




Republic of the Philippines  
CITY GOVERNMENT OF DAVAO

# QUALITY MANAGEMENT SYSTEM (QMS) MANUAL

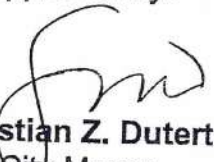
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## 1. INTRODUCTION

In meeting the challenge of sustaining citizens' confidence in their governments and institutions, Local Government Units (LGUs) are mandated to enable the development of a socially responsible and sustainable community.

The City Government of Davao recognizes the high expectations of the people in their local government in providing them high-quality products and services, representing them in the national government, and in protecting and enhancing their way of life.

This Manual defines the manner in which the City Government of Davao implements an integral Quality Management System (QMS) and is a vital documentary guide for the LGU in the adoption of a management system that is certified to the international standards of the ISO 9001:2015.

It demonstrates the policies and directions, as well as, outlines interrelated processes of the LGU. These processes are performed to ensure that LGU services meet national and local laws, stakeholders' requirements, and LGU's goals and objectives, in a rational, consistent, and reliable manner.

Sustainability of the QMS and maintenance of this Quality Manual are the responsibilities of the LGU which is being represented by its elected officials.

All questions regarding the LGU's QMS embodied in this document shall be directed to:

QMS Committee Leader  
QMS Committee  
City Government of Davao  
City Hall Building, San Pedro St., Davao City  
Telephone No.: 241-1000 local 286.  
iasd@davaocity.gov.ph


## 2. LGU PROFILE

On October 16, 1936, Commonwealth Act No. 51, an act creating the Chartered City of Davao was signed by President Manuel L. Quezon.

Davao City is a highly-urbanized city located in the southern part of the Philippines. It has a land area of 2,444 sq.km. and a population of 1,673,832. It is composed of three (3) congressional districts and one hundred eighty-two (182) barangays. It is governed by the City Mayor who heads the Executive branch. Under this branch, there are eighteen (18) departments and fourteen (14) divisions under the City Mayor's Office categorized into three processes: Management, Operations, and Support Processes.

On the other hand, the legislative branch, headed by the City Vice Mayor, is composed of eight (8) councilors per congressional district, a representative from the association of barangay affairs, Sangguniang Kabataan Federation, and from the Indigenous Peoples Mandatory Representative.



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## 2.1 Mandate

Republic Act No. 7160 or the Local Government Code of 1991 indicates that consistent with local autonomy and decentralization, the provision for the delivery of basic services and facilities shall be devolved from the national government to provinces, cities, municipalities, and barangays so that each local government unit shall be responsible for a minimum set of services and facilities in accordance with established national policies, guidelines, and standards.

The priority thrusts and programs of the City Government of Davao is anchored on the basic principles of sustainable development that responds to the increasing needs of the public and the challenge of effectively and efficiently maintaining a dynamic administrative machinery that will realize the goals and objectives of the local government and the aspirations of the constituents.


Davao City shall continue to support this through the Byaheng DO30 program of the present administration that highlights the ten (10) key priority areas, as follows:

1. Poverty Alleviation;
2. Infrastructure;
3. Solid and Water Waste Management;
4. Health;
5. Education;
6. Agriculture;
7. Tourism;
8. Transportation Planning and Traffic Management;
9. Peace and Order; and
10. Disaster Risk Reduction and Mitigation.

## 2.2 Mission

- Ensure effective and efficient delivery of services through responsive leadership and competent human resources;
- Sustain the gains by ensuring that the people of Davao are empowered, protected, secured, and gender and culturally sensitive to attain the best quality of life;
- Continue to engage participative citizenry in resource-based, market-driven economic activities within the context of balanced ecology, and equity-led development;
- Develop a progressive and future-proof network of infrastructure, utilities and support services; and
- Maintain a disaster-resilient, climate change-adaptive, and ecologically balanced environment through ridge-to-reef approach, proper solid waste management, preservation of natural environment, promotion of renewable energy, and adoption of low carbon and eco-friendly technologies.



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## 2.3 Vision

Davao City is a globally livable city and a center of excellence in governance, investment, tourism, climate change adaptation, disaster resiliency, and sustainable growth, driven by empowered citizenry.

## 2.4 Core Values

The City Government of Davao anchors its commitment in the core values of leadership, good governance, service excellence, resiliency, unity and integrity.

## 2.5 Service Pledge

We, the city officials and employees of the City Government of Davao, are committed to institutionalize the Ease of Doing Business and Efficient Government Service Delivery pursuant to Republic Act No. 11032 of 2018.

Pursuant to the mandate of the law, we commit to:


1. ~~Serve the public with the highest degree of excellence anchored on the principle of "Leadership by Example" and enhance mechanisms that will ensure efficient and effective governance;~~
2. Maintain honesty and responsibility among public officials and employees and shall take appropriate measures to promote transparency in each department/office with regard to the manner of transacting with the public;
3. Adopt simplified procedures that will reduce red tape and expedite transactions in the city government;
4. ~~Develop a positive work attitude based on a customer-oriented culture;~~
5. Establish an effective system that will eliminate bureaucratic red tape, avert graft and corrupt practices and improve the efficiency of delivery of frontline services; and
6. Capacitate departments and offices to reengineer systems and procedures to reduce processing time and regulatory burden for the transacting public.

## 2.6 Quality Policy

The City Government of Davao is committed to provide Davaoños excellent public service in the areas of governance, investment, tourism, climate change adaptation, disaster resiliency, environmental management, health care and education, agriculture, peace and order, infrastructure development, transport and traffic management, poverty alleviation, and sustainable growth driven by an empowered citizenry in ensuring Davao City as globally livable city.

The City Government of Davao anchors its commitment in the core values of leadership, good governance, service excellence, resiliency, unity and integrity.



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The City Government of Davao upholds its commitment:

- to lead by example,
- to consistently develop human resource capabilities,
- to engage participative citizenry,
- to enhance mechanisms that will ensure efficient and effective governance,
- to adopt simplified procedures and enhance innovative approaches,
- to deliver the highest level of public service,
- to conform with the ISO 9001 and other applicable international standards,
- to comply to relevant statutory and regulatory requirements,
- to continually review, evaluate and improve the city's Quality Management System and its processes,
- to achieve the goals and objectives of the city and aspirations of our constituents and,
- to recognize and foster diversity in its people and culture.









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**2.8 Offices and its Location**

<b>AREA</b>	<b>SCOPE</b>	<b>OFFICE INVOLVED</b>
City Hall Drive, San Pedro Street, Poblacion District,	Public Administration ➤ Barangay Development and Cultural Communities Affairs Services	Barangay and Cultural Communities Affairs Development (BCCAD) & PEACE 911
	Leadership and Governance ➤ Public Administration	City Mayor's Office, City Administrator's Office (City Administrator and Asst. City Administration for Administration and Operations)
	Financial Management ➤ Accounting	Office of the City Accountant
	Financial Management ➤ Budget	City Budget Office
	Fiscal Management ➤ Economic Enterprise	City Economic Enterprise (CEE)
	Human Resources	Human Resource Management Office (HRMO)
	Leadership and Governance ➤ Communication and Transparency	City Information Office (CIO)
	General Services ➤ Information and Communication Technology Management	City Information and Technology Center (CITC)
	Public Administration ➤ Legal Services	City Legal Office (CLO)
	Planning	City Planning and Development Office (CPDO)
	Financial Management ➤ Treasury	City Treasurer's Office (CTO)-Administrative Division
	Economic Development ➤ Educational Benefit Services	Educational Benefit System Unit (EBSU)
	General Services ➤ Procurement and General Services Management	General Services Office (GSO)
	Social Welfare and Development	Integrated Gender and Development Division (IGDD)



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	<ul style="list-style-type: none"> <li>➤ Integrated Gender and Development Services</li> </ul>	
	Infrastructure <ul style="list-style-type: none"> <li>➤ Engineering Services</li> </ul>	City Engineer's Office (CEO)
	Infrastructure <ul style="list-style-type: none"> <li>➤ City Building</li> </ul>	Office of the City Building Official (OCBO)
	Communications Management <ul style="list-style-type: none"> <li>➤ Correspondence and Records</li> </ul>	Administrative Services Division (ASD) formerly Records Office
	Financial Management <ul style="list-style-type: none"> <li>➤ Treasury</li> </ul>	CTO
Sangguniang Panlungsod Building	Fiscal Management <ul style="list-style-type: none"> <li>➤ Business Bureau</li> </ul>	Business Bureau
	Fiscal Management <ul style="list-style-type: none"> <li>➤ Assessment Services</li> </ul>	City Assessor's Office (CASSO)
	Social Services <ul style="list-style-type: none"> <li>➤ Civil Registration</li> </ul>	City Civil Registrar's Office (CCRO)
	Financial Management <ul style="list-style-type: none"> <li>➤ Treasury</li> </ul>	CTO
	Policy Development	Sangguniang Panlungsod-Office of the Sangguniang Panlungsod Secretary
	Leadership and Governance	Vice Mayor's Office
Annex Building, Magallanes Street, Davao City 8000	Economic Development <ul style="list-style-type: none"> <li>➤ Agriculture Services</li> </ul>	City Agriculturist Office (CAGRO)
	Economic Development <ul style="list-style-type: none"> <li>➤ Cooperative Services</li> </ul>	City Cooperative and Development Office (CCDO)
	Social Services <ul style="list-style-type: none"> <li>• Social Welfare and Development               <ul style="list-style-type: none"> <li>➤ Social Welfare Services</li> </ul> </li> </ul>	City Social Welfare and Development Office (CSWDO)
	Social Services <ul style="list-style-type: none"> <li>• Social Welfare and Development               <ul style="list-style-type: none"> <li>➤ Services for Senior Citizens</li> </ul> </li> </ul>	Office for Senior Citizens Affairs (OSCA)
	Communications Management <ul style="list-style-type: none"> <li>➤ Public Information Services</li> </ul>	City Information Office (CIO)- Disaster Radio
	Economic Development <ul style="list-style-type: none"> <li>➤ Veterinary Services</li> </ul>	Office of the City Veterinarian (CVO)
	Social Services <ul style="list-style-type: none"> <li>➤ Health Services</li> </ul>	City Health Office (CHO) Laboratory
	Pichon Street, Davao City 8000	Social Services <ul style="list-style-type: none"> <li>➤ Health Services</li> </ul>





