distress;
4. Provides immediate and accurate information regarding traffic situations within the jurisdiction of Bacoor;
5. Provides assistance to the residents of Bacoor in forwarding complaints to our utility providers;
6. Provides assistance to researchers on data related to our operations;
7. Provides training and seminars on disaster preparedness to requesting parties;
8. Provides disaster response and management operation; and
9. Provides immediate and accurate weather advisories to all residents of Bacoor as well as to issue warnings to flood-prone areas of the impending danger caused by weather hazards.

3.5.1.10 *Office of the Accounting and Internal Audit Services*

The Office of the Accounting and Internal Audit Services is in charge of both the accounting and internal audit services of the City.

The specific functions of the Office of the Accounting and Internal Audit Services include the following:

1. Prepares and submits financial statements to the Local Chief Executive and to the Sangguniang Panlungsod;
2. Apprises the Sanggunian and other local government officials on the financial condition and operations of the city; and
3. Records, classifies, analyzes, summarizes and communicates all transactions involving the receipt and disposition of the city, barangay and other government funds.

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3.5.1.11 *Zoning and Land Development Department*

The Zoning and Land Development Department is in charge of the implementation of various zoning policies and regulations of the City.

The specific functions of the Zoning and Land Development Department include the following:

1. Conducts land survey of all Bacoor properties as requested by the City Mayor and other departments;
2. Checks and approves relocation plan and certificate, zoning and land use for the application of the Building Permit;
3. Checks and assesses the Business Permit Form for Zoning Inspection fee;
4. Issues Zoning Classification/Certificate and Development Permit

3.5.1.12 *City Bacoor Traffic Management Department (BTMD)*


The City Bacoor Traffic Management Department (BTMD) is in charge of ensuring security and safety of motorists, pedestrians, and the riding public within the City.

The specific functions of the BTMD include the following:

1. Ensures fast, reliable, accurate and friendly manner of releasing and receiving traffic ordinance violation receipts, licenses and impounded vehicles; and
2. Creates a culture of accountability and responsibility among traffic enforcers, motorists, pedestrians and other stakeholders in proper road use and enforcement of traffic rules and regulations.

3.5.1.13 *Office of the City Engineer*

The Office of the City Engineer is in charge of administering, coordinating, supervising, and controlling the construction, maintenance, improvement, and repair of local infrastructures and public works.

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The specific functions of the Office of the City Engineer include the following:

1. Issues Excavation Permit (Residential and Non-Commercial Purpose and Commercial Purposes), Sign/Signage Permit, Pole/Cabinet Location Permit, Clearance/Work Permit;
2. Conducts site inspection and survey for the pre-implementation of infrastructure projects;
3. Prepares Program of Work, detailed engineering design, and bill of quantity of infrastructure projects; and
4. Supervises and manages the implementation of local infrastructure projects


3.5.1.14 Office of the City Civil Registry (CCR)

The Office of the City Civil Registry (CCR) is in charge of performing various civil registry programs that focus on recordings of the civil status of persons, in which shall be entered births, deaths, marriages, annulments of marriages, judicial recognition of foreign divorces, adoptions, legitimations, acknowledgments of natural children, supplemental reports, correction of clerical errors and changes of name.

The specific functions of the CCR include the following:

1. Registers the Certificate of Live Birth of persons born within the territorial jurisdiction of the City;
2. Processes Application for Marriage Licenses for residents of the City;
3. Registers the Certificate of Marriage celebrated/solemnized within the territorial jurisdiction of the City;
4. Registers the Certificate of Death of all person who died within the territorial jurisdiction of the City;
5. Registers legal instruments such as Affidavit of Reappearance, Legitimation, RA 9255, Admission of Paternity, Option to Elect Philippines Citizenship, Prenuptial Agreement, etc.
6. Registers the court decision/order issued by the Regional Trial Court within the territorial jurisdiction of the City; and

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7. Annotates civil records.


3.5.1.15 *Office of the Agricultural Services*

The Office of the Agricultural Services is in charge to carry out reforms and transformation that would improve the lives of the City's registered farmers and fisherfolks as well as the agricultural entrepreneurs, consumers and citizenry.

The specific functions of the Office of the Agricultural Services include the following:

1. Conducts forecasting, development, management and administration of programs to offer agricultural extension services to registered farmers/fisher folks, ordinary citizens and youth;
2. Upholds connections and coordination with the National, Regional, Provincial agencies as well as local government units and other Civil Clubs/Organizations in the City for services and effectiveness in the production and administration of agro-fishery resources and in the conservation and management of the mangrove forest.
3. Provide fast access to information and technologies in forms appropriate to the clients' needs. Distribution of free and high quality palay and vegetable seeds;
4. In charge with the registration of Fisherfolks, Motor Boat Operator License and issuance of Boat Permit to Operate in compliance with the mandate by Philippine Fisheries Code for authorized fisheries activities within Municipal waters;
5. Assist to Cooperatives Acts as secretariat to Bacoor Agricultural Multi – Purpose Cooperative (BAMPC) Mamamayan Para sa Lambat At Dagat-MPC;
6. Provision of assistance to Philippine Crop Insurance Corporation (PCIC). The PCIC provides insurance protection to enrolled farmers and fisherfolks against crop and agricultural losses caused by natural calamities, plant diseases, pest infestation and other losses;

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7. Registry System for Basic Sectors in Agriculture (RSBSA). The RSBSA serves as the official registry of farmers, fisherfolks and farm laborers that serves as targeting mechanism for the identification of beneficiaries for the different agriculture related programs and services of the government;
8. Assist students conducting agro-fisheries research within Bacoor City agrofiseries jurisdictions; and
9. Provide logistics, basic information and expertise about the Agricultural and Aquaculture technologies and experiences of Bacoor City.


3.5.1.16

City Environment Service Department (CESD)

The City Environment Service Department (CESD) is in charge of protecting the environment, strict enforcement of all existing laws pertaining to the environment, and consistently embark on a platform of government that will conserve and manage the natural resources and balancing the ecology for sustainable development.

The specific functions of the CESD include the following:

1. Provides supplies and materials to be used for street sweepings, clean-up operations, disinfection activities, enforcements, grass cuttings, tree trimmings, and other parks and development and beautification programs;
2. Issues permit to regulate the operation and establishment of junk shops within the City;
3. Provides awareness training to barangays, homeowner associations, and other stakeholders on environmental practices; and
4. Manages the daily collection of segregated solid wastes within the City with assigned route aligned to the prescribed specific drop stations and pickup stations within the territorial jurisdiction of the City for the orderly and efficient segregated solid waste disposal and collection.

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3.5.1.17 *Public Employment Service Office (PESO)*


The Public Employment Service Office (PESO) is in charge of constituting the national employment service network as well as managing and supervising the OFW Help Desk Office of the City.

The specific functions of the PESO include the following:

1. Processes the job referral and placement of all PESO clientele;
2. Processes the company accreditation for inclusion to the national employment service network;
3. Implements employment programs such as job fairs, local and special recruitment activities, special programs for the employment of students (SPES);
4. Implements the *Balik Pinas! Balik Hanapbuhay!* Program to provide immediate relief to returning members OFWs who were displaced from their jobs due to wars/political conflict in host countries, or policy reforms, control and changes by the host government, or were victims of illegal recruitment and/or human trafficking or other distressful situations;
5. Facilitates application for medical and disability assistance to member OFWs;
6. Facilitates the application for scholarship assistance of dependents of OFWs whose basic salary does not exceed \$600, and
7. Facilitates application for financial assistance of qualified dependents of active member OFWs who would enroll in any 4-5-year baccalaureate course in any preferred college or university

3.5.1.18 *Human Resources Development and Management Department (HRDMD)*

The Human Resources Development and Management Department (HRDMD) is in charge of performing various human resource management programs that focus mostly on recruitment and selection, learning and development,

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performance management, welfare and benefits administration, maintaining human resource information system and other HR management and development services.

The specific functions of the HRDMD include the following:

1. *Recruitment, Selection and Placement*
2. *Processes Application of On the Job Training / Senior High School Immersion Program*
3. *Issuance of Personnel Certifications and Records*
4. *Processes Employee Application for Leave of Absence*
5. *Issues and Disseminates HRDMD Memorandum Order to City Employees*
6. *Records Travel Order Filed by City Employees*
7. *Learning and Development*
8. *Performance Management System*
9. *Rewards and Recognition*
10. *Process Payroll/Bonus and other Monetary Benefits of City Employees*


3.5.1.19

Office of the Population Development

The Office of the Population Development is in charge of ensuring continuing high quality professional development programs on population such as Responsible Parenthood and Family Planning (RPPF), Adolescent Health and Development (AHD), and Population and Development Integration (POPDEV).


The specific functions of the Office of the Population Development include the following:

1. Conduct of demand generation or Social and Behavior Change Communication (SBCC) activities for Responsible Parenthood and Family Planning and Development (RPPFD) and Adolescent Health and Development (AHD) at the community level within the city.
2. Implementation and continual enhancement of Pre-Marriage Orientation at the city level.

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3. Establishing and maintaining an extensive city-wide database that encompasses Population and Development (POPDEV), Responsible Parenthood and Family Planning (RPFP) and Adolescent Health and Development (AHD) information systems to serve as a pivotal resource for program management and enhance service delivery.
4. Conducting monitoring and evaluation of RPFP, AHD and POPDEV policies, plans, and strategies within the city, alongside the provision of AHD, RPFP and POPDEV, information and services at both citywide and community levels.
5. Identification and provision of capacity development interventions for program implementers and services providers from the barangays within the city.
6. Forecasting and procurement of Family Planning (FP) supplies at the city level to augment national supply.
7. Logistics management of FP supplies at the city level.
8. Integration of regional/provincial RPFP, AHD and POPDEV strategies in city development plans, initiatives, services, investment programs and strategies based on local POPDEV context.
9. Implementation of national Adolescent Health and Development (AHD) strategies (including preventive and social protection interventions) within the context of the city and integration in the regular city development initiatives and investment program.
10. Development of the capacities of city Adolescents Health and Development (AHD) implementers and partners including those in the barangays.

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3.5.1.20 *Office of Veterinary Services*

The Office of Veterinary Services is in charge of delivering veterinary public health services and animal health services to support and protect the welfare of the animals.

The specific functions of the Office of Veterinary Services include the following:


1. Prevents the spread of zoonotic diseases such as rabies;
2. Educates pet owners on Animal Welfare Laws and Ordinances to lessen the population of stray animals and secure the delivery of disease-free food from animal sources

3.5.1.21 *Office of the City Legal Service*

The Office of the City Legal Service is in charge of formulating measures, developing plans and strategies, investigating on administrative cases, drafting/reviewing issuances or instruments, recommending measures related to upholding the rule of law, rendering legal opinion, supporting participative good governance, and representing the City as counsel as well as prosecuting on its behalf.