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Agdao, Davao City	Social Services <ul style="list-style-type: none"> <li>• Social Welfare and Development               <ul style="list-style-type: none"> <li>➤ Social Welfare Services</li> </ul> </li> </ul>	CSWDO
	Financial Management <ul style="list-style-type: none"> <li>➤ Treasury</li> </ul>	CTO- Agdao District Treasury Office
	Economic Development <ul style="list-style-type: none"> <li>➤ Veterinary Services</li> </ul>	CVO
	Economic Development <ul style="list-style-type: none"> <li>➤ Employment Services</li> </ul>	PESO
	Social Services <ul style="list-style-type: none"> <li>➤ Health Services</li> </ul>	CHO Health Center
	Fiscal Management <ul style="list-style-type: none"> <li>➤ Economic Enterprise</li> </ul>	CEE-Public Market
	Bunawan, Davao City 8000	Financial Management <ul style="list-style-type: none"> <li>➤ Treasury</li> </ul>
Fiscal Management <ul style="list-style-type: none"> <li>➤ Assessment Services</li> </ul>		CASSO
Social Services <ul style="list-style-type: none"> <li>➤ Civil Registration</li> </ul>		CCRO
Social Services <ul style="list-style-type: none"> <li>• Social Welfare and Development               <ul style="list-style-type: none"> <li>➤ Social Welfare Services</li> </ul> </li> </ul>		CSWDO
Economic Development <ul style="list-style-type: none"> <li>➤ Veterinary Services</li> </ul>		CVO
Social Services <ul style="list-style-type: none"> <li>• Social Welfare and Development               <ul style="list-style-type: none"> <li>➤ Social Welfare Services</li> </ul> </li> </ul>		Lingap Para sa Mahirap
Social Services <ul style="list-style-type: none"> <li>➤ Health Services</li> </ul>		CHO Health Center
Villa Abrille Street	Fiscal Management <ul style="list-style-type: none"> <li>➤ Economic Enterprise</li> </ul>	CEE-Public Market
	Social Services <ul style="list-style-type: none"> <li>➤ Health Services</li> </ul>	CHO: Medico Legal Services
Ma-a Motorpool, Davao City	Infrastructure <ul style="list-style-type: none"> <li>➤ Engineering Services</li> </ul>	City Engineers Office (CEO) <ul style="list-style-type: none"> <li>➤ Maintenance Division</li> <li>➤ Materials Testing and Quality Control Office</li> <li>➤ Motorpool</li> </ul>
	Public Administration <ul style="list-style-type: none"> <li>➤ Environment and Natural Resources</li> </ul>	City Environment and Natural Resources Office (CENRO)
	General Services <ul style="list-style-type: none"> <li>➤ Procurement and General Services Management</li> </ul>	GSO (Bodega)

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Jacinto Street, Davao City 8000	Social Services ➤ Health Services	CHO
Tibungco District, Davao City 8000	Fiscal Management ➤ Economic Enterprise	CEE- Public Market
	Social Services ➤ Health Services	CHO-Lying Inn
Sasa Health Center, Davao City 8000	Social Services ➤ Health Services	CHO Health Center
Paquibato District, Davao City 8000	Social Services • Social Welfare and Development ➤ Social Welfare Services	Lingap Para sa Mahirap
	Social Services ➤ Health Services	CHO Health Center
	Economic Development ➤ Veterinary Services	CVO
	Financial Management ➤ Treasury	CTO- Paquibato District Treasury Office
Paquibato District Hospital, Davao City 8000	Social Services • Health ➤ Hospital Services	Davao City Hospital
Baguio District, Davao City 8000	Economic Development ➤ Agriculture Services	CAGRO
	Economic Development ➤ Cooperative Services	CCDO
	Social Services ➤ Civil Registration	CCRO
	Social Services • Social Welfare and Development ➤ Social Welfare Services	CSWDO
	Financial Management ➤ Treasury	CTO- Baguio District Treasury Office
	Economic Development ➤ Veterinary Services	CVO
	Economic Development ➤ Employment Services	PESO
	Social Services ➤ Health Services	CHO Health Center
	Calinan, Davao City 8000	Economic Development ➤ Agriculture Services
Fiscal Management ➤ Assessment Services		CASSO
Economic Development ➤ Cooperative Services		CCDO
Social Services ➤ Civil Registration		CCRO
Social Services		CSWDO





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	<ul style="list-style-type: none"> <li>• Social Welfare and Development               <ul style="list-style-type: none"> <li>➤ Social Welfare Services</li> </ul> </li> </ul>	
	Financial Management <ul style="list-style-type: none"> <li>➤ Treasury</li> </ul>	CTO- Calinan District Treasury Office
	Communications management <ul style="list-style-type: none"> <li>➤ Library and Information Services</li> </ul>	City Library and Information Center (CLIC)
	Economic Development <ul style="list-style-type: none"> <li>➤ Veterinary Services</li> </ul>	CVO
	Economic Development <ul style="list-style-type: none"> <li>➤ Employment Services</li> </ul>	PESO
	Social Services <ul style="list-style-type: none"> <li>➤ Health Services</li> </ul>	CHO Health Center
	Fiscal Management <ul style="list-style-type: none"> <li>➤ Economic Enterprise</li> </ul>	CEE- Public Market
	Financial Management <ul style="list-style-type: none"> <li>➤ Treasury</li> </ul>	CTO
Marilog District, Davao City 8000	Economic Development <ul style="list-style-type: none"> <li>➤ Cooperative Services</li> </ul>	CCDO
	Economic Development <ul style="list-style-type: none"> <li>➤ Agriculture Services</li> </ul>	CAGRO
	Social Services <ul style="list-style-type: none"> <li>➤ Civil Registration</li> </ul>	CCRO
	Social Services <ul style="list-style-type: none"> <li>➤ Social Welfare Services</li> </ul>	CSWDO
	Financial Management <ul style="list-style-type: none"> <li>➤ Treasury</li> </ul>	CTO- Marilog District Treasury Office
	Social Services <ul style="list-style-type: none"> <li>➤ Hospital Services</li> </ul>	Hospital
	Social Services <ul style="list-style-type: none"> <li>• Social Welfare and Development               <ul style="list-style-type: none"> <li>➤ Social Welfare Services</li> </ul> </li> </ul>	Lingap Para sa Mahirap
	Social Services <ul style="list-style-type: none"> <li>➤ Health Services</li> </ul>	CHO Health Center
Los Amigos, Davao City 8000	Social Services <ul style="list-style-type: none"> <li>➤ Health Services</li> </ul>	CHO-Molecular Lab
Tugbok District, Davao City 8000	Economic Development <ul style="list-style-type: none"> <li>➤ Agriculture Services</li> </ul>	CAGRO
	Fiscal Management <ul style="list-style-type: none"> <li>➤ Assessment Services</li> </ul>	CASSO
	Economic Development <ul style="list-style-type: none"> <li>➤ Cooperative Services</li> </ul>	CCDO
	Social Services <ul style="list-style-type: none"> <li>➤ Civil Registration</li> </ul>	CCRO
	Infrastructure <ul style="list-style-type: none"> <li>➤ Engineering Services</li> </ul>	CEO- Motorpool

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	Social Services ➤ Social Welfare Services	CSWDO
	Financial Management ➤ Treasury	CTO- Tugbok District Treasury Office
	Economic Development ➤ Veterinary Services	CVO
	Economic Development ➤ Employment Services	PESO
	Social Services ➤ Health Services	CHO Health Center
	Communications management ➤ Library and Information Services	CLIC
Talomo District, Davao City 8000	Fiscal Management ➤ Assessment Services	CASSO
	Economic Development ➤ Cooperative Services	CCDO
	Social Services ➤ Social Welfare Services	CSWDO
	Economic Development ➤ Veterinary Services	CVO
	Financial Management ➤ Treasury	CTO- Talomo District Treasury Office
	Economic Development ➤ Employment Services	PESO
	Social Services ➤ Health Services	Health Center (SIR Matina)
	Social Services ➤ Health Services	Health Center (GSIS Matina)
	Social Services ➤ Health Services	Health Center (Puan)
	Economic Development ➤ Agriculture Services	CAGRO
Buhangin District, Davao City 8000	Economic Development ➤ Agriculture Services	CAGRO
	Economic Development ➤ Cooperative Services	CCDO
	Social Services ➤ Civil Registration	CCRO
	Social Services ➤ Social Welfare Services	CSWDO
	Financial Management ➤ Treasury	CTO- Buhangin District Treasury Office
	Economic Development ➤ Veterinary Services	CVO
	Economic Development ➤ Employment Services	PESO