The specific functions of the Office of the City Legal Service include the following:

1. Formulates measures for the consideration of the Sangguniang Panlungsod and provide legal assistance and support to the City Mayor in carrying out the delivery of basic services and the provision of adequate facilities;
2. Represents the local government unit in all civil actions and special proceedings wherein the local government unit or any official thereof, in his official capacity, is a party: Provided, That inactions or proceedings where a component city or municipality is a party adverse to the provincial government or to another component city, a special legal officer may be employed to represent the adverse party;
3. When required by the City Mayor or Sanggunian, drafts ordinances; contracts, bonds, leases and other

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instruments, involving any interest of the local government unit; and provide comments and recommendations on any instrument already drawn;


4. Renders his opinion in writing on any question of law when requested to do so by the City Mayor or Sanggunian;
5. Investigates or causes to be investigated any local official or employee for administrative neglect or misconduct in office, and recommend appropriate action to the City Mayor or Sanggunian, as the case may be;
6. Investigates or causes to be investigated any person, firm or corporation holding any franchise or exercising any public privilege for failure to comply with any term or condition in the grant of such franchise or privilege, and recommending appropriate action to the City Mayor or Sanggunian;
7. When directed by the City Mayor or Sanggunian, initiates and prosecutes in the interest of the local government unit concerned any civil action on any bond, lease or other contract upon any breach or violation thereof;
8. Reviews and submits recommendations on ordinances approved and executive orders issued by component units;
9. Recommends measures to the Sangguniang Panlungsod and advises the City Mayor on all matters related to upholding the rule of law.

3.5.1.22 *City Budget Department*

The City Budget Department is in charge of providing technical assistance to the Local Chief Executive in the preparation, authorization, review, execution and accountability phases of the budget process.

The specific functions of the City Budget Department include the following:

1. Prepares forms, orders and circulars embodying instructions on budgetary and appropriation matters for the signature of the City Mayor;
2. Reviews and consolidates the budget proposals of different departments and offices of the City;
3. Assists the City Mayor in the preparation of the budget and during and after budget hearings;

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4. Studies and evaluates budgetary implications of proposed legislation and submits comments and recommendations thereon; and
5. Coordinates with the City Treasurer, City Accountant, and City Planning and Development Officer for the purpose of budgeting

3.5.1.23 *City Finance Department (City Treasurer's Office)*

The City Finance Department (City Treasurer's Office) is in charge of the collection of all monies accruing to the City Government, disbursement of funds in accordance with the existing laws and regulation, and the disposition of local government funds.


The specific functions of the City Finance Department (City Treasurer's Office) include the following:

1. Collects all local taxes, fees, and charges directly or through their duly authorized deputies;
2. Advises the City Mayor, the Sanggunian, and other local government and national officials regarding the disposition of local funds;
3. Takes custody and exercises proper management of funds of the City;
4. Takes charge of the disbursement of all local funds and such other funds of which may be entrusted to the Office by law or other competent authority;
5. Inspects private commercial and industrial establishments within the jurisdiction of the City; and
6. Maintain and update the tax information system of the City.

3.5.1.24 *Office of the Social Welfare and Development*

The Office of the Social Welfare and Development is in charge of uplifting the living conditions of the marginalized sectors of the community.

The specific functions of the Office of the Social Welfare and Development include the following:

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1. Provides and delivers social welfare programs and services for the identified clientele group;
2. Leads in advocating the rights and uplifting the welfare of the children;
3. Promotes family solidarity; and
4. Empowers families and communities through provision of opportunities for socio-economic advancement.

3.5.1.25 *Office of the City Health Services*

The Office of the City Health Services is in charge of ensuring that every Bacoreño shall receive accessible, available and quality health services.

The specific functions of the Office of the City Health Services include the following:


1. Performs various programs that focus mostly on medical, dental, environmental health and nutrition;
2. Offers services that are preventive and curative, addressing the needs of the community, particularly the poor and vulnerable groups (pregnant and lactating mothers, malnourished children, elderly, etc.); and
3. Develops plans and strategies, formulates programs and policies, and implements health programs in accordance with the guidelines of the Department of Health.

3.5.1.26 *Office of the General Services*

The Office of the General Services is in charge of assisting the city government in promoting effectiveness and efficiency in government operations and the prudent utilization of its scarce resources for a more progressive Bacoor.

The specific functions of the Office of the General Services include the following:

1. Provides and distributes the basic resource needs of the different offices;
2. Provides proper and efficient process for procurement;
3. Provides good quality control to all purchased supplies and equipment used by the different offices; and

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- Provides proper and efficient management of all government properties owned by the City

3.5.1.27 *E-Governance Department/Management Information System (MIS)*

The E-Governance Department/Management Information System (MIS) is in charge of planning, development, and implementation of hardware, software applications, programming and systems network, and integration of a management information system or enterprise network.

The specific functions of the E-GOV/MIS include the following:


- Processes the Permit to Work of an individual prior to their employment;
- Processes the Mayor's Clearance/Referral Letter and Certificate of Good Moral Character that agencies require prior to enrollment in schools or application for a job;
- Processes the availment of stickers to allow motorists to use the streets and roads forming part of the Solidarity Route as alternative routes to ease or decongest traffic in the City;
- Prints tarpaulin
- Conducts software and hardware troubleshooting;
- Issues City employee identification card;
- Creates bacoor.gov.ph official email address for city employees; and
- Maintains the official website of the City Government of Bacoor

3.5.1.28 *Sports Development Unit*

The Sports Development Unit is in charge of the development of the sports program of the City Government and the implementation of prestigious sports tournaments in the local community as well as in the Province of Cavite.

The specific functions of the Sports Development Unit include the following:

- Provides free referee services to the local community;

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2. Provides free Unity Band services to the local community in various special events such as inauguration events, wedding, funeral services, and other festive activities;
3. Provides free trophies, medals and sports equipment to barangays, homeowners associations, and other clients;
4. Conducts sports programs in barangays and for city employees;
5. Facilitates the request for use of the Strike Gym for sports events and other gatherings such as mass weddings, etc.; and
6. Manages the use of the Strike Fitness Center by sports and fitness enthusiasts

3.5.1.29 *City Information and Community Relations Department*

The City Information and Community Relations Department is in charge of providing communication between the city government and its constituents through dissemination of relevant information about plans, programs, and projects of the City Government of Bacoor towards the attainment of a productive, cultured, and well-informed city.


The specific functions of the City Information and Community Relations Department include the following:

1. Uses all forms of media for the improvement of the safety, welfare and interest of the City and its residents; and
2. Aids as a medium of information from the local government to the people and serves as a venue for feedback that can harness the services and work ethics of the city government's staff.

3.5.1.30 *Bacoor City Culture, History, Arts & Tourism Office*

The Bacoor City Culture, History, Arts & Tourism Office (BCHATO) is in charge of providing the public with access to the local tourism and historical data, tour guiding services, and assistance on the Department of Tourism (DOT) Accreditation applications.

The specific functions of the BCHATO include the following:

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1. Provides tourism and historical data such as tourist arrivals records, local cultural properties information, interviews related to local tourism and cultural sectors, public records, free tourism and cultural materials such as brochures, fliers, magazines, books and other related documents;
2. Provides tour guiding services;
3. Facilitates the request utilization of local parks and cultural properties by requesting public;
4. Maintains and preserves the local parks and cultural properties of the City;
5. Conducts skills training to students who want to enhance and sharpen their skills in creativity and artistry;
6. Facilitates application for DOT Accreditation of tourism-related establishments; and
7. Facilitates registration of special events and activities for leisure, social and cultural experience outside the normal range of tourism destinations and attractions found in the City.

3.5.1.31 *City Livelihood and Development Department*

The City Livelihood and Development Department is in charge of offering skills training programs to the citizens of the City and promoting ease of doing business and facilitating access to services for MSMEs.

The specific functions of the City Livelihood and Development Department include the following:

1. Provides barangay-based and center-based livelihood skills training;
2. Provides assistance on technical skills training/TESDA scholarship programs, competency assessment and certification of workers, and endorsement/referral to partner Technical Vocational Institutions (TVIs);
3. Provides assistance on the availment of DOST grants-in-aid, small enterprise technology upgrading program, and food safety seminar;
4. Provides assistance on the registration of business name; and

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5. Issues Certificate of Authority to barangay micro business enterprises (BMBE).

3.5.1.32 *Housing Urban Development and Resettlement Department (HUDRD)*

The Housing Urban Development and Resettlement Department (HUDRD) is in charge of enforcing and implementing the socialized housing program and all housing concerns of the City.


The specific functions of the HUDRD include the following:

1. Acts as the implementing arm of the Housing Urban Development and Resettlement Board;
2. Implements the City of Bacoor Comprehensive and Continuing Urban Development and Housing Program and the Resettlement, Relocation Action Plan (RRAP);
3. Initiates linkage and cooperation with concerned national government agencies, public and private institutions concerned with socialized housing, and benchmarking with other LGUs to afford the best practices for the constituents of the City;
4. Creates and implements a Capacity Development program for all stakeholders in the City of Bacoor Strategic Housing Program in order to increase competency in this particular expertise or field of public service; and
5. Formulates programs, projects and activities for continued and sustained development of the City's resettlement communities while ensuring balanced housing in cooperation with private developers and property owners of the City.

3.5.1.33 *Office for the Development of Cooperatives*

The Office for the Development of Cooperatives is in charge of the formulation and implementation of the City's programs, projects, and activities on cooperative development.

The specific functions of the Office for the Development of Cooperatives include the following:

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1. Designs Cooperative Capacity Development Plan;
2. Designs training content based on cooperative values, norms and business model;
3. Prepares training methodologies, training materials and manuals; and
4. Conducts seminars, workshops, consultations and meetings with relevant stakeholders.

3.5.1.34


Office of the Senior Citizen's Affairs (OSCA)

The Office of the Senior Citizen's Affairs (OSCA) is in charge of implementing RA 9994, an act granting additional benefits and privileges to senior citizens.

The specific functions of the OSCA include the following:

1. Issues Senior Citizen ID and purchase booklet;
2. Issues OSCA Certifications (Delayed Registration of Birth, Cancellation of OSCA ID due to transfer to other residence, Transfer of Residence from other municipalities/cities to Bacoor, and Certification of No records) for legal purposes;
3. Facilitates the application for Philhealth lifetime free membership of senior citizens;
4. Facilitates the continuous online registration of senior citizens' data forms to the National Commission of Senior Citizens Office;
5. Facilitates the application of senior citizens to receive the Php 5,000 cash gift from the Provincial Government of Cavite as part of the nonagenarian benefits;
6. Facilitates the obligation of the senior citizen to receive the Centenarian cash gift of Php 100,000 from the DSWD Region IV-A, Php 50,000 from the Provincial Government of Cavite, and Php 20,000 from the City Government of Bacoor;
7. Facilitates the grant to indigent senior citizens of wheelchairs, canes, and walkers;
8. Facilitates burial assistance to deceased senior citizens from the Provincial Government of Cavite;
9. Facilitates the application for social pensions to enable the grant of Php 500 per month to indigent senior

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citizens, with an increase of Php 1000 per month by virtue of RA 11916; and

10. Facilitates the grant of *Kalinga sa Matatanda* in the amount of Php 1000 per year

3.5.1.35 *City Cemetery Office*

The City Cemetery Office is in charge of the provision of burial services and the implementation of programs to share the needs of Bacoor residents especially the less privileged families of the communities.