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	Social Services ➤ Health Services	CHO health Center <i>*Separate from the district offices</i>
Guillermo Torres Street, Davao City 8000	Infrastructure ➤ Transport and Traffic Management	CTTO Main
Davao City Tourism, Investment & Promotion Bldg., Palma Gil Street, Davao City 8000	Economic Development ➤ Tourism Services	CTOO
	Economic Development ➤ Investment Promotion Services	Davao City Investment and Promotion Center (DCIPC)
Magsaysay Park, Davao City 8000	Fiscal Management ➤ Economic Enterprise	CEE
	Public Administration ➤ Barangay Development and Cultural Communities Affairs Services	Madrasah Comprehensive Development and Promotion Program
	Public Safety and Security ➤ Vices Regulation	Vices Regulation Unit (VRU)
	Public Safety and Security ➤ Public Safety Services	Anti-Scam Unit
	Economic Development ➤ Cooperative Services	CCDO
Toril Poblacion, Davao City 8000	Economic Development ➤ Agriculture Services	CAGRO
		CASSO
	Economic Development ➤ Cooperative Services	CCDO
	Social Services ➤ Civil Registration	CCRO
	Social Services • Social Welfare and Development ➤ Social Welfare Services	CSWDO
	Financial Management ➤ Treasury	CTO- Toril District Treasury Office
	Economic Development ➤ Veterinary Services	CVO
	Communications management ➤ Library and Information Services	CLIC
	Economic Development ➤ Employment Services	PESO
	Public Safety and Security ➤ Public Safety and Services	Public Safety and Security Command Center (PSSCC)

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	<p>Infrastructure</p> <ul style="list-style-type: none"> <li>➤ Transport and Traffic Management</li> </ul>	<p><b>City</b> Transport and Traffic Management Office (CTTMO)</p>
	<p>Social Services</p> <ul style="list-style-type: none"> <li>• Social Welfare and Development</li> <li>➤ Social Welfare Services</li> </ul>	<p>Lingap Para sa Mahirap</p>
	<p>Social Services</p> <ul style="list-style-type: none"> <li>➤ Health Services</li> </ul>	<p>CHO Health Center A</p>
	<p>Social Services</p> <ul style="list-style-type: none"> <li>➤ Health Services</li> </ul>	<p>CHO Health Center B</p>
	<p>Social Services</p> <ul style="list-style-type: none"> <li>➤ Social Welfare and Development:</li> <li>➤ Services for Senior Citizens</li> </ul>	<p>OSCA</p>
	<p>Fiscal Management</p> <ul style="list-style-type: none"> <li>➤ Economic Enterprise</li> </ul>	<p>CEE-Public Market</p>
	<p>Financial Management</p> <ul style="list-style-type: none"> <li>➤ Treasury</li> </ul>	<p>CTO</p>
<p>Davao City Recreation Center, Davao City 8000</p>	<p>Social Services</p> <ul style="list-style-type: none"> <li>• Public Safety and Security</li> <li>➤ Anti-Drug Abuse</li> </ul>	<p>Davao City Anti-Drug Abuse Council</p>
	<p>Social Services</p> <ul style="list-style-type: none"> <li>• Social Welfare and Development</li> <li>➤ Sports Development Services</li> </ul>	<p>Sports Development Division Office</p>
	<p>Social Services</p> <ul style="list-style-type: none"> <li>➤ Social Welfare Services</li> </ul>	<p>CSWDO (Child Minding Center)</p>
	<p>Economic Development</p> <ul style="list-style-type: none"> <li>➤ Employment Services</li> </ul>	<p>PESO</p>
	<p>Fiscal Management</p> <ul style="list-style-type: none"> <li>➤ Economic Enterprise</li> </ul>	<p>CEE (DCRC/ Cemetery Operation)</p>
	<p>Public Safety and Security</p> <ul style="list-style-type: none"> <li>➤ Public Safety and Services</li> </ul>	<p>PSSCC</p>
	<p>Fiscal Management</p> <ul style="list-style-type: none"> <li>➤ Economic Enterprise</li> </ul>	<p>CEE (Slaughterhouse)</p>
<p>Ma-a Slaughterhouse, Davao City 8000</p>	<p>Public Administration</p> <ul style="list-style-type: none"> <li>➤ Environment and Natural Resources</li> </ul>	<p>CENRO (Biodiesel Facility)</p>
	<p>Financial Management</p> <ul style="list-style-type: none"> <li>➤ Treasury</li> </ul>	<p>CTO</p>
	<p>Infrastructure</p> <ul style="list-style-type: none"> <li>➤ Ancillary Services</li> </ul>	<p>Ancillary Services Unit</p>





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	Social Services ➤ Civil Registration	CCRO
	General Services ➤ Procurement and General Services Management	GSO (Bodega)
Sta. Ana Port, Davao City 8000	Fiscal Management ➤ Economic Enterprise	CEE
	Financial Management ➤ Treasury	CTO
Bankerohan, Davao City 8000	Financial Management ➤ Treasury	CTO- Bankerohan Public Market
	Fiscal Management ➤ Economic Enterprise	CEE-Public Market
Lasang, Davao City 8000	Social Services ➤ Health Services	CHO Health Center
	Social Services • Social Welfare and Development ➤ Social Welfare Services	CSWDO
	Financial Management ➤ Treasury	CTO
	Economic Development ➤ Agriculture Services	CAGRO
	Fiscal Management ➤ Economic Enterprise	CEE-Public Market
Mintal, Davao City 8000	Fiscal Management ➤ Economic Enterprise	CEE- Public Market
El Rio, Bacaca, Davao City 8000	Social Services ➤ Health Services	CHO Health Center
Quimpo Boulevard, Mini-Forest, Davao City 8000	Social Services ➤ Health Services	CHO Health Center
Ponciano Street, Davao City 8000	Communications management ➤ Library and Information Services	LIC
Daang Patnubay, S.I.R Phase II, Davao City 8000	Public Safety and Security ➤ Public Safety and Services	PSSCC
	Public Safety and Security ➤ Emergency and Disaster Response and Management Services	Central 911
	Social Services • Public Safety and Security ➤ Emergency and Disaster Response and	Davao City Disaster Risk Reduction and Management Office

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	Management Services	
Tomas Claudio Street, Davao City 8000	Social Services ➤ Health Services	CHO Health Center
Ecoland, Davao City 8000.	Communications Management ➤ Correspondence and Records	City Archives and Records Office (CARO)
	Financial Management ➤ Treasury	CTO-Davao City Overland Transport Terminal (DCOTT)
	Infrastructure ➤ Transport and Traffic Management	CTTMO-Facilities Management Operations Division (FMOD)
	Infrastructure ➤ Transport and Traffic Management	CTTMO-Motor Vehicle Franchising Regulatory Division (MVFRD)
Juna Subdivision, Davao City 8000	Economic Development ➤ Tourism Services	Museo Dabawenyo

**3. QMS SCOPE**

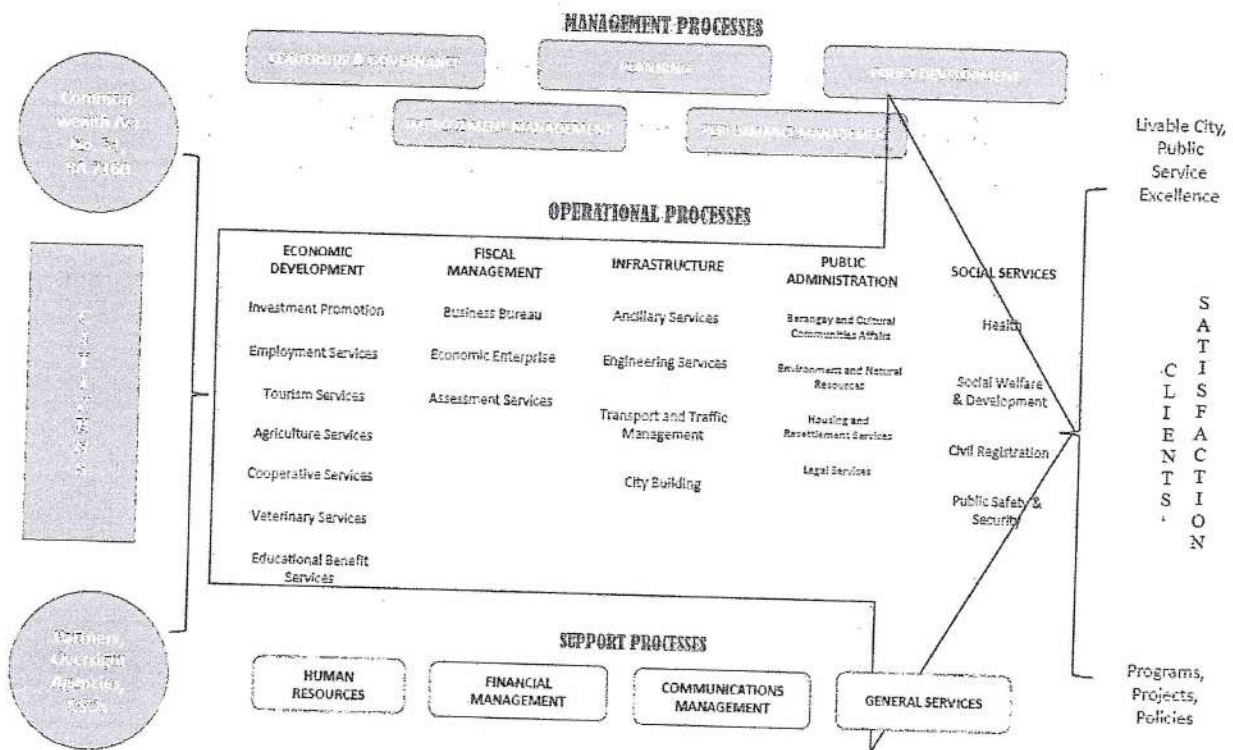
The City Government of Davao's (CGD) quality management system scope covers its mandate on the provision of investment, tourism, health care, education, agriculture, transportation, and infrastructure services; and management of disaster risk, environment, peace and order for its citizenry towards poverty alleviation and sustainable development. The CGD is located at the City Hall Building, San Pedro Street, Davao City.