The specific functions of the City Cemetery Office include the following:

1. Provides new niches/tombs for burial spaces to Bacoor citizens in its two public cemeteries;
2. Facilitates the request for transfer of bones of the deceased by immediate relatives to other cemeteries in coordination with the City Health Office; and
3. Facilitates the rental and renewal of lease of contract for burial spaces at its public cemeteries.

3.5.1.36 *Department of Public Safety*


The Department of Public Safety is in charge of assisting the local Philippine National Police in conducting local peacekeeping activities as the need arises.

The specific functions of the Department of Public Safety include the following:

1. Protects and secures the safety of the City Mayor, Congressman, and other VIPs;
2. Guards and protects Shelter of Boys, Girls' Home, Ciudad Malasakit, Bacoor Coliseum, and the Vehicle Service and Maintenance Unit

3.5.1.37 *Local Economic Development and Investments Promotion Office*

The Local Economic Development and Investments Promotion Office is in charge of creating and developing high-impact and

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relevant policies and programs that shall make the City of Bacoor attractive to potential investors within and outside the city.

The specific functions of the Local Economic Development and Investment Promotions Office include the following:

1. Drives economic growth by attracting potential investors (local and foreign);
2. Promotes ease of doing business in the City of Bacoor; and
3. Strengthens the business sector, particularly the Micro, Small, and Medium Enterprises (MSMEs) through promotions

3.5.1.38

Local Youth Development Office

The Local Youth Development Office is in charge of implementing programs and projects to ensure wide and multi-sectoral youth participation in local governance.


The specific functions of the Local Youth Development Office include the following:

1. Registers and verified youth and youth-serving organizations;
2. Provides technical assistance to the Local Youth Development Council (LDYC) of the City Government in the formulation of the Local Youth Development Plan;
3. Facilitates the election of the LDYC representatives;
4. Conducts mandatory and continuing training of SK officials and LDYC members;
5. Provides technical, logistical and other support in the conduct of the mandatory and continuing training programs;
6. Coordinates with the Commission with regards to the youth programs within the territorial jurisdiction of the City.

4.0 Context of the Organization

This section defines the key elements of the City Government of Bacoor QMS. By defining the key elements, the full context of the city government can be understood and thus communicated to employees, customers, regulators, and other third parties.

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By doing so, the Top Management is also better able to guide the city government through the use of an informed strategic direction.

The City Government of Bacoor has reviewed and analyzed key aspects of itself and its relevant interested parties to determine the strategic direction of the city government. This involves:

- Understanding the City Government of Bacoor's core services and programs;
- Identifying relevant "interested parties" who receive our services, or who may be impacted by them, or those parties who may otherwise have a significant interest in the city government; and
- Understanding internal and external issues that are of concern to the City Government of Bacoor and its interested parties. Many such issues are identified through an analysis of risks facing either the City Government of Bacoor or the interested parties. Such issues are monitored and updated at least once a year and discussed as part of the management reviews.


This information is then used by the top management to determine the city government's strategic direction. This is defined in the records of the management reviews and periodically updated as conditions and situations change.

4.1 Understanding the City Government of Bacoor and Its Context

4.1.1 "Interested parties" are the stakeholders who receive our services and programs, who may be impacted by them, or parties who may otherwise have a significant interest in our organization. These are as follows.


Interested Party	Reason for Interest
Internal Interested Parties	
Permanent Employees	<ul style="list-style-type: none"> - employment as a source of their income. - opportunity to serve the public - activities that will further enhance their capabilities and boost their career growth - employment benefits - security of tenure
Casual	<ul style="list-style-type: none"> - employment as a source of their income. - opportunity to serve the public - activities that will further enhance their capabilities and boost their career growth - employment benefits
Co-Terminus	<ul style="list-style-type: none"> - employment as a source of their income. - opportunity to serve the public

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Interested Party	Reason for Interest
	<ul style="list-style-type: none"> activities that will further enhance their capabilities and boost their career growth employment benefits
Job Order (JO)	<ul style="list-style-type: none"> employment as a source of their income, opportunity to serve the public activities that will further enhance their capabilities and boost their career growth
Top Management	<ul style="list-style-type: none"> An appointive of the current administration is interested in the City Government of Bacoar because it will provide them with an opportunity to improve the performance of the city government with their management skills and enhance the capability of the city government to fulfill its mandate, employment as a source of their income, opportunity to serve the public activities that will further enhance their capabilities and boost their career growth employment benefits
External Interested Parties	
Customers: <ul style="list-style-type: none"> Residents of Bacoar (bona fide citizens, homeowners' associations, couples, LGBTQIA community, informal settlers) Registered farmers and fisher folks Business Owners (MSMEs) Students/Researchers Motorists and Tricycle Operators and Drivers Association (TODA) Jobseekers National Agencies Provincial Government of Cavite Regional Government Media Agencies 	<ul style="list-style-type: none"> Availment of social services and government benefits, file complaints, request for emergency response Availment of agricultural supplies and equipment, fishing paraphernalia, training, Availment of business permits and licenses, certifications, business promotions Request for data and information Payment for traffic violation, file complaints, availment of motorized tricycle franchise Job openings, employment, training, compliance of job requirements; request for job placements and referrals Request for training, records, reports, compliance to policy implementation, collaboration/partnerships, file complaints Request for reports, compliance to policy implementation, share in the collection of government funds Request for reports, compliance to policy implementation

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Interested Party	Reason for Interest
<ul style="list-style-type: none"> - Barangay Officials - Cooperatives - Taxpayers - Pet and Livestock Owners - Civil Society Organization (Non-Government Organizations, Private Sectors, religious groups, volunteer groups) - Marginalized Sectors (Indigent residents, senior citizens, persons with disability, children and youth, pregnant women) 	<ul style="list-style-type: none"> - Request for interviews with the city officials, media and PR kit, coverages and partnerships - Requests for solicitations, financial records, training, logistic support, environmental and social services, emergency response, certification, cost estimate for infrastructure, impounding activities for stray animals; payment of environmental violation fees; share in the collection of government funds - Request for training, management and technical advisory services - Request for amnesty, certifications, tax clearance, infrastructure investment; payment of taxes; availment of construction-related permits and certificates - Availment of free vaccination and consultations, discounted-rate spay and castration, certificates for travel - Request for certifications and accreditation, social services; payment for permits and other dues - Availment of government services and benefits, certifications and IDs
Insurers for government properties, vehicles, bonds, employees	They have financial interest in the City Government of Bacoor
Regulatory Bodies – DILG, COA, Bureau of Local Government Finance, CSC, GSIS, Office of the Civil Defense, National Youth Commission, DSWD, DBM, DOST, NEDA, DOH, TESDA, PSA, Cooperative Development Authority, Bureau of Animal Industry, DPWH, DTI, DA, BFAR, BIR, Bureau of Treasury, DOLE, DENR, Registry of Deeds, LRA, OWWA, Philhealth, HDMF, Presidential Complaint Center, ARTA, DHSUD, DepEd, DOT, DOTr, LTO, LTRFB, DICT, NAP, NNC, National Historical Commission of the Philippines, National Commission for	<ul style="list-style-type: none"> - Ensures compliance to all applicable national policies, documentation, memorandum circulars, administrative orders, implementation of programs and projects

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Interested Party	Reason for Interest
Culture and Arts, NHA, Office of the Transport Cooperatives, Presidential Commission on the Urban Poor	
ISO 9001 Certification Body	It is interested on whether the City Government of Bacoor can maintain and sustain its QMS certification.
Media: Traditional and New Media	Media plays the role of a watchdog for the rule of transparency to be enacted by the City Government of Bacoor. Media helps the City Government of Bacoor as they provide information to the public about its services and programs, which aids in the promotion of the city government. Media also helps the City Government of Bacoor publish its success stories and provide inspiration to the public.
Neighboring Establishments – hotels, banks, hospitals and restaurants, malls, resorts	They are interested in the possible increase in revenue due to influx of people into their areas.
Schools, Colleges and Universities	The school is interested on the opportunities that the City Government of Bacoor may offer to its students.
Asian Marching Band Confederation, Winterguard International World Marching Band Organization, Drum Corps Asia	Provision of technical support, seminars and workshops to local bands and other participants, encourages local band to become internationally competitive

4.2 Understanding the Needs and Expectations of Our Interested Parties

4.2.1 The following are the internal issues of concern which have been, or may be, raised by the City Government of Bacoor's internal interested parties:

Type	Issue	Bias
Legal		
	The City Government of Bacoor is compliant with the CSC requirements.	Positive
	The City Government of Bacoor remits employee contribution regularly and on time to GSIS, Philhealth, HDMF	Positive
Technological		
	The City Government of Bacoor has a limited source of IT technology to support its operations.	Negative

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Type	Issue	Bias
	The City Government of Bacoor has an unstable network infrastructure.	Negative
	The City Government of Bacoor has limited supply of IT resources	Negative
Socioeconomic		
	The City Government of Bacoor contributes to the economic sustainability of its employees.	Positive
Employee Base		
	The City Government of Bacoor has a limited number of permanent employees to perform the task to achieve the objectives of its mandate.	Negative
	The City Government of Bacoor provides its employees with the opportunities to continuously improve their performance capacity.	Positive
	The City Government of Bacoor provides on-time salary to employees	Positive
	There are employees who lack technical training related to their tasks	Negative
	Promotions take longer than usual.	Negative
	There are delays in the hiring process.	Negative
	Delegation of task does not match the job description as well as the capacity of the personnel to perform the task.	Negative
Infrastructure		
	Workspace is not adequate or proportion to the number of employees occupying it.	Negative
	Workspace temperature is not conducive for working.	Negative
	Pest control is not adequate to control the pests.	Negative
	Requests for repair and maintenance of infrastructure takes longer than usual.	Negative
	There are leaks in the ceiling.	Negative
	There is a lack of training facilities for seminars, training, workshops, counseling activities, etc.	Negative
	There is a defective elevator within the building.	Negative

4.2.2 The following are the issues of concern which have been, or may be, raised by the City Government of Bacoor's external interested parties:

Type	Issue	Bias
International		
	The City Government of Bacoor regularly participates in the activities	Positive

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Type	Issue	Bias
	and programs of the international organizations related to band marching.	
Legal		
	The City Government of Bacoor is transparent in all their transactions.	Positive
	The City Government of Bacoor officials practice good governance.	Positive
	The City Government of Bacoor receives complaints coursed through 8888	Negative
	There is a pending civil case on real property tax assessment	Negative
	There is an ongoing negotiation regarding the Zapote Public Market	Neutral
Regulatory		
	The City Government of Bacoor complies to the requirements of their regulatory bodies.	Positive
	The City Government of Bacoor remits contributions to their partner government agencies on time.	Positive
Technological		
	Not all payment may be done online payment, especially for customers who are located far from the BGC.	Negative
Infrastructure		
	Uneven flooring in the building	Negative
	There are stray dogs and cats on the complex grounds.	Negative
	There are inadequate toilet room resources (e.g., tissue paper, trash bins, etc.)	Negative
	There is inadequate ventilation in waiting areas.	Negative
Socioeconomic		
	The City Government of Bacoor generates revenues for remittance to the national treasury.	Positive
	The City Government of Bacoor provides alternative place for leisure to the public.	Positive

4.2.3 Strategic Direction

To address the needs and expectations of its relevant interested parties, the City Government of Bacoor has performed its strategic planning aligned to the following roles of the city government:

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Thus, the City Government of Bacoor has come up with the following strategies:


1. *Social, Health and Integrated Services* - consists of multiple areas for the development of education, health and nutrition, basic social infrastructure services and other services.
2. *Transformative Administration and E-Governance* - focuses of transparency and digitalization of services such as social media platforms, paperless transactions and other online processing to meet and adhere the specific timeline
3. *Revenue , Financial and Economic Enterprise Management* - promotes inclusive and sustainable economic growth to address challenges with the current local economic situation
4. *Infrastructure and City Development Management* - has the big role in the development of the city being the gateway of Metro manila to the South which requires strategic investments to support infrastructure, promote growth and development of the City.
5. *Key City Facilities, Property Engineering* - maintaining of facilities and properties of the City of Bacoor to deliver a quality services
6. *Environment & Sanitation, Security, Peace and Order* - focuses on the improvement of environment, transportation, security, peace and order situation of the City. Also promotes sustainable environment, transportation service to lessen the traffic congestion and maintain the peace and order and public safety.

4.3 Scope of the City Government of Bacoor QMS

4.3.1 Scope Statement

Based on the analysis of the issues of its relevant interested parties and in consideration of its services and programs, the City

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Government of Bacoor has determined the following as the scope of its QMS:

Provision of public service to the constituents of the City Government of Bacoor, Cavite

4.3.2 Facilities within the Scope of the QMS

The QMS shall apply to all processes, activities, and employees within the city government facilities located at:

City of Bacoor Government Center, Bacoor Boulevard, Barangay Bayanan, City of Bacoor

4.3.3 Permissible Exclusions

The city government's QMS satisfies the full range of requirements of ISO 9001:2015 with some clarification on the non-applicability of the requirements within the clauses listed below:

ISO 9001:2015 Clause 8.3 – Design and Development of Products and Services.


Due to its nature as a local government unit, City Government's products and services are mandated by legislations such as the Local Government Code of 1991 and by regulatory bodies such as the Department of Interior and Local Government and other national government agencies. The responsibility for the design and development of the specific requirements on these products and services rests with the framers of laws and by the governing regulatory bodies.

Aside from exclusion to Clause 8.3, all other ISO 9001:2015 standards are applicable to the following processes:

Inventory of Processes


Office/Department/Unit	Process
-------------------------------	----------------

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Office of the City Mayor	<ol style="list-style-type: none"> 1. Issuance of Oath of Office 2. Preparation and Issuance of Certifications, Endorsements and Recommendations 3. Receiving and Responding to Incoming documents (letter requests, proposal, complaints, etc.) 4. Reservation of Function Halls 5. Solemnization of Marriage (Civil wedding ceremony) 6. Issuance of Authority to Travel 7. Receiving and Releasing of documents for signature of the City Mayor 8. Scheduling of Appointment
Office of the City Vice Mayor/Sangguniang Panlungsod	<ol style="list-style-type: none"> 1. Issuance of Certified True Copies of Various Documents (Resolutions/Ordinances, Committee Reports, Committee Minutes, Agenda, others) 2. Issuance of Certifications and Records
City Administrator's Office	<ol style="list-style-type: none"> 1. Provision of general administrative support services. 2. Developing plans and strategies on the management and administration-related projects of the City. 3. Approving Leave of Absences, Travel Orders, DTRs, Obligation Requests, and Other Internal Transaction Documents. 4. Approving or Disapproving of Permits pertaining to applications for: <ol style="list-style-type: none"> A. Mayor's Permit for Business and Contractor's Permit - Business Permit and Licensing Department B. Building, Demolition, Mechanical, Electrical, Fencing, and Excavation Permits - Office of the Building Official C. Certificates of Annual Inspection, Operation and Use - Office of the Building Official D. Tricycle Franchise Renewal. E. Permit to Operate Fishing Vessels Fishing Gear Registration Permit F. Contractor's Tax.

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Business Permit and Licensing Department	<ol style="list-style-type: none"> 1. Issuance of Mayor's Permit and Business License (Permit) <ol style="list-style-type: none"> A. Business One-Stop Shop B. Electronic Business One-Stop Shop Thru boss.bacoor.gov.ph 2. Issuance of Special Permit for Cockfight 3. Issuance of Temporary Permit for Business Pending OBO, Zoning, BFP, CHO Clearances 4. Issuance of Temporary Permit for Events/ <ol style="list-style-type: none"> A. Amusements 5. Issuance of Certificate of Business <ol style="list-style-type: none"> A. Registration 6. Issuance of Certificate of Additional Line of Business 7. Issuance of Certificate of Change in <ol style="list-style-type: none"> A. Business Location/Business Name/ B. Owner's Status/SEC Amendments 8. Issuance of Certificate of No Business or No Registration 9. Issuance of Certificate of Business 10. Retirement/Surrender/Closure of Business 11. Issuance of List of Business Establishments and Response to Business Verifications 12. Issuance of Barangay Business Clearance 13. Business Establishment Inspection 14. Filing of Complaints
Office of the City Building Official	<ol style="list-style-type: none"> 1. Issuance of Building Permit 2. Issuance of Fence Permit 3. Issuance of Sign Permit (Business Sign and Billboard/Signboard) 4. Issuance of Electrical Permit (Upgrading and Solar Net Metering) 5. Issuance of Mechanical Permit 6. Issuance of Electronic Permit 7. Issuance of Demolition Permit 8. Issuance of Excavation and Ground Preparation Permit (Highly Technical Application) 9. Issuance of Certificate of Occupancy/Use 10. Issuance of Change of Use or Occupancy

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	<ol style="list-style-type: none"> 11. Issuance of Certificate of Final Electrical Inspection 12. Issuance of Certificate of Electrical Inspection (Temporary Service Connection) 13. Issuance of Certificate of Operation (Mechanical) 14. Issuance of Sign Permit Renewal (Billboard) 15. Annual inspection and issuance of the Annual Inspection Certificate 16. Evaluation and provision of building assessment for Business Permit application 17. Processing the request of Certified True Copy and other Certification of the Building Official 18. Processing the request of applicants for building/structure inspection 19. Verification of the application of architectural/structural/electrical/sanitary/mechanical/electronics/signage/fence/excavation/demolition and other disciplines related to construction as mandated by the National Building Code and other pertinent laws/ordinance/memoranda/issuances are in order thru site inspection 20. Issuance of Notice of Illegal Construction/Violation (Abiso ng Paglabag)
City Planning and Development Coordinating Office	<ol style="list-style-type: none"> 1. Issuance of Barangay Annual Investment Program (AIP) Certification 2. Evaluation of the Cities/Municipalities Competitiveness Index (CMCI) 3. Formulation of the Ecological Profile 4. Provision of Technical Assistance to walk-in/phone-in clients and other government agencies

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City Assessor's Department	<ol style="list-style-type: none"> 1. Processing of Transfer of Ownership and Updating of the Tax Declaration 2. Subdivision/Consolidation of Tax Declaration 3. Reclassification of Real Property (Land) 4. New Assessment of Land, Building, Machineries and Other Structures 5. Reassessment of Land, Building, Machineries, and Other Structures 6. Cancellation or Correction of Tax Declaration 7. Issuances of Certifications
Bacoor Disaster Risk Reduction and Management Office	<ol style="list-style-type: none"> 1. Provision of Emergency Medical Services (Medical Emergency, Rescue, Patient Conduction, Non-Emergency and Standby EMS) 2. Provision of Standby Emergency Medical Services during the conduct of events/activities within the City of Bacoor 3. Provision of PNP/BFP/BTMD Assistance 4. Provision of Traffic Information Assistance 5. Provision of Weather Monitoring and Advisory through SMS and social media platforms. 6. Provision of Utilities Complaints Assistance 7. Provision of Trainings and Seminars on Disaster Preparedness and Standard First Aid and Basic Life Support Training, CPR, Weather Hazards, and Building Emergency Evacuation Planning 8. Provision of Disaster Response and Management Operations 9. Conduct of the Review and Approval of Barangay DRRM Plans 10. Conduct of interview as per request of students/researchers 11. Provision of Multi-Hazard Maps, DRRM related data and Information, Education Communication Campaign Materials

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Office of the Accounting and Internal Audit Services	<ol style="list-style-type: none"> 1. Processing of Liquidation for Cash Advance (General Fund, Special Education Fund, Trust Fund) 2. Processing of disbursements 3. Issuance of Creditable Tax BIR Forms 2306 and 2307 and F2316 4. Processing of barangay disbursements
Zoning and Land Development Department	<ol style="list-style-type: none"> 1. Conduct of Land Survey of City Government of Bacoor properties 2. Issuance of Locational & Zoning Clearance for Building Permit 3. Issuance of Zoning Inspection permit for Business Permit 4. Issuance of Endorsement for Reclassification of Land based on actual use 5. Issuance of Decision on Zoning to LTFRB for Trucking/Transport Services 6. Issuance of Development Permit, Alteration Permit & Backfilling Permit 7. Recommendation for issuance of Certificate of Completion (COC) applied by the developer to DHSUD under PD 957 & BP 220 Residential Subdivisions 8. Issuance of Zoning Certifications requested by clients as needed
City Bacoor Traffic Management Department	<ol style="list-style-type: none"> 1. Settlement of Traffic Fines and Penalties for Traffic Violators 2. Endorsement to LTFRB for the issuance of franchise as public utility vehicle for the specific route application. 3. Issuance of Truck ban Permit for approval coming from the Mayor. 4. Issuance of Permits (Excavation, Recorda, Motorcade and Traffic clearance) 5. Issuance of Certification for impounding 6. Issuance of Motorized Tricycle & Pedicab Operator's Permit (Franchise) 7. Issuance of MTOP DROPPING Certification.