All requirements of the ISO 9001:2015 standard apply to CGD's quality management system.





### 4. LGU PROCESS MAP




The City Government of Davao adopts the Process Approach or the Plan-Do-Check-Act (PDCA) framework of the ISO 9001:2015 Standards in managing processes that are needed to provide reliable products and services to citizens and manage capacity to produce the desired outputs.

This framework, with overall focus on risk-based thinking, enables the top management to develop systematic method of assessing the external and internal environment and to implement the necessary processes for the improvement of the products and services provided to its citizens.

The PDCA may be initiated at any stage of the process by assessing the system's current performance (**Check** stage) using applicable requirements of the ISO 9001:2015 QMS on performance evaluation. The results of these evaluations are fed into the PDCA cycle's **Act** stage where the LGU initiates the necessary actions to address the opportunities for improvement. At the **Plan** stage, the local officials plan the actions agreed on the previous stage and develops objectives, targets and actions to address risks and opportunities. The needs and expectations of citizens and other relevant interested parties are important inputs to the plan. Hence, these are assessed by the LGU wherein the results are captured prior to planning. At the **Do** stage, objectives and planned actions are communicated throughout the LGU. New processes or changes to existing processes are implemented to ensure that agreed objectives are met.

**Management processes** define the processes on the type of decision making, as well as the agreements and the liaison with citizens and relevant interested parties. These include processes relating to establishing and reviewing strategic directions and objectives, providing internal and external communication mechanisms, including feedback management, internal auditing, gathering data

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for performance review and analysis and improvement of the effectiveness and efficiency of the LGU's QMS.

**Operational processes** are performed as the LGU's core business. These include all the processes that have direct interaction with the LGU's constituents with the intention of delivering local government services, as mandated by Republic Act No. 7160, otherwise known as the "Local Government Code of the Philippines" and other related laws/issuances.

**Support processes** are focused on activities to help operational and management processes. These include all processes for the provision and maintenance of the needed resources for the effective implementation of all processes within the management system.

**Externally-provided products and services** include outsourced products and services relevant to the effective implementation of CGD processes that need to be controlled.

## 5. MANAGEMENT PROCESSES

### 5.1 Leadership and Governance

#### Participatory Governance

The LGU constantly seeks partnership and collaboration with both the private and public sector to promote mutual cooperation, induce an exchange of ideas and bolster development within the city. This facilitates convergence of efforts of different bodies and results in wider participation of the citizenry in social building activities.

The establishment of linkages will help the city boost the city's thrust in different areas such as tourism, agriculture, technology, and trade and commerce thereby improving the lives of the residents and the social conditions of the city.

The partnerships are usually sealed with the execution of contracts such as Sister City Agreement. Other examples of these are partnerships with other LGUs, development funding, joint socio-economic projects and private sector partnerships which are manifested through Build Operate Transfer (BOT) or Public Private Partnerships (PPP) schemes.

#### Communication and Transparency

The LGU fosters transparency and public accountability by implementing programs and activities aimed at strengthening citizen participation in its product or service-related processes. These programs and activities ensure communication and promotion of the products or service based on the requirements, characteristics, availability, fees and other related aspects.





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Communication channels that engage citizen and other relevant interested parties include the following, among others:

- Website: <https://www.davaocity.gov.ph/>
- Email: [www.facebook.com/davaocityreports](http://www.facebook.com/davaocityreports)
- Public assistance desk at the entrance of City Hall
- Complaints and suggestions box at the Public Assistance Desk and inside the offices
- Official Facebook account: City Government of Davao and Davao City Reports
- Mass media: Byaheng DU30 aired in a local television network and Davao City Disaster Radio (87.5 FM)
- Newsletter

**Public Administration**

Public administration ensures that the processes of the City Government of Davao are properly aligned for the convenience of its constituents. Also, this cluster takes charge in providing quality service for all the residents of the city.

This process is led by the Office of the City Administrator which exercises supervision and control over all Davao City government enterprises and/or departments performing purely proprietary functions and develops plans, strategies and formulate guidelines, standards and regulations and implements the same, particularly those with the management and administration-related programs and projects.

The Office of the City Administrator is composed of the City Administrator, Assistant City Administrator (Administration) and Assistant City Administrator (Operations).

**5.2 Planning**

**Strategic and Development Planning**

The Local Government Code of 1991 mandates the appointment of the City Planning and Development Coordinator to formulate integrated economic, social, physical, and other developments plans and policies for consideration of the local government development council. These development plans are geared towards the attainment of the vision of the city.

The City Planning and Development Office is engaged in the preparation of the Comprehensive Land Use Plan (CLUP) and Comprehensive Development Plan (CDP) which is mandated by the Local Government Code. The implementing tools of such plans are the Local Development Investment Program, Annual Investment Plan, and other strategic plans and programs that are mandated by law and appropriate in current situations.

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The engagement of the City Government with the expertise of individuals, agencies, and the general public in the planning process reinforces its capability in producing effective and responsive plans. The participatory planning method is essential in the monitoring, evaluation, analysis, and generation of reliable holistic sectoral plans that will address the development needs and concerns of the city.

Incorporating the priorities of the current administration spelled out in the Executive-Legislative Agenda as well as the Ten-Point Agenda of the City aligned with the CLUP and CDP, the road to the realization of the vision of the city is always in check in the implementation of these plans, programs, and activities.

Being at the forefront of the planning process, the City Planning and Development Office is continually enhancing the capability of its human resource to effectively formulate development plans and investment programs that are backed-up with robust data through its statistical analysis processes.

### Determining the context of the organization

The city government, through the Planning Team of the QMS Committee, identifies, monitors, and reviews issues and requirements of interested parties which affect the achievement of the organization's intended outcome/objectives.

### Management of Risk and Opportunity

The City Government, through the Planning Team of the QMS Committee, identifies, monitors, and reviews risks and opportunities which affect the achievement of the organization's intended outcome/objectives.

## 5.3 Policy Development

The City, through the Sangguniang Panlungsod, enacts legislation for the general welfare of its citizens. Such legislation, include those pertaining to environmental protection, health, solid waste management, collection and disposal, investment incentives, taxation/duties/permits to generate revenues, among others. Most of the legislation are identified and proposed to support sectoral plans and the 10-point Agenda of the Local Chief Executive. Legislation may also be done to regulate certain acts and to provide for its penalties and prohibitions, in case of violation thereof.

## 5.4 Performance Management

### Strategic Performance Management System

The Strategic Performance Management System (SPMS) is a mechanism that links employee performance with organizational performance to enhance the performance orientation of the compensation system. It ensures that the employee achieves the objectives set by the organization and the organization, on the other hand, achieves the objectives that it has set as its strategic plan.



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The SPMS has the following basic elements:

- a. Goals that are aligned to agency mandate and organizational priorities;
- b. System that is outputs/outcomes-oriented;
- c. A team approach to performance management;
- d. Forms that are user-friendly and shows alignment of individual and organizational goals;
- e. Information systems that support monitoring and evaluation; and
- f. A Communication plan.

More importantly, the SPMS complements the Results, Based Performance Management System that is implemented by the Office of the President and that links organizational performance to societal goals. It is also linked to the Productivity Enhancement Incentive (PEI) and the Performance-Based Bonus (PBB).

The QMS suitability, adequacy and effectiveness are reviewed by the Central Performance Management Team, and Department Performance Management Team.

Within these reviews are analysis of performance data to allow evidence-based decision-making on matters pertaining to the proper functioning of the LGU's QMS and to ensure that the QMS is

- adequate for its purpose;
- sufficient for the fulfillment of its purpose and to meet the objectives previously established;
- aligned with the strategic direction of the local government; and
- adopted to the changes and trend that have an impact on the provision of local government product and services to its citizens.

The following are considered in the review of QMS' performance at planned intervals:

- results of actions based on previous reviews;
- updated analysis of the external and internal context of the local government;
- citizen's satisfaction collected during interaction with them or their representatives;
- feedback from all relevant interested parties;
- performance of processes and status of attainment of targets vis-a-vis KRAs/indicators in the LGPMS;
- conformity of products and services;
- status of non-conformities and the relevant corrective actions;
- status of LGPMS indicators;
- audit results;
- performance of external providers;
- adequacy of resources;
- data on effectiveness of the actions to confront risk and opportunities;
- changes and trends in the local government context that have impact on the provision of products and services by the LGU to the citizens; and
- opportunities for improvement.



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Results of these reviews, which include decisions and actions on improvement opportunities; any need for change; and, need for resources, are documented and communicated adequately to relevant interested parties and all involved areas within the LGU.