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Office of the City Engineer	<ol style="list-style-type: none"> 1. Issuance of Excavation Permit (Residential/Non-Commercial Purposes and Commercial Purposes), Sign/Signage Permit, Pole/Cabinet Location Permit, Clearance/Work Permit 2. Conduct of site inspections for the pre-implementation, during implementation, and completion of local infrastructure projects 3. Preparation of Program of Works, Detailed Engineering Design/Plans, and Bill of Quantities for local infrastructure projects 4. Supervision and monitoring of the implementation of local infrastructure projects 5. Facilitation the repair and maintenance of existing LGU-owned infrastructures
Office of the City Civil Registry	<ol style="list-style-type: none"> 1. Registration of the Certificate of Live Birth (COLB) of persons born within the territorial jurisdiction of the City of Bacoor. 2. Processing of Application for Marriage License for residents of the City of Bacoor. 3. Registration of the Certificate of Marriage (COM) celebrated or solemnized within the territorial jurisdiction of the City of Bacoor. 4. Registration of the Certificate of Death (COD) of all persons who died within the territorial jurisdiction of the City of Bacoor. 6. Registration of Legal Instruments such as Affidavit of Reappearance, Legitimation, R.A. 9255, Admission of Paternity, Option to Elect Philippines Citizenship and Prenuptial Agreement and Other Legal Instruments. 7. Registration of Court Orders/Decrees and request of Annotated Record 8. Processing of the petition for change of first name and correction of entries in civil documents in accordance with R.A. under 9048 & 10172 9. Issuance of certified true copy or transcription of record of COLB, COM and COD of appearing in the registry book.

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Office of the Agricultural Services	<ol style="list-style-type: none"> 1. Provision of information and technology through Farmers Information and Technology Service (FITS) 2. Distribution of vegetables and palay seeds 3. Facilitation of Use of the Depuration Facility 4. Bantay Dagatfish Examiner Operation 5. Registration of Fisherfolks 6. Registration of Fishing Vessels 3 Gross Tonnage and below and Issuance of Permit to Operate 7. Issuance of Motorboat Operator License (MBOL) 8. BoatR Registration 9. Provision of Assistance to Bacoor Agricultural – Multipurpose Cooperative 10. Provision of Assistance to Mamamayan Para sa Lambat at Dagat Multipurpose Cooperative 11. Registration of Farmers to Registry System for Basic Sector in Agriculture (RSBSA)
City Environment Service Department	<ol style="list-style-type: none"> 1. Provision of Clean and Green Project Supplies and Materials 2. Issuance of Permit to Operate for Junkshop 3. Issuance of Endorsement Letter to PENRO for Tree Cutting Permit Application 4. Filing of Environmental Complaints/Concerns (Electronic Mail) 5. Filing of Environmental Complaints/Concerns (Public Assistance Desk) 6. Management of Regular Collection of Solid Wastes 7. Conduct of Clean –Up Drive Operation as per request by the stakeholder 8. Conduct of Disinfection Activity on community area as per request by the stakeholder 9. Conduct of Environmental Management Seminar as per request by the stakeholder 10. Conduct of greening and beautification program, parks and development 11. Assistance in apprehended environmental violators in the settlement of violation fees

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	12. Tree planting and Caring compliance or residential subdivision developers
Public Employment Services Office	<ol style="list-style-type: none"> 1. Job referral and placement 2. Facilitation of employment programs such as Job Fairs, Local Recruitment Activity (LRA) & Special Recruitment Activity (SRA), Special Program for the Employment of Students (SPES), Balik Pinas! Balik Hanap Buhay Program (BPBH) 3. Facilitation of Medical and Disability Assistance 4. Facilitation of OFW Dependent Scholarship Program (ODSP) 5. Facilitation of Education for Development Scholarship Program (EDSP)
Human Resources Development and Management Department	<ol style="list-style-type: none"> 1. Recruitment, Selection and Placement Processes 2. Processing of Application of On the Job Training / Senior High School Immersion Program 3. Issuance of Personnel Certifications and Records 4. Processing of Employee Application for Leave of Absence 5. Issuance and Dissemination of HRDMD Memorandum Order to City Employees 6. Recording of Travel Order Filed by City Employees 7. Implementation of Learning and Development 8. Implementation of Performance Management System 9. Monitoring of Attendance, Tardiness and Absences 10. Implementation of Rewards and Recognition 11. Processing of Payroll/Bonus and other Monetary Benefits of City Employees 12. Processing of Payment Remittances for GSIS, Pag-ibig and Philhealth 13. Processing of Loan Payments for GSIS, Pag-ibig, DBP, CGBCREMCO

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	<ol style="list-style-type: none"> 14. Collection of Employees and Barangays SALN for checking of contents and submission to Ombudsman and CSC 15. Attendance to policy making, planning and other management matters related to human resource
Office of the Population Development	<ol style="list-style-type: none"> 1. Conduct of Pre-Marriage Orientation (PMO) 2. Conduct of Responsible Parenthood and Family Planning and Development (RPFDP) 3. Conduct of Adolescent Health and Development (AHD) 4. Implementation of population and development integration strategies (POPDEV)
Office of the City Legal Service	<ol style="list-style-type: none"> 1. Facilitation of investigation of complaint/s against City Employees/Officials. 2. Review of legal query or documents such as contracts, memoranda of agreements, deed of donation, deed of absolute sale, draft resolution/ordinance and renders legal opinion on matters referred by the City Mayor or the Sangguniang Panlungsod. 3. Rendering of free legal advice on matters brought by any walk-in client or those endorsed by the City Mayor and referral to PAO or IBP, when necessary.
City Budget Department	<ol style="list-style-type: none"> 1. Preparation of the annual and supplemental budget of the city. 2. Facilitates and assists in the budget execution. 3. Monitors the budget operations. 4. Submit budgetary reports to concerned agencies. 5. Review the Barangay and SK budgets.
City Finance Department (City Treasurer's Office)	<ol style="list-style-type: none"> 1. Assessment, collection, and issuance of: <ul style="list-style-type: none"> - Real Property Tax Statement of Account and Official Receipt - Business Tax Official Receipt - Community Tax Certificate (CTC) - Transfer Tax, Situs Tax, and Certification - Contractor's Tax and Certification

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	<ul style="list-style-type: none"> - Official Receipt for miscellaneous payments, burial permits and contracts. <ol style="list-style-type: none"> 2. Verification, collection, and issuance of Tax Clearance 3. Calibration of gas stations and weight and measure. 4. Issuance and disbursement of checks and liquidation. 6. Issuance of Accountable Forms, prepares regular reports of unused accountable forms. 7. Preparation, cash out, and disbursement of Salaries and Allowances of city employees and other financial assistance and liquidation. 8. Deposit of daily collection to depository banks. 9. Preparation/recording of daily transaction to cash book. 10. Preparation and submission of report to BLGF through Electronic Statement of Receipts and Expenditures (eSRE) Financial Reporting System. 11. Advise the LCE, as the case may be, the Sanggunian, and other local government officials concerned regarding the disposition of local government funds, and on such other matters, relative to public finance. 12. Processing of the application, payment and confirmation of Fidelity Bond premiums of different officers and employees. 13. Preparation and submission of: <ul style="list-style-type: none"> - Annual Investment Plan - Annual Budget Proposals - Project Procurement Management Plan - Purchase Request - Proposed Revenue Ordinances 14. Preparation and delivery of election forms, supplies, paraphernalia, and official ballot to Electoral Board Inspectors.
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	<p>15. Preparation and submission of daily report of collections, quarterly reports of SRE prescribed under DOF DO No. 034,2014, dated 26 May 2014, and other reports in forms prescribed by the BLGF/DOF.</p> <p>16. Preparation and transfer of national and barangay shares.</p> <p>17. Verification of clearance/exit clearance of employees who will travel abroad/former employees.</p> <p>18. Submission of certified statement covering the income and expenditure to the LCE.</p> <p>19. Certifies availability of funds prior to all disbursements from the local treasury.</p> <p>20. Maintains and updates the tax information system of the LGU.</p> <p>21. Submission of certified RPT delinquencies to the Sanggunian.</p> <p>22. Submission of certified statement covering actual income to the Punong Barangay.</p> <p>23. Attendance to sessions/meetings of the Sanggunian.</p> <p>24. Perform other duties and functions that may prescribed by law or ordinance, as follows:</p> <ul style="list-style-type: none"> - Remittance of statutory obligations to the BIR, GSIS, Pag-ibig, and Philhealth obligations. - Members of the Local Committees and Boards: <ul style="list-style-type: none"> i. Locale Finance Committee ii. Local School Boards iii. Appraisal Committee <p>25. Advise the sanggunian in financing aspect of public enterprise, enactment of ordinances, and take charge of the collections and take custody of funds of all government enterprises.</p>
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	26. Perform duties and responsibilities of local treasurers relative to Credit Financing.
Office of the Social Welfare and Development	<ol style="list-style-type: none"> 1. Provision of Burial, Medical, Financial Assistance, Social Case Study Report and Certificate of Indigency for individuals who are currently experiencing an emergency situation 2. Issuance of ID to qualified and assessed solo parents pursuant to Republic Act 11861 or or the "Expanded Solo Parents Welfare Act 3. Provision of orientation and counseling to all would-be couples before getting married. 4. Provision of Financial Assistance to augment the educational needs of the students to support the parents in sustaining their children's rights to education
Office of the City Health Services	<ol style="list-style-type: none"> 1. Provision of outpatient health services such as health consultation, immunization, deworming, micronutrient supplementation, nutrition assessment 2. Provision of laboratory services <ol style="list-style-type: none"> a. Testing for: <ol style="list-style-type: none"> i. HIV ii. Dengue iii. Urinalysis iv. Fecalalysis v. Blood typing vi. Vaginal Smear vii. Hepatitis B surface antigen viii. Syphilis ix. Sputum examination b. Collection <ol style="list-style-type: none"> i. Blood for complete blood count 3. Provision of dental care 4. Implementation of Health Programs such as TB DOTs, Leprosy screening and treatment, HIV screening and testing, animal bite program, physical therapy and rehabilitation 5. Issuance of various permits: health, sanitary 6. Monitoring of existing and emerging communicable diseases

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Office of the General Services	<ol style="list-style-type: none"> 1. Provision of Office Supplies to different offices. 2. Procurement of Goods and Services 3. Inspection and Acceptance 4. Inventory and Tagging of Property Plant and Equipment (PPE)
E-Governance Department/Management Information System	<ol style="list-style-type: none"> 1. In-house production database monitoring and creation of backup files. 2. Regular maintenance of database and application servers 3. Maintenance and updates of the official website of the City Government of Bacoor. 4. Repair and maintenance of internet access, Local area network (LAN), computers and printers. 5. Provision of technical support upon request of sound system, computers, printers, scanners, projectors, etc. 6. Provision of layout designs depending on the requests of each department. 7. Processing of SBR Card application 8. Creation of bacoor.gov.ph official email addresses. 9. Processing of modification/change request of system application. 10. Software and hardware troubleshooting 11. Data processing of CBMS, VACCINATION, BEGIN DATA, RAMP, GIS MAPS, AND LRA MAPS 12. Printing of tarpaulins from the various departments' requests within the City Government of Bacoor. 13. Issuance of City Employees Identification Card. 14. Issuance of Mayor's Permit to Work, Mayor's Clearance, recommendation/referral letter.