#### Internal Audit

Internal Audit is the evaluation of management controls and operations performance, and the determination of the degree of compliance with laws, regulations, managerial policies, accountability measures, ethical standards, and contractual obligations. It involves the appraisal of the plan of organization and all the coordinated methods and measures, in order to recommend courses of action on matters relating to operations and management control. Internal audit, being a separate component of internal control, is instituted to determine whether internal controls are well-designed and properly operated.<sup>1</sup>

#### Management Review

Management Review is being conducted at least annually involving the top management of the city government: City Mayor, City Vice Mayor, City Administrator, and Assistant City Administrator (both for Administration and Operations). This ensures the continuing stability, adequacy, effectiveness, and alignment with the strategic direction of the organization.

#### Feedback Management

To adequately establish priorities for the improvement of its products and services, the City Government of Davao recognizes the importance of obtaining meaningful information on citizen's satisfaction and feedback on how important these products and services are for them. This information is presented in a format that clearly demonstrates progress and trends in customer satisfaction.

Appropriate methods are determined and implemented for acting upon the citizen satisfaction information, including communicating the results to relevant interested parties.


The information regularly measured and monitored by the LGU are citizen suggestions, recommendations, complaints and surveys and feedback from external customers.

The following are among the information regularly measured and monitored by the LGU:

- Citizen Survey Results;
- Citizen suggestions, recommendations, complaints;
- Surveys and feedback from internal customers; and
- Focus group meetings.

<sup>1</sup> Department of Budget and Management. (2016). *Internal Audit Manual for Local Government Units*.



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Furthermore, direct feedback from citizens is received through the following:

- 8888 Complaint Desk;
- Public assistance Counter at the entrance of City Hall;
- Complaints and suggestions box inside the offices;
- Bilis Action Partner;
- Presidential Complaint Center; and
- Official Facebook accounts: City Government of Davao and Davao City Reports.

This is to assess perceptions and the level of fulfillment of the LGUs mandate/public service commitment.

## 5.5 Improvement Management

The local government determines and select opportunities for improvement by assessing how it fulfills the requirements of citizen and their satisfaction. These may include activities for:

- improving the sustainability of the QMS, including consideration of the future needs of citizens;
- ~~Correcting; preventing, and/or reducing unwanted effects of services;~~ and,
- Improving the performance of the QMS, including participation and/or involvement of all areas of the local government.


One of the ways to improve the system of the city government is to conduct internal audit which serves as evaluation of management controls and operations performance, and the determination of the degree of compliance with laws, regulations, managerial policies, accountability measures, ethical standards, and contractual obligations.

Systematic internal audits of the QMS are conducted to obtain, verify and validate its adequacy, conformance, effectiveness and efficiency. The results of these audits are provided to the management as an input to the continual improvement of the system and its established policies and procedures.

A QMS Audit Program is established that includes an annual schedule for the audits, procedure, activities and tools to be used by competent internal QMS Auditors. ~~QMS Audits are planned taking into consideration the internal processes that could affect its execution.~~ In the City Government of Davao, QMS audits are perceived to improve performance and not as a means to assign blame for problems encountered.

~~Audit results will be submitted to the Local Chief Executive and shall form~~ part of the performance reviews and are communicated to the corresponding staff and areas of the city government. This is to ensure that correction and corrective actions are undertaken on the areas where they are needed.



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### Corrective Action

The delivery of LGU's products and services necessitates that expected outputs are fulfilled in accordance with the requirements coming from the citizens, statutes or regulation, or internal requirements defined by the provincial and/or local government. In the LGU's context, nonconformity occurs if any one of these requirements is not met.

To provide for the appropriate controls, the following are determined:

- Appropriate actions to detect a nonconforming product or service;
- The means to identify the nonconforming product or service;
- Controls to prevent the unintentional use or provision of the nonconforming product or service; and
- Appropriate actions to avoid the nonconforming product or service being provided again.

Authorities and responsibilities for monitoring the effective control of nonconforming product or service are defined at different areas and levels within the LGUs. These are also incorporated in existing processes and procedures of the QMS.

In case of a nonconformity directly involving a citizen, the LGU provides for:

- contingency plans;
- transfer of the citizen's need/s to other programs;
- ~~development of improvement plans and agenda for subsequent fiscal period; and~~
- appropriate actions to handle any conflict.

The description of the nonconformity, how it was analyzed and corrected, and actions undertaken, form part of the retained documented information of the LGU.

## 6. OPERATIONAL PROCESSES

### 6.1 Economic Development

#### A. Investment Promotion Services

These services aim to assist in the growth and development of the city's economy through generating investments and promoting the city as today's best investment destination in the Philippines.

The Davao City Investment Promotion Center (DCIPC) is the prime marketing arm of the City Government of Davao which provides local government incentives for local and foreign investors and investment counselling and business matching.





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### B. Employment Services

These services were created to assist jobseekers in finding stable and sustainable employment for a qualified workforce gainfully employed in country and overseas.

The Public Employment Service Office (PESO) was established to provide the following:

1. Provision of Job Fairs;
2. Facilitation of Employment for Students;
3. Facilitation of Jobstart Program;
4. Facilitation of Tulong Pangkabuhayan Para Sa Ating Disadvantage/ Displaced Workers (TUPAD) Program;
5. Facilitation for Local and Overseas Recruitment Activity; and
6. Registration of Jobseekers to PESO Employment Information System (PEIS) for Local and Overseas Job Facilitation and Data Banking of Skills.

### C. Tourism Services


Davao City aims to be the premier Socio-Economic and Tourism Center in Mindanao, East Asian Growth Area (EASA) and the Asia Pacific Region propelled by effective leaders and empowered citizenry. To make this a realization, the City Tourism Operations Office was established to organize activities which highlight the arts and culture of the Dabawenyos, showcase tourism products and services, create awareness in the importance of tourism through various tourism campaigns, and support and help implement tourism activities organized by the Department of Tourism and other tourism stakeholders.

Also, Davao City offers historical education. As an educational institution, Museo Dabawenyo shall take the lead in disseminating knowledge of Davao's cultural and historical heritage and developing a corps of professional personnel knowledgeable about the preservation, enrichment and dynamic evaluation of the Dabawenyo culture.

As a cultural center, Museo Dabawenyo shall take the lead in the study and preservation of the City's rich artistic, and cultural heritage, in the reconstruction and rebuilding of our past, and the development of the City's cultural wealth.

### D. Agriculture Services

The City Agriculturist Office focuses on agricultural services such as the establishment of Farmers Information & Technology Services (FITS) Center and Gulayan sa Barangay, among others. Its objective is to create an agriculture sector which is dynamic and have cohesive communities, self-reliant and empowered farmer entrepreneurs committed to sustainable growth and development in alleviating the plight of marginal farmers, fisherfolks and rural-based entities of the city. It seeks to transform them into socially and economically progressive members of society by setting up a favorable scenario/s towards sustainable agricultural development within the context of a balanced ecology.

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Some of the services being provided by the Office are Distribution/ Dispersal of Agri-Fishery Seeding Materials and Distribution of Biological Control Agents, to name a few.

### **E. Cooperative Services**

Davao City, through the City Cooperative Development Office (CCDO), formulates and implements cooperative development programs pursuant to its mandate as provided in Ordinance No. 038 s. 1999. The development of cooperatives includes the following programs and services:

- A. Cooperative Promotion, Organization Development and supervision – Conduct of Cooperative Promotional Drives, Organization and Registration Assistance, LGU Accreditation Assistance)
- B. Membership Education Seminars – Seminars relative to the cooperative members' continuing education which includes short courses on leadership and skills.
- C. Enterprise Development - Technical assistance in the areas of Strategic Planning, Project Proposal Preparation, Books of Account (BOA) Installation, Financial Literacy and Tutorial Services)
- D. Davao City Sustainable Livelihood and Entrepreneurship Program (DCSLEP)
  - a. Cooperative Financial Assistance Program (CFAP) – Focused on the enhancement of the enterprise status of cooperatives under the micro and small categories by supporting their need for additional operating capital for their enterprises.
  - b. Livelihood Development Program Start-Up Capital Assistance (LDP-SUCA) – Aimed at promoting self-sufficiency through sustainable entrepreneurship by providing access to start-up capital as well as production and business management skills to identified marginalized members of cooperatives who are willing to start livelihood undertakings.
- E. Comprehensive Cooperative Training and Development – Provision of cooperative trainings and information sharing as means for promoting cooperative growth and development.
- F. Cooperative Livelihood and Training Center – Extends opportunities for capability enhancement trainings, livelihood and enterprise skills training services particularly for cooperative members or marginalized individuals (e.g., women, farmer, rebel returnees, victims of calamities and disasters, natural or man-made)
- G. Other relevant and viable cooperative development programs aimed at improving the quality of the life of the cooperative community.





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### F. Veterinary Services

These services are provided by the City Veterinarian's Office (CVO) which is the frontline in providing better quality of life for Davaoeños by continually improving animal welfare, promoting a healthy animal population as source of food, using environmentally sound farming system, a source of power and transportation in the rural areas, and means to derive friendship and companionship.

Services include Veterinary Consultation, Provision of Animal Breeding Services, Conduct of Animal Impounding, and Provision of Meat, Livestock, Fish and other Marine Products Quality Control Services.

### G. Educational Benefit

#### Education Benefits and Scholarship Services

The lead agency in undertaking this service is the Educational Benefits System Unit (EBSU) which was created to streamline and consolidate all the programs relative to the provision of educational assistance provided by the City Government of Davao, so that the same becomes truly accessible to the poor and underprivileged, yet deserving recipients-students, who will commit themselves to pursue the program to completion.

The objective of the service is to provide scholarship grants or educational assistance.

Before the start of every school calendar, the office conducts screening processes to accept new applicants to become scholars of the City Government.

## 6.2 Fiscal Management


### A. Business Bureau

The Business Bureau standardizes all business establishments operating in Davao City and provides the transacting public a trouble-free transaction and prompt services. It adopted technology enhancement and local interconnection among regulatory offices for a fast and reliable services to its clients. In 2004, a business one-stop-shop has been in place. And every renewal period, a satellite office is implemented to provide additional venue for the transacting clients. The office was established to issue permits and licenses to the public and to enforce the law relative to the conduct of business in the city.

### B. Economic Enterprise

These are government frontline services which generate revenues for the City Government of Davao.

The City Economic Enterprise, a part of the Fiscal Managements Departments of the City, takes the helm in the operation and management of the Sta. Ana Port, public cemeteries, public crematorium, slaughterhouse, public markets, Pasalubong Center, Davao City Recreational Center, and terminals.

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### **C. Real Property Tax Appraisal and Assessment Services**

The provision of these services is in line with the mandate of the Local Government Code of 1991 to deliver quality and reliable Real Property Tax Appraisal Assessment Services.

The City Assessor's Office (CASSO) is a local Government office in charge of real property assessments within the city's territorial jurisdiction as the basis for real property taxation. It includes the preparation, installation and maintenance of a system of tax mapping, records management, and schedule of market values of the different classes of real property within its territory.

#### **6.3 Infrastructure**

##### **A. Ancillary Services**

The Ancillary Services Unit (ASU) is a division under City Mayor's Office which is responsible in addressing the problems and concerns arising from the illegal occupants, structures and vendors from sidewalks in order to ensure its use for the pedestrian as well as in maintaining the cleanliness of the drainage networks of the city. The Unit was created on February 15, 2017 through Executive Order No. 05, Series of 2017 to manage and supervise the Roxas Night Market including the safety, operations, regulations, and the implementation of sanitation in the area. ASU was established in order to lessen the problems of flooding, traffic congestion, and the proliferation of illegal vendors occupying the sidewalks and major streets.

The office is offering composed of:

The Demolition Team; and  
The Drainage Team.


##### **B. Engineering Services**

Engineering services include the implementation of infrastructure projects within the city. The City Engineer's Office (CEO), the engineering arm of the City Government of Davao, provides engineering services to the local government unit, including investigation and survey, engineering designs, feasibility studies, and project management.

##### **C. Transport and Traffic Management**

These services address the ever-growing problem of transportation of Davao City and to manage the traffic situation therefor by rationalizing the existing transport operations and by implementing all traffic engineering services, traffic enforcement operations, traffic and transport planning, regulations and franchising, transport facilities management, and traffic education program.



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The City Transport and Traffic Management Office (CTTMO) serves as the sole transport and traffic management authority vested with powers to formulate, coordinate and monitor policies, standards and programs relating to transport and traffic management, under the supervision and control of the City Mayor.

#### **D. City Building**

The Office of the City Building Official (OCBO) is a local government office which implements regulations and requirements for the construction, alteration, repair, conversion, use, occupancy, and demolition of buildings pursuant to Section 301 of PD 1906, or otherwise known as the National Building Code of the Philippines, as well as the enforcement of related orders and decisions. The Ad Hoc Office of the City Building Official (OCBO) was created as a separate and distinct office from the Office of the City Engineer on May 2011 by virtue of Executive Order No. 26, Series of 2011 as part of the overall efforts of instituting effective management and administration. With this, the new organizational structure prescribed in the Implementing Rules and Regulations (IRR), Revised Implementing Rules and Regulations (RIRR), and Additional Rules and Regulations (ARR) of PD 1096 was consequently adopted to be more responsive to the needs of the construction industry orders and decisions.

#### **6.4 Public Administration**

##### **A. Barangay Development and Cultural Communities Affairs Services**

These services aim to promote of the welfare of all the one hundred eighty-two (182) barangays and eleven (11) Tribal minorities in the city.

The city, through the Barangay and Cultural Communities Affairs Division, coordinates with the tribal minorities and barangays in implementing different community programs, projects and activities and disseminate directives from the Local Chief Executive.

Basic government services, such as provision of education, are also provided in Muslim communities all-over Davao City by the Madrasah Comprehensive Development and Promotion Unit (MCDPU).

Lastly, the city strengthened its local peace-building efforts by creating the innovative project called "Peace 911". A brainchild of the City Mayor, this program includes engagement in community consultations with the residents in Paquibato district and provision of caravan of government services especially in the areas of health, agriculture, legal services, social services, and education, among others.





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### B. Environment and Natural Resources

These services promote proper management and utilization of natural resources, implement mitigating measures to prevent and control land, air, and water pollution in coordination with government and non-government agencies and organizations, and maintain, protect, and preserve communal forests, watersheds, tree parks, mangroves, greenbelts, and similar forest projects and commercial forests like industrial tree farms and agro-forestry projects

The Office of the City Environment and Natural Resources (CENRO), along with Ancillary Services Unit (ASU) and City Health Office (CHO), is mandated to ensure that Davao City has a clean, green, and healthy environment for its constituents.

### C. Housing and Resettlement Services

The Office of the City Planning and Development Coordinator (OCPDC) is the main technical arm of the City Government of Davao with full commitment to serve as the primary source of data, architectural designs, and maps, and function as the key driver in formulating of plans, monitoring of programs, conducting of research, enforcing of Zoning Ordinance, and implementing of housing regulations. The City Planning Development Board (CPD) was created through Ordinance No. 1263 in 1974, which evolved into OCPDC in 1980, to formulate comprehensive plans for Davao City. The OCPDC was created to carve comprehensive plans, aligned for the enhancement of social, economic, and infrastructure needs of Davao City.

Over the years, the City Government of Davao has been providing shelter to informal settler families and low-income households thru various programs and funding sources pursuant to the Urban Development and Housing Act of Republic Act 7279. The Shelter Program of the City Government is available to qualified applicants based on the requirements under the law. The City Planning and Development Office – Housing and Homesite Division implements the Shelter Program of the city government to address the housing concerns of the city.


The provision of decent, affordable, and disaster risk-resilient, and climate change adaptive shelter to the identified beneficiaries of the program is being undertaken thru the establishment of relocation sites and the Urban Land Reform Program.

Informal settler families are the primary beneficiaries of the program. They are households residing within danger areas, affected by calamities, road right-of-way, rent-free occupants within private lands with threats of being demolished, or evicted by virtue of a court order, those who are situated in parks and playgrounds, and government facilities.

The Urban Land Reform Program caters to households who form themselves into a Community Association who are extended with organizing capability services to effectively assist individuals who collectively apply for financial assistance from various financing institutions in the procurement of land in affordable payment arrangements.





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To effectively carry out the program, the City Government continue to collaborate with the national government in terms of shared resources to fortify its capabilities in providing better quality of service to its clients on a daily basis.

This program includes Provision of Shelter and Resettlement Management Services, Approval to implement demolition, relocation and resettlement, and Conduct of Census Tagging, interview, and Validation.

#### **D. Legal Services**

Legal Services include the provision of legal advice through the media, provision of legal representation in behalf of the city government, and provision of legal investigation.

The Office of the City Legal Officer is the chief legal counsel of the city government. The Office is composed of lawyers which represent 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 and investigate or cause to be investigated any local official or employee for administrative neglect or misconduct in office, and recommend appropriate action to the Mayor or Sanggunian Panlungsod, as the case may be.

### **6.5 Social Services**

#### **A. Health**

##### **A.1 Health Services**


The Davao City Health Office provides Health Services which include Laboratory Examination and Health-Related Sustainable Development Programs, among others. Its objective is to provide a convenient and affordable health services for the public. The same office ensures that through its health programs, the public is provided with necessary health education about the prevention, control and elimination of diseases.

##### **A.2 Hospital Services**

The City Health Office provides Hospital Services which include Provision of Outpatient Service, Provision of Patient Admission Service and Provision of Accident and Emergency Service. Its objective is to provide the public an accessible, available, acceptable and affordable hospital services. It also provides adequate resources such as health human resources, health facilities, and health financing.

##### **A.3 Drug Treatment and Rehabilitation Services**

The Davao City Treatment and Rehabilitation Center for Drug Dependents, in coordination with the City Anti-Drug Abuse Council, provides services which include Provision of Treatment and Rehabilitation for Drug Dependents Services, among others. Its objective is to promote recovery and social re-integration of

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drug dependents with an end in view to respond to social issues and problems such as the ill effect of drug abuse and addiction.

## **B. Social Welfare and Development**

### **B.1 Social Welfare Services**

The City Social Welfare and Development Office (CSWDO) in coordination with the Office of the City Mayor provides social welfare services such as Lingap Para sa Mahirap Program and Livelihood Assistance Program, among others. ~~The CSWDO is mandated and committed to deliver comprehensive programs and services that provide social protection and promotes the rights and welfare of disadvantaged, oppressed, poor, and exploited Davaoños to become empowered, productive, and self-reliant.~~

~~Its main objective is to better the quality of life of the different clientele categories by providing financial assistance/services to victims of human induced and natural disasters, capability building activities to different clientele categories, emergency relief assistance to victims of calamities and families in crisis; residential care services to clients who are found eligible after thorough assessment, rescue and surveillance of the reported cases, issuance of social welfare documents to clients who are indigents or found eligible to avail services, and early childhood care and development services to children aged 2-4 years old. The same offices strictly observe proper evaluation of applicants and ensure that the grantee/s is/are given adequate assistance.~~

### **B.2 Services for Senior Citizens**

These services aim to protect and promote the innate rights of the elderly which includes the issuance of Senior Citizens ID and Discount Booklets and Provision of death, burial, and benefits assistance for veterans. The Office for Senior Citizens Affairs is at the forefront in delivering these services.