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	<ul style="list-style-type: none"> 15. Installation and monitoring of CCTV Cameras around Bacoor City. 16. Processing of application and Installation of Solidarity Route Stickers 17. Project management of Revenue Administration Modernization Project (RAMP)
Sports Development Unit	<ul style="list-style-type: none"> 1. Provision of city referees services 2. Provision of unity band services 3. Issuance of trophies, medals and sports equipment 4. Conduct of sports programs in barangays 5. Facilitation of rental of Strike Gym for Sports Events 6. Conduct of sports events
City Information and Community Relations Department	<ul style="list-style-type: none"> 1. Provision of Multimedia Campaign for The City Government of Bacoor's Projects, programs and events. 2. Promotion of Positive Image of the City Government of Bacoor
Bacoor City Culture, History, Arts & Tourism Office	<ul style="list-style-type: none"> 1. Provides tourism and historical data such as tourist arrivals records, local cultural properties information, interviews related to local tourism and cultural sectors, public records, and other related documents; 2. Provides tour guiding services; 3. Facilitates the utilization of local parks and cultural properties by requesting public; 4. Maintains and preserves the local parks and cultural properties of the City; 5. Conducts skills training to students who want to enhance and sharpen their skills in performing and marching arts; 6. Facilitates the application for financial assistance of special program for the arts beneficiaries.

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	<ol style="list-style-type: none"> 7. Distributes free tourism and cultural materials such as brochures, fliers, magazines, books, etc.; 8. Facilitates application for DOT Accreditation of tourism-related establishments; and 9. Manages special events and activities for leisure, social and cultural experience outside the normal range of tourism destinations and attractions found in the City.
City Livelihood and Development Department	<ol style="list-style-type: none"> 1. Facilitation of Request for Livelihood Training 2. Facilitation of TESDA scholarship programs 3. Assistance to client application for Business Name Registration 4. Issuance of BMBE Certificate of Authority
Housing Urban Development and Resettlement Department	<ol style="list-style-type: none"> 1. Provision of assistance to technical assistance to address issues and concerns of informal settler families (ISF) or urban poor association on organizational matters affecting them. 2. Conduct of investigation and validation of informal settler families (ISF) or urban poor association on complaints on demolition and eviction cases. 3. Conduct of Pre-, Actual and Post relocation activities 4. Provision of technical assistance to urban poor association or homeowners association in their application for Community Mortgage program. 5. Provision of assistance to informal settler families and/or urban poor association on their application to Meralco and Maynilad 6. Provision of assistance to urban poor association on the issuance of a Certification as part of requirements for their registration with concerned government agencies for registration purposes or availment of government programs
Office for the Development of Cooperatives	<ol style="list-style-type: none"> 1. Provision of Orientation and Briefing to Would-Be Cooperatives

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	<ol style="list-style-type: none"> 2. Facilitation of Pre- Registration Seminar (PRS) 3. Conduct of Mandatory Trainings/ Seminars and Other Seminars Needed by the Members of the Primary Cooperatives. <ol style="list-style-type: none"> 3.1. Fundamentals of Cooperative 3.2. Cooperative Management and Governance 3.3. Financial, Credit and Risk Management 3.4. Cooperative Education and Transport Operations Seminar (CETOS) 3.5. Gender and Development (GAD) 3.6. Business Continuity and Risk Management Seminar 3.7. Cooperative Development Authority Compliance Review Seminar 3.8. Parliamentary Procedure 3.9. Policy Formulation 4. Provision of Management and Technical Advisory Services <ol style="list-style-type: none"> 4.1. Management Advisory Service to the Would Be Cooperatives- provides assistance for the accomplishments of documentary requirements needed for submission to the Cooperative Development Authority and registration to the Bureau of Internal Revenue for tax exemption. 4.2. Technical Assistance to the existing cooperatives on the submission of the Cooperative Annual Progress Report (CAPR) to the Cooperative Development Authority. One on One assistance on online submission.
Office of the Senior Citizen's Affairs	1. Issuance of Senior Citizen ID and Purchase Booklet

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	2. Issuance OSCA Certifications 3. Facilitation of Philhealth Application 4. Facilitation of Provincial Burial Assistance
City Cemetery Office	Provision of Lease Contract for New Application and Renewal
Local Economic Development and Investments Promotion Office	1. Promotion of Local Businesses through Various Platforms A. Posting of Publicity Materials on the Official Facebook Page of LEDIPO-Bacoor B. Livestreaming on the Official Facebook Page of LEDIPO-Bacoor C. Booth set-up in the Main Lobby of the Bacoor Government Center to Support MSMEs 2. Organization of Events such as Business Summits and Trade Fairs

4.3.4 Scope of the QMS Manual


This manual is prepared for the purpose of defining the city government's interpretation of the ISO 9001:2015 standard as well as to demonstrate how the city government conforms with the requirements of the standard.

This manual applies to the entire process scope of the City Government of Bacoor, which includes the key management and support processes critical to the city government's core function.

This manual contains the basic policies, objectives, and guidelines set by the City Government of Bacoor to ensure that the city government continuously meets the needs and expectations of all its relevant interested parties.

This manual ensures the availability of information on the details of activities in the entire process scope of the City Government of Bacoor.

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4.4 The City Government of Bacoor Quality Management System and Its Processes

4.4.1 Process-Based Management System

The City Government of Bacoor high-level process map (Figure 2) is divided into the following three groups:

- **Management Processes** are processes needed for the oversight and governance of the City Government of Bacoor QMS;
- **Core Processes** are processes needed to realize the planned activities in delivering public service to its constituents;
- **Support Processes** are the processes needed to manage the resources necessary to ensure the satisfactory performance of the Operations processes.

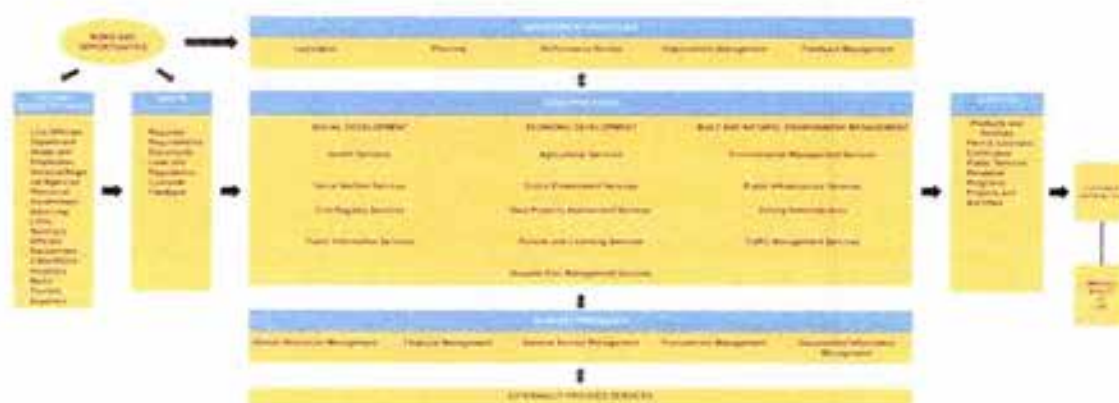



Figure 2. The City Government of Bacoor Process Map details the interactions among the three groups of its high-level processes.

Conceptually, these three groups of processes are working together to transform the clients' requirements into client satisfaction. The Management Processes set directions, policies and plans for the operations to perform and deliver the desired outputs and organizational outcomes. During the strategic planning and target setting, the management identifies internal and external issues of the identified relevant interested parties. These are utilized to provide the city government with strategies and directions to ensure it achieves the objectives according to its mandates.

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5.0 Leadership

5.1 The City Government of Bacoor Leadership and Commitment

5.1.1 Management Commitment

The Top Management is responsible for the commitment that the Quality Policy is appropriate to its mandate and provides framework for establishing and reviewing quality objectives and goals by ensuring that it meets the objectives through communication, management reviews and allotting resources.

The City Government of Bacoor Top Management is involved in implementing the QMS and provides the strategic direction, thrusts, and priorities that aim to provide all its Divisions with guidance in the formulation and implementation of their respective plans.

The Top Management is committed to ensure the effective implementation and continuous improvement of the QMS. This is demonstrated by the establishment of the Quality Policy, Quality Objectives, and conduct of the management reviews.


Changes to the QMS shall be planned to ensure integrity of the system and achievement of its objectives. In maintaining and changing the QMS, standards and legal requirements indicated in existing laws, rules, and regulations and other issuances shall be communicated and accommodated within the system.

Top management shall provide all the needed resources to ensure effective implementation and continuous improvement to the QMS.

Evidence of top management's commitment to the development and improvement of the QMS is shown through the following manner:

- 5.1.1.1 The importance of meeting customer requirements is communicated to all employees.
- 5.1.1.2 Quality Policy shall be established and communicated to employees.
- 5.1.1.3 Quality objectives shall be established, reviewed, and revised as needed.
- 5.1.1.4 Management reviews shall be conducted annually.

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5.1.1.5 Availability of resources is ensured at all times.

5.1.2 Customer Focus

The Top Management of the City Government of Bacoor ensures that customer needs and expectations are determined, translated into requirements and fulfilled with the aim of meeting expectations. It is the responsibility of the personnel that interface with students and other stakeholders to identify their needs and bring them to the attention of the City Government of Bacoor's management committee so that appropriate action can be applied.

5.2 Policy


5.2.1 The City Government of Bacoor Quality Policy

The City Government of Bacoor Top Management maintains the Quality Policy, which ensures the satisfaction of the City Government of Bacoor clients and other interested parties and its compliance with statutory and regulatory requirements relative to the park operations and services. This policy is communicated to ensure that it is understood and applied at all levels of the organization. Comprehension of the Quality Policy is verified through, but not limited to, Internal Quality Audits, Management Reviews and during staff meetings.

The City Government of Bacoor Top Management is responsible for ensuring that the Quality Policy is appropriate to its mandate and provides framework for establishing and reviewing quality objectives and goals. This is reviewed periodically to ensure continuing suitability to its mandate and thrusts, including the requirements and needs of its clients.

QUALITY POLICY STATEMENT

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The City Government of Bacoor is committed to provide highest quality standards of service to our stakeholders and the community, striving for continual improvement and delivery of excellent public services and enhancing customer satisfaction in conformity to all Quality Management System requirements.

Dahil sa **BACOR**, **AT HOME KA DITO!**

5.3 Organizational Roles, Responsibilities and Authorities

5.3.1 The Local Government Quality Management Committee (LGQMC)


By virtue of Executive Order No. 33-2023 Series of 2023, the Local Government Quality Management Committee (LGQMC) was created to achieve excellent quality management system in the City of Bacoor. Moreover, Executive Order No. 92-2023 Series of 2023 orders that the composition of the LGQMC be amended and adopted to concurrently act as the Quality Management Team, being part of the bigger Technical Working Teams, also known as the Core Teams.

5.3.2 Responsibility and Authority

The specific roles and responsibilities of the members of the City Government of Bacoor ISO Quality Management Teams are as follows:

5.3.2.1 Top Management Team (TMT)

- 5.3.2.1.1 Acts as the decision-making body for the QMS in the City Government of Bacoor;
- 5.3.2.1.2 Maintains integrity and transparency in the QMS planning, development, and implementation;
- 5.3.2.1.3 Monitors the functions of all other teams and ensures that processes are being delivered based on their intended outputs;

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5.3.2.1.4 Reports on the performance of the QMS and conduct reviews for improvement; and

5.3.2.1.5 Ensures the promotion of customer-focused delivery of services.

5.3.2.2 Quality Management Team (QMT)

5.3.2.2.1 Acts as a channel of communication between the City Government of Bacoor and other QMS stakeholders;

5.3.2.2.2 Establishes, monitors, and maintains processes needed for the QMS;

5.3.2.2.3 Promotes awareness of customer-focused delivery of services;

5.3.2.2.4 Reports to the TMT on the performance of the QMS and recommends measures for improvement; and

5.3.2.2.5 Reviews the effectiveness of the QMS and its improvement action plans.

5.3.2.3 Capacity Development Team


5.3.2.3.1 Provides training support to TMT and other Core Teams to ensure successful implementation and sustainability of the QMS;

5.3.2.3.2 Conducts training and advocacy activities, including echoing acquired knowledge in attending QMS-related seminars; and

5.3.2.3.3 Provides updates to the TMT on recent developments in relation to ISO-QMS practices.

5.3.2.4 Documented Information Team


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- 5.3.2.4.1 Coordinates with department and unit heads concerning the records management;
- 5.3.2.4.2 Establishes, monitors, and maintains procedures for document control in relation to QMS; and
- 5.3.2.4.3 Recommends measures for improvement of documentation and document control systems to the TMT.
- 5.3.2.5 Internal Quality Audit Team
 - 5.3.2.5.1 Performs audits on QMS and sees to it that it conforms with ISO 9001:2015;
 - 5.3.2.5.2 Recommends measures for correction and/or improvement of adverse findings to the TMT; and
 - 5.3.2.5.3 Submits reports and inputs to the TMT for Management Review.
- 5.3.2.6 5S (Sort, Set in Order, Shine, Standardize, Sustain) Team
 - 5.3.2.6.1 Establishes, monitors, and maintains consistent implementation of the 5S programs, including the required workplace environment setup;
 - 5.3.2.6.2 Checks compliance with workplace safety and service requirements;
 - 5.3.2.6.3 Assesses workplace cleanliness and orderliness; and
 - 5.3.2.6.4 Recommends improvements of 5S-related practices to the TMT.

6.0 Planning

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6.1 Actions to Address Risks and Opportunities

The City Government of Bacoor considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to services and programs.

Risks and opportunities are managed in accordance with the document **the CGBCR-QMS-QP-006, Risks and Opportunities Management Procedure**.

6.2 Quality Objectives and Plans to Achieve Them


The City Government of Bacoor's strategic and operational plans are the results of the annual corporate and planning process. This is the venue where the strategic thrusts of the City Government of Bacoor are defined, commitments are obtained and resource requirements are determined. Objectives and targets are set at appropriate levels, but specific quality objectives are defined during management program planning and budget preparation. These are measured and analyzed in a balanced scorecard.

Prior to the conduct of corporate planning activities, the various operating units conduct pre-planning activities to assess performance, gather information on stakeholder requirements and expectations and review and align future directions. The outputs of the planning process include, among others, strategies for business and operational improvement, pursuit of the City Government of Bacoor's mandate, product or service innovation and for enhancing client focused services.

6.3 Planning of Changes

When the City Government of Bacoor determines the need for changes to the management system or its processes, these changes are planned, implemented, and then verified for effectiveness.

Documents are changed in accordance with procedure **CGBCR-QMS-QP-001, Control of Documented Information**.

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7.0 Support

7.1 Resources

The City Government of Bacoor determines and provides in a timely manner the resources need to implement and improve processes of the QMS and address customer satisfaction.

The City Government of Bacoor identifies its resource requirements in alignment to its current plans and objectives, including the QMS objectives. The city government takes steps to ensure that all plans and objectives have adequate resources to perform its functions.

These resources shall include people, supplies, information, infrastructure, work environment, financial, and continuous evaluation of staff performance, inventory, and updating/upgrading of supplies, equipment, and infrastructure to meet the needs and expectations of its relevant interested parties.

7.1.2 People


The Human Resources Development and Management Department (HRDMD) is responsible for the development and implementation of personnel programs, which includes selection, recruitment, personnel training, personnel relations, monitoring of personnel performance, welfare services including medical for the City Government of Bacoor personnel.

The Department also acts upon all matters concerning attendance, leave of absence, appointments, promotions, transfer, employees, remunerations and other personnel transactions. It also files and maintains necessary personnel records and establishes a record disposition program of the City Government of Bacoor.

7.1.2 Infrastructure and Environment for the Operation of Processes

The City Government of Bacoor determines, provides and maintains the infrastructure and work environment needed to deliver services required by the customers and citizens. This includes, but is not limited to, the following:

- Workstations
- Training/Conference Facilities and Equipment
- Meeting Rooms

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- Customer Receiving Areas
- Transportation Services
- Application Software
- Computer and Internet/Intranet Facilities
- Storage Facilities for Supplies
- Communication Facilities
- Auxiliary Services such as Printers, Parking, etc.

The E-Governance and Management Information System (E-GOV/MIS) implements, maintains, and updates the information system of the City Government of Bacoor in coordination with the city government's information services provider. This Department also develops, hosts, maintains, and updates the City Government of Bacoor website. It also maintains and administers the local and wide area network of the City Government of Bacoor.

7.1.3 Organizational Knowledge


The City Government of Bacoor determines the knowledge necessary for the operation of its processes and to achieve conformity of its programs and services to applicable statutory and regulatory requirements. The knowledge may be obtained from the following:

- Internal Sources such as lessons learned, feedback and recommendations from consultants, and/or intellectual property;
- External Sources such as standards, academia, conferences, and/or information provided by customers or suppliers

A compilation of this knowledge is maintained by the Document Controller according to the **Control of Documented Information** procedure (CGBCR-QMS-QP-001).

7.2 Competence

The City Government of Bacoor provides its staff with proper training to ensure that they are continuously improving their knowledge, skills, leadership

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strengths, and attitude on activities directly or indirectly related to the City Government of Bacoor's programs and services.

The training provided is based on identified needs of individual employees and may be done in-house or off-base as deemed appropriate. Effectiveness of training provided is periodically assessed by observation, proficiency testing, and competency evaluation.

7.3 Awareness

The City Government of Bacoor key personnel ensure that all employees are aware of the relevance and importance of their roles in the achievement of its city government and quality objectives.

7.4 Communication

The City Government of Bacoor Top Management ensures that the requirements of all external parties such as customers, stakeholders, media, congressional, schools/universities and other audiences are met with the aim of enhancing satisfaction in line with the mandates of the City Government of Bacoor. This is accomplished through regular, open and effective communication to ensure accurate, useful, synchronized, targeted communication and provide continuous information dissemination to meet the needs of the situation.

7.5 Documented Information


7.5.1 Creating and Updating the Documented Information

The following changes in the processes may necessitate the creation of new documents or the revision of existing documents relevant to the QMS:

- Change in the scope of certification;
- Change in the management and/or organizational structure; and
- Change in the processes, programs, and services.

The creation or revision of a document follows the steps indicated in the **Control of Documented Information (CGBCR-QMS-QP-001)**.

Controlled copies of the City Government of Bacoor documented information are issued to Document Custodians of every office/department/unit by the Document Controller who is responsible for controlling, maintaining, and managing these documented information.

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The Document Controller keeps an updated Masterlist of all documented information, which may be issued as Controlled copies only. All documented information deemed as Uncontrolled will not be updated. Controlled copies of the Quality Manual may be provided to customers and relevant interested parties upon approval of their request for one.

7.5.2 Control of Documented Information

The City Government of Bacoor has established and maintains a documented procedure for the creation, revision, approval, and issuance of all QMS documents. The **Control of Documented Information (CGBCR-QMS-QP-001)** provides guidance on how to accomplish the controls for its documented information.

All documented information under the scope of the QMS must be reviewed and approved by authorized personnel prior to use. The Masterlist of all documented information provides the basis for the current versions of these documents that must be maintained by all divisions. Only current versions of the documents must be available at their respective points of use. Obsolete copies of controlled and distributed documents are identified, retrieved, and properly disposed, retaining only the obsolete original copy of the document.

The City Government of Bacoor has established and maintains a documented procedure for the identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records (refer to **CGBCR-QMS-QP-002, Control of Records**).


All offices/departments/units must maintain relevant quality records to provide evidence of conformance to the requirements of the QMS.

Quality records must be legible and stored and retained in such a way that they are readily retrievable in storage facilities that provide a suitable environment to prevent damage, deterioration, or loss.

Retention periods of quality records are established, recorded and maintained in accordance with the Records Disposition Schedule.

8.0 Operations

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8.1 Operational Planning and Control

Operational planning of the City Government of Bacoor is consistent with its mandate. The City Government of Bacoor plans the sequence of processes and sub-processes required for its services and programs to meet customer requirement(s), particularly the following:

- Quality objectives for the QMS process scope of the City Government of Bacoor;
- The need to establish processes and documentation and provide resources and facilities specific to the service requirement provided by the City Government of Bacoor;
- Verification, validation, monitoring, inspection, and test activities of the City Government of Bacoor; and
- The necessary records to provide evidence of conformity of the processes, including results.

The review of the overall performance of the QMS is conducted during the scheduled internal quality audit to ensure consistency with documented procedures.

8.2 Requirements for Services

8.2.1 Customer Communication

The City Government of Bacoor Top Management ensures that the requirements of all external parties such as customers, stakeholders, media, congressional, schools/universities and other audiences are met with the aim of enhancing satisfaction in line with the mandates of the City Government of Bacoor. This is accomplished through regular, open and effective communication to ensure accurate, useful, synchronized, targeted communication and continuous information dissemination to meet the needs of the situation.


8.2.2 Determining the Requirements for Programs and Services

The following requirements related to the City Government of Bacoor programs and services are determined to ensure that they are met accordingly:

- Customer-related requirements
- Statutory and regulatory requirements

8.2.3 Review of the Requirements of Programs and Services

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Requirements identified in Section 8.2.2 are reviewed prior to commitment to customers and stakeholders. Documented information related to the conduct of the review and its results is maintained by the city government.