### **B.3 Integrated Gender and Development Services**


The provision of these services reflects city government's commitment to pursue and promote women's rights and welfare under the Women Development Code.

To oversee the full implementation of such law, the Integrated Gender and Development Division was created. It assists client-victims of Violence Against Women and their Children (VAWC), provides Gender-Related Trainings and Orientations, and monitors the implementation of the Women Development Code.

### **B.4 Sports Development Services**

To provide athletes and the people of Davao City with quality sports development programs, the Sports Development Division was created.



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Such office provides assistance to sports events to continually promote goodwill, sportsmanship and camaraderie among Davaoeños and to increase the level of participation of Davao City's constituents in different sports event in recognition to the impact of physical health, growth and development. Also, it provides Sports Development Programs for local athletes such as the Philippine Sports Commission Sports Program and Philippine Sports Commission-endorsed sports program. The former is designed to instill the benefits of physical fitness and core values that aid in addressing juvenile delinquency. It is also tailored as conduit of the government in developing positive outlook in our youth.

### **C. Civil Registration**

Civil Registration, a process performed by the City Civil Registrar's Office is a continuous, permanent and compulsory recording of the vital events occurring in the life of an individual such as birth, marriage and death as well as correction of civil registry documents, court decrees and legal instruments affecting his/her status in appropriate registers as mandated by Act No. 3753, otherwise known the Civil Registry Law.

The primary purpose of civil registration is to establish the legal documents required by law. Civil registration generates documentation that supports an individual's rights to recognition as a person before the law and acknowledges their formal relationship with the state.

Its major activities include:

1. ~~Registration of the civil registry certificates (birth, marriage and death)~~ submitted by clients and issuance of civil registry certificates requested by the client;
2. Issuance of marriage license applied by couples who intend to marry;
3. Correction of clerical errors of civil registry documents (birth, marriage and death) petitioned by the client; and
4. Registration of the legal instruments and court decrees filed by the client.


### **D. Public Safety and Security**

#### **D.1 Public Safety Services**

These services maintain Davao City as a safe city by using information, people, technology, solution and an intelligent operations unit.

These services intend to define the controls needed to assist the general public in the administration of justice and other concerns related to safety and security by providing a copy of closed-circuit television (CCTV) footages to be used for legal purposes and ensure that each safety and security agency coordinatively function with the others in closely monitoring the safety of government establishments and facilities, as well as the general public during event



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## **D.2 Emergency and Disaster Response and Management Services**

Davao City is not spared from calamities and disasters, both natural and man-made. Being prepared and planning ahead is essential to protect the community as well as to reduce the impact of damage to properties.

It is in this wise that the city provides the Emergency and Disaster Response and Management Services which are being provided by the Davao City Disaster Risk Reduction and Management Office (DCDRRMO) and Central 911.

DCDRRMO was created to spearhead the planning, coordination and harmonization of efforts in Disaster Risk Reduction and Management by empowering and building the capacities of the communities and stakeholders and through the efficient and effective delivery of programs and services for the people of Davao City.

The Davao City Central Communications and Emergency Response Center or the Central 911 is in the forefront of providing primary emergency response services which includes medical assistance, search and rescue, and fire auxiliary.

In line of the previous K9 bomb sniffing dogs which was turned over to the Davao City Police Office (DCPO), this unit was replaced by the SAR K9 (SAR Dog Team) working under the Urban Search and Rescue (USAR).

## **D.3 Vices Regulation**

The Vices Regulation Unit (VRU), under the office of the City Mayor, was created purposely to ensure people's protection and discipline would-be violators in compliance to efficient and effective regulation of Davao City's Anti-Smoking and Liquor Ban ordinances. VRU was created through Executive Order 10, dated April 14, 2017 forming the Anti-Smoking and Liquor Ban Forces consisting of twelve (12) board members from different departments of the City Government of Davao. The office was established to regulate, monitor, and apprehend violators pursuant to C.O. 0367-12, and C.O. 004-13 and Sec. 7 of C.O. 0292-06 (Children Welfare Code) of Davao City.

## **D.4 Anti-Drug Abuse**

Pursuant to Executive Order No. 18, Series of 2013, Chairman of the City Anti-Drug Abuse Council (CADAC), Mayor Rodrigo R. Duterte, reconstituted the CADAC, in compliance with DILG Memorandum Circular No. 98-227 which mandate the creation of the CADAC's at all levels of local government units and provided for its duties and functions.

The CADAC, as a specially created office, is an adequate facility to take the lead in the prevention and control of drug abuse in the city and suburbs. It serves as a repository of statistical data, information and reports on drug users, abusers and pushers coming from other law enforcement units, the barangays, other LGUs and NGOs. Its operational capability must be manifested and felt before, during and after the occurrence of the drug menace.



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The CADAC has indicated that community involvement, timely acquisition of information, increasing awareness through education campaign and team coordination among various government agencies in the implementation of programs are key factors in crime prevention and prosecution and needs further enhancement in the campaign against prohibited drugs.

## 7. SUPPORT PROCESSES

### 7.1 Human Resources

The Human Resource Management Office is the primary agency of the City Government of Davao responsible for the management of personnel services including recruitment, compensation, benefits administration, employee relations, and capacity building programs.

The Human Resource Management Office is geared towards equipping the employees with the skills of the future, as well as improving the tools, strategies, and systems for greater efficiency as the personnel actively perform their duties and functions. The office is constantly working together with other agencies and organizations to provide a wide range of quality integrated human resource programs and services to the City Government's working population.

The HRMO is comprised of the following divisions for the effective management of human resources:

#### Administrative Division

- In charge of facilitating the receiving, releasing, and routing of documents and scanning of documents for record keeping.
- Responsible in maintaining the information systems and general equipment used by the office.

#### Human Resource Development Division


- Ensures the personal and professional growth of the city government's existing workforce by providing relevant capacity development programs and extending adequate training to them.

#### Personnel Selection and Transaction Division

- Responsible for the recruitment selection, and placement of personnel to ensure the office hires the most suitable candidates for available positions.

#### Personnel Planning and Management Division

- Aims to improve employee efficiency, eliminate mistakes in staffing, and lessen uncertainty about current Personnel levels and future needs, by overseeing proper planning and management of the City Government's workforce in coordination with city's different departments and offices.

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### Personnel Benefits and Welfare Division

- In charge of the personnel's benefits, compensation and general welfare as provided for under existing laws, regulations, and rules.
- It also endeavors to seize the opportunity to recognize high-quality work by incentives and awards systems for the empowerment of employee performance and productivity.

The local government instills the following to its public officials, public servants and personnel:

- vocation of the public service and commitment to the citizenship;
- information on the implications of not fulfilling requirements of the quality policy, quality objectives and QMS; and
- contribution of the individual public servants on achieving the objectives of the QMS.


## 7.2 Financial Management

### A. Budget

The City Budget Office (CBO) is a local government office which provides appropriate and responsive technical services on budgetary matters to various departments or offices of the City Government of Davao including the one hundred eighty-two (182) barangays and concerned national agencies in support of the management for a sound implementation and accomplishment of programs, projects and activities of the City. The office was established pursuant to Presidential Decree No. 1375 or the Transferring to the Budget Commission the Functions of Local Government Budget Administration which was approved by former President Ferdinand E. Marcos dated May 16, 1978. With this, CBO is responsible for the budget functions of the City Government of Davao as well as in providing technical and staff services to the Chief Executive and other local officials on budget matters.

The services provided by the office include the following:

- The Administrative Division takes charge of the administrative functions of the office, personnel matters, property and supply management, and the maintenance of the office equipment and of the working environment of this office.
- The Budget Preparation Division takes charge of the preparation of the City's Annual and Supplemental Budget, evaluation and consolidation of budget proposals from all offices, and monitoring expenditures on Statutory and Contractual Obligation of the City which would serve as database in the funding requirements for each expenditure item.
- The Budget Control Division implements the system of control for authorized appropriations thru the preparation of the Allotment

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Release Order and recording of Obligation Requests in a computerized system, and evaluation of supporting documents; prepares periodic report on appropriation, allotment, and obligation; reviews project profiles, work and financial plan and request for allotment (WFPRA), checks its accuracy and validity.

- The Barangay Budget Division takes charge in the review of the Annual and Supplemental Budgets of the one hundred eighty-two (182) barangays of the City and gives technical assistance in the preparations of their budgets as mandated in the Local Government Code of 1991 thru the conduct of seminars/workshops and/or personalized coaching.


## B. Treasury

The City Treasurer's Office is the collection arm of the City Government primarily responsible for revenue generation, custody and proper disbursement and management of the city's fund, maintains and updates the tax information system, and implements fully the Local Revenue Code, among other duties as prescribed by law or ordinance.