8.2.4 Changes to Requirements for Programs and Services

For every change in the requirements of its programs and services, the City Government of Bacoor ensures that relevant documented information is amended according to the Control of Documented Information Procedure and that relevant personnel are made aware of the changes made.

8.3 Control of Externally Provided Processes, Products, and Services


8.3.1 The nature of the City Government of Bacoor's service operations may require use of goods or services done by others to meet customer requirements. As such, the City Government of Bacoor has established and implements a policy and procedure to ensure purchased goods and services conform to the City Government of Bacoor's requirements.

The City Government of Bacoor operates with the support from selected service providers such as public works, catering, venue, printing, ICT, consultancy services, and job orders. The City Government of Bacoor also maintains the responsibility for ensuring that the expected outputs of these outsourced-service providers are in accordance with the requirements of the City Government. The City Government of Bacoor constantly communicates with the key personnel of these service providers. Information needed by the service providers are provided timely, completely, and accurately to ensure a smooth flow of the operation.

Other than the routine monitoring and supervision of the tasks assigned to a service provider, the City Government of Bacoor conducts periodical evaluation on the performance of these outsourced-service providers.

8.3.2 Type and Extent of Control

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The responsible personnel reviews the adequacy of specified purchasing/outsourcing requirements prior to the approval and processing of requests. Prior to acceptance, purchasing personnel evaluates the purchased products against the specified requirements and, when appropriate, secures acceptance by the End User or its authorized representative. The necessary evaluation, selection, and re-evaluation of the performance of the supplier and the purchased goods and services are performed by responsible personnel.

8.3.3 Information for External Providers


The City Government of Bacoor ensures the adequacy of requirements for procurement before they are communicated to the external providers. Doing so, the City Government of Bacoor communicates to its external providers its requirements for the following:

- a) Complete details of the processes, products and services to be provided;
- b) The approval of:
 1. products and services;
 2. methods, processes and equipment;
 3. the release of products and services;
- c) Competence, including any required qualifications of persons;
- d) The interaction of the external providers to the City Government of Bacoor;
- e) The City Government of Bacoor's application of control and monitoring of the performance of the external providers; and
- f) Verification and validation activities that the City Government of Bacoor and/or its customers intend to perform on the services of the external providers.

8.4 Program and Service Provision

8.4.1 Control of Program and Service Provision


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Program and service provision is planned and carried out under the following controlled conditions:

- 8.4.1.1 Availability of informational materials that describe the characteristics of the programs and services;
- 8.4.1.2 Availability and use of suitable equipment;
- 8.4.1.3 Availability of updated manuals, latest policies and guidelines where necessary;
- 8.4.1.4 Implementation of monitoring and measurement of process when necessary;
- 8.4.1.5 All service criteria and necessary monitoring and measurement shall be defined in appropriate guidelines; and
- 8.4.1.6 Concerned personnel shall ensure that all suitable equipment and application software necessary to the provision of the City Government of Bacoor services where necessary shall be maintained at all time.
- 8.4.2 The validation of service provision is established to meet the service characteristic where resulting output of the service requirement cannot be verified by monitoring and measurement devices.
 - 8.4.2.1 The delivery of the City Government of Bacoor programs and services is being monitored and measured through validation. Validation of delivery and processes of the City Government of Bacoor programs services demonstrate the ability of these processes to achieve planned results.
 - 8.4.2.2 Arrangement is established for these processes as applicable from the following:
 - 8.4.2.2.1 Defined criteria for review and approval of the processes
 - 8.4.2.2.2 Approval of equipment and qualification of personnel
 - 8.4.2.2.3 Use of specific methods and procedures

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8.4.2.2.4 Revalidation

8.4.3 Identification and Traceability

This provision is established to identify and analyze the problems arising at any stage in the delivery of the City Government of Bacoor programs and services for initiating corrective action.

8.4.3.1 The City Government of Bacoor services are identified, where appropriate, by suitable means throughout service operations.

8.4.3.2 The unique identification of these services, where traceability is a requirement, is controlled and recorded.

8.4.4 Property Belonging to Customer or External Provider

This is to protect and safeguard properties of customer or external provider provided for use into the City Government of Bacoor operations.

8.4.4.1 Proper care is taken on these properties, when it is under custody of the City Government of Bacoor (e.g., customer information, etc.).


8.4.4.2 These properties provided for use or incorporated into the service are identified, verified, protected, and safeguarded.

8.4.5 Preservation

This is established to ensure the conformity of service during internal processing and delivery of service to customers.

8.4.5.1 The conformity of the City Government of Bacoor services during processing is preserved. This includes identification, handling, confidentiality, commitment, and protection.

8.4.5.2 The service rendered to customers shall be in accordance with the standard of the City Government of Bacoor.

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8.4.6 Post-Delivery Activities

The City Government of Bacoor determines the post-delivery activities associated with its programs and services during the operational planning phase. The City Government of Bacoor considers the following in determining the extent of post-delivery activities required for its programs and services:

- 8.4.6.1 statutory and regulatory requirements;
- 8.4.6.2 the potential undesired consequences associated with its programs and services;
- 8.4.6.3 customer requirements; and
- 8.4.6.4 customer feedback.

8.4.7 Control of Changes

The City Government of Bacoor reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

8.5 Release of Services

Acceptance criteria for services are defined in appropriate subordinate documentation. Reviews, verification and validation are conducted at appropriate stages to verify that the service requirements have been met. This is done before services or products are released.


Each process utilizes different methods for measuring and releasing services.

8.6 Control of Non-Conforming Outputs

The City Government of Bacoor has established and maintains a documented procedure to ensure that service that does not conform to specified requirements is prevented from delivery to the client/customer and citizens.

The **Control of Nonconformity Procedure (CGBCR-QMS-QP-03)** provides for the identification, evaluation, disposition and recording of nonconforming services and for notification to the functions concerned.

Nonconforming services are reviewed in accordance with documented procedures and may be reworked.

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If a service does not conform to the Terms of Reference or to the agreed output as set forth during the contracting process, the responsible authority should be able to make the necessary corrective measures.

9.0 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 The City Government of Bacoor shall plan and implement monitoring, measurement, analysis, and improvement processes needed to:

- 9.1.1.1 Demonstrate conformity to adhere to applicable legal and statutory requirements;
- 9.1.1.2 Ensure conformity to the QMS; and,
- 9.1.1.3 Continually improve the effectiveness of the QMS.

9.1.2 Customer Satisfaction


The City Government of Bacoor will ensure that Feedback from Surveys conducted quarterly, Comments from Social Media, letters and emails, Interviews, Meetings will be properly addressed. This will be used for Policy formulation, Continuous improvement of our parks and services, and inputs for Strategic Planning.

As a mechanism to measure the performance of the established QMS, the City Government of Bacoor monitors implementation of the system through periodic conduct of Internal Quality Audits (as defined under Internal Quality Audit Procedure, CGBCR-QMS-QP-005).

Likewise, process monitoring is done on a regular basis to keep track of process performance in terms of accomplishments, timeliness, financial accrual, etc.

9.1.3 Analysis and Evaluation

The City Government of Bacoor uses applicable statistical techniques and tools to establish, control and verify process capability and characteristics. Data on customer satisfaction survey, conformity to

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product and process requirements and supplier performance are analyzed on a regular basis.

Graphs, diagrams, trend analysis, and variance analysis are the most common tools used for data analysis depending on the information needs of management during review meetings.

9.2 Internal Audit


The City Government of Bacoor has established, implements, and maintains a documented procedure to verify whether quality activities and related results comply with planned arrangements and to determine the effectiveness of the QMS. The IQA procedure is established in the **Internal Quality Audit Procedure (CGBCR-QMS-QP-005)**. Internal quality audits are conducted on a regular basis as scheduled in the annual Audit plan and can only be performed by trained auditors who are independent of the specific activities on areas being audited.

The results of the audits are recorded and reported. The report contains details of:

- non-conformities found during the audit;
- root-cause analysis; and,
- corrective actions including dates of completion and follow-up audit.

These findings are brought to the attention of the personnel having responsibility in the audited area. The Department Head shall make timely corrective actions on the deficiencies found during the audit.

Follow-up audit activities are conducted for the purpose of verifying and recording the implementation and effectiveness of the corrective actions taken. IQA results are rendered and maintained by the IQA Team.

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9.3 Management Review

9.3.1 The review of the established quality management system is conducted at least once a year or whenever deemed necessary by the Top Management to ensure continuing suitability and effectiveness of the system in satisfying the requirements of customers/clients, citizens, and other stakeholders.

9.3.2 Management Review Inputs

The review may cover, but not limited to, the following agenda items:


- Matters arising from the previous management review meeting
- Changes in internal and external issues that are relevant to the QMS
- Results of internal and external quality audits
- Customer feedback and satisfaction results
- Project performance and product/service conformity
- Status of corrective actions
- Adequacy of resources
- Changes that could affect the quality management system
- Effectiveness of actions taken to address risk and opportunities
- Actions taken on recommendations for improvement

9.3.3 Management Review Outputs

The outputs of the management review include the decisions and actions related to the following:

- opportunities for improvement;
- any need for changes to the QMS; and
- resource needs.

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The agenda of the management review is prepared by the QMS Leader and distributed to all concerned. Minutes of the management review are recorded and maintained by the LGQMC. Results of the review are provided to the QMR and/or Heads for proper reporting to the Top Management during department meetings.

10.0 Improvement


10.1 Nonconformity and Corrective Action

The City Government of Bacoor has established, implements, and maintains a documented procedure for corrective actions in order to: efficiently and adequately address non-conformities; and eliminate the causes of actual non-conformities in the QMS based on IQA reports, third-party audit report, etc. and in its products and services.

The **Corrective Action Procedure (CGBCR-QMS-QP-004)** includes:

- 10.1.1 effective handling of customer complaints;
- 10.1.2 investigating the causes of non-conformities and recording the results of such investigations;
- 10.1.3 determining the corrective actions needed to eliminate the causes of non-conformities;
- 10.1.4 determining the steps needed to deal with any potential problem requiring preventive actions;
- 10.1.5 formulation, application, and implementation of controls to ensure the implementation of corrective actions and its effectivity;
- 10.1.6 recording changes in procedures resulting from corrective actions;
- 10.1.7 use of appropriate information such as audit results, quality records, service reports and customer complaints to detect, analyze and eliminate potential causes of non-conformities; and,
- 10.1.8 ensuring that relevant information on actions taken is submitted for management review.

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10.2 Continual Improvement

Continual improvement is a permanent objective of the City Government of Bacoor. As such, various inputs are considered for continual improvement such as quality policy, objectives, audit findings, analysis of performance data, corrective and preventive actions and performance review meetings.