The major services offered by the office are the following:

- 1.) Provision of Calibration and Sealing Services of Weights and Measures – ensures that the accuracy of weights and measure instruments used by different business establishments in the conduct of business are met and that the proper sealing of weights and measures are observed.
- 2.) Registration and Transfer of Large Cattle – issuance of the Certificate of Ownership of Large Cattle and/or Certificate of Transfer of Large cattle to cattle owners of Davao City.
- 3.) Assessment and Collection of Taxes and Fees –assessment thru issuance of Order of Payment and collection thru issuance of official receipts and accountable forms.
- 4.) Check Issuance and Release – issuance and release of checks to stakeholders (employees, individuals, agencies, creditors, among others).
- 5.) Warehousing and Storage of Election Paraphernalia – release of Election Paraphernalia to the members of the Electoral Board and retrieval, warehousing, and safekeeping of Ballot Boxes during Election Year.
- 6.) Real Property Tax (RPT Clearance) – issuance of Clearance on Real Property to the requestor.
- 7.) Payment for Real Property Transfer Tax with Certification – issuance of Certification on Transfer Tax for Real Property to the requestor.



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### C. Accounting

The City Accountant's Office is responsible for the accounting and internal audit services as well as the preparation of Financial Statements in accordance with and in compliance with the Philippine Public Sector Accounting Standards (PPSAS). The Office was established in view of the Sangguniang Panlungsod Resolution No. 1722, City Ordinance No. 298, S-1991, mandated by RA No. 7160, Local Government Code of 1991. The creation of the City Accountant's Office was geared towards economic, efficient and effective system of safeguarding the city government's funds and properties against loss or wastage through illegal or improper disposal.

The services offered by the office includes:

#### City Transactions:


- Facilitates processing of documents (vouchers/payrolls/contracts)
- Issues Certifications
  - Payslips (employees)
  - Employee's Remittances to GSIS and HDMF Loans & Premiums/ Philhealth Premiums/ BIR Withholding Tax/ Cooperative and Bank Loans
  - BIR Forms 2316, 2306, 2307 (employees/suppliers)
  - Unappropriated Surplus
  - Accountant's Advice of Local Check Disbursement
  - Availability of Funds

#### Barangay Transactions:

- Facilitates recording of barangay transactions (182 barangays)
- Issues Certifications
  - Statement of Income & Expenditures
  - Unappropriated Surplus
  - Accountant's Certification for the cash and cash related accounts as per book balances
  - Status of Cash Advances
  - Availability of Funds





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## 7.3 Communications Management

### A. Library and Information Services

These services aim to promote the intellectual well-being of the people and elevate the literacy level of Davaoños to the end that illiteracy is eradicated and recognize the vital role of knowledge and information of the locale in line with RA 7743.

To make library services responsive to the needs of clients, the Davao City Library and Information Center was established. Such office provides library services, mobile library services and reading materials to satellite reading centers.

### B. Public Information Services

These services promote awareness of the city government's development initiatives through reading materials, developing broadcast materials for TV and radio, strengthen sharing with other media personalities and outlets, as well as encourage active participation of stakeholders in the information exchange process. The aim of these services is to inform the general public of the government's initiatives, thrusts, and services.

The processes under this service are management and production of news and information, provision of information and education campaign materials, and access of online assets-website and social media platforms.

Public information also includes the provision of early warning updates and advisories. Early Warning Systems (EWS) are complex processes aimed at reducing the impact of natural hazards by providing timely and relevant information in a systematic way. EWS can contribute to increasing the resilience of the Davao City and offer simultaneous support for the achievement of the Sustainable Development Goals (SDGs) in reducing the loss of life and livelihood.

### C. Correspondence and Records

In managing the system for maintaining and retaining the documented information of the local government, the following are important aspects being considered:

- public policies;
- addressing applicable laws, standards and regulation are addressed;
- policies and structure of the LGU;
- programs, plans, projects, products and services being provided;
- competence of public servants;
- City government's commitment to public service;
- risks involved;
- terminologies and definitions commonly used by LGUs; and;
- responsibilities, accountabilities and functions within the LGU.





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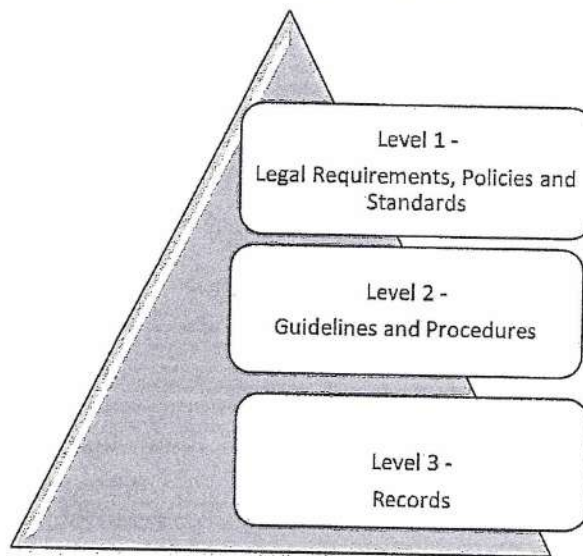
The local government ensures that documented information related to the QMS are identified, registered, classified and codified in accordance with existing policies, guidelines and conventions. It also ensures that these are:

- made available whenever required;
- in good condition for its use anytime and anywhere;
- available to the public, as appropriate;
- protected to ensure its confidentiality, integrity and prevention of possible misuse or loss; and,
- protected during the period of the current local government and is preserved as an input element for future administrations of the local government.

Documented information, provided in different media i.e. papers, videos, pictures and e-copies are controlled to ensure that these are kept up-to-date and are readily available for use by those who need them. Most of these that are issued by the local government are considered public documents and therefore require adequate level of controls.

Internal and external information, which are necessary for the QMS, are identified, protected and controlled since, these are essential parts of the knowledge and history of the municipality and its communities. Therefore, long-term storage and preservation of these information are part of the municipality's services.

### QMS DOCUMENTATION STRUCTURE



Level 1 – documents that define rules, regulations and standards that the LGU need to adhere to and comply with

Level 2 – documents that describe “HOW TOs” of the processes providing guidance to the LGU in ensuring that products and services are delivered consistently and effectively

Level 3 – documents that provide evidence of compliance to level 1 documents, and conformance and performance of processes described in level 2



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### Knowledge Management

The experience and knowledge of public servants are collected and shared to generate synergies that help to produce new and useful knowledge for the municipality.

In determining, maintaining and making available the organizational knowledge, the city/municipality considers the following, among others:

- lessons learned from failures, near misses and successes;
- external knowledge from citizen, external providers and partners;
- existing knowledge within the LGU;
- best practices; and,
- resources i.e. internet, libraries, newsletters, etc.

LGU gives value on collective and individual experiences as source of organizational knowledge. Various mechanisms are employed by LGU to determine, maintain and to make this valuable organizational knowledge available to relevant personnel. These include:

- capturing the lessons learned (e.g. debriefing, discussion of what went right/wrong);
- integrating into the processes the actions taken to address problems encountered;
- on-the-job mentoring and coaching by more senior personnel;
- echo-training of the acquired learnings from interventions taken;
- adopting opportunities for improvement provided by experienced and knowledgeable persons;
- benchmarking, or capturing/sharing best practices of other offices/agencies;
- induction and orientation sessions; and
- updates through website and newsletters.


### Records Management

Records Management in the LGU ensures that all documents for the guidance of the operation of the LGU are timely and properly disseminated, controlled and protected from unauthorized use and access, and are immediately retrievable for reference, where and when it is needed. Likewise, it also ensures that records, which provides evidence of communication, decisions, future course of actions and history are retained and properly identified, labeled, filed, stored, protected and can easily be retrieved.

## 7.4 General Services

### A. Procurement and General Services Management

Procurement Management covers all procurement activities of the LGU. This process is governed by Republic Act No. 8194 or the Government Procurement Act and its Implementing Rules and Regulations. All procurement

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activities are carried out and approved by the Local Chief Executive who acts as the Head of the Procuring Entity and with proper recommendation and deliberation of the Bids and Awards Committee (BAC).

The Bids and Awards Committee is composed of Infrastructure Projects and Goods and Services.

To facilitate the continuity and professionalization of procurement functions and to ensure an orderly management of procurement actions and records, a single and central Secretariat was created which is headed by the Head of the General Services Office.

### **Control of Externally Provided Processes/Services**

The LGU performs its operational processes with the support from external providers such as maintenance services and consultancy services, among others. LGU also maintains the responsibility for ensuring that the expected outputs of these external providers are in accordance with the requirements of LGU and the National Government. The General Services Office 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 the external provider, the local government conducts periodical evaluation on their performance.


General services are among the most important lifelines of the LGU. The provision of general services generally covers the following:

- Supply management services to all LGU departments.
- Delivery of basic services upon the provision of available and adequate facilities.
- Transport management that includes provision of service vehicles, supervision of motor pool operations, and vehicle repair and maintenance to ensure that these are in good running condition.
- Management and maintenance of buildings and grounds, including the associated utilities such as electrical, water, utility, sanitation, and communication lines.
- Inventory of the municipal property, equipment, motor vehicles and other machineries.

### **B. Information and Communication Technology Management**

Information and Communication Technology (ICT) is a necessary enabler of reforms to the ways in which public administrations work. The use of ICT to generate improvements in services has been a primary driver for government activity, and has given a major boost to customer focused, seamless services, which aim to transcend the structure of public administrations.



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With the increasing reliance of government activities to the ICTs, the LGU is expected to manage and maintain the ICTs which are necessary in the efficient and consistent delivery of its services.

To guarantee the smooth planning, provision, management and maintenance of the ICT, the LGU must ensure that organizational and regulatory frameworks for managing the ICT are in place.

## 8. EXTERNALLY PROVIDED SERVICES

Products and Outsourced Services	Control
Supplies and Equipment	RA 9184; Bidding
Information and Communication Technology (ICT) Programs and Systems	Contract / Memorandum of Agreement
Consulting Services	Performance Evaluation

