**ANNEX C-1**

**Registry of Service Standards for the Delivery of Devolved Functions, Services and Facilities**

**[Department/Agency/GOCC]**

| **Function/ Program/ Project/ Activity and Corresponding Service\***  **[1]** | **Local Government Unit (LGU) Level and Office/Unit**  **to Use the Standard**  **[2]** | **Beneficiary/ User**  **[3]** | **Service Delivery Standards**  **[4]** | | | | | | | | | **Title of References**  **[5]** | **Updating Status**  **[6]** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **OUTPUT** | | **PROCESS** | **INPUT** | | | | **Fee to Avail Service**  **(if any)**  **[4.8]** | **Other Standards**  **[4.9]** |
| **Specifications of Service**  **[4.1]** | **Quality of Service**  **[4.2]** | **Procedural Standards**  **[4.3]** | **Resource Inputs**  **[4.4]** | **Standard Cost**  **to Deliver**  **the Service**  **[4.5]** | **Technical Specifications of Input**  **[4.6]** | **Qualification/ Competency of Service Provider**  **[4.7]** |
| **Function/PPA # 1**  **Provision of support to education services** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **[Service #1 of Function/PPA #1]**  Construction of school building | City/Municipal Engineering Office | Students | * Construct school building with x number of classrooms to accommodate x number of students | * No. of students accommodated in the school * No. of classrooms constructed based on DPWH design plan * No. of facilities (e.g., library, restroom, clinic) * With facilities to accommodate needs of all children and teachers (i.e., PWD) | *Steps on land acquisition/site suitability, procurement, construction, operations and maintenance* | * Construction materials and equipment * Land * Standard Design Plan | *Total amount to construct school building* | * Standard quality of construction materials and equipment based on the Building Code * Standard site suitability for land (e.g., far from danger zones) | Licensed Engineer with x years of experience | N/A |  |  | mm/dd/  yyyy |
| **[Service #2 of Function/PPA #1]** |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Function/PPA # 2** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **[Service #1 of Function/PPA #2]** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **[Service #2 of Function/PPA #2]** |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

**\* Service** pertains to the tangible or non-tangible byproduct of the performance of government functions delivered to the people, which involves transaction between the user/beneficiary and the service provider.

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| Prepared by: |  | Reviewed by: |  | Approved by: |
|  |  |  |  |  |
| Name and Position/Designation |  | Name and Position/Designation |  | Department/Agency Head |

**Legend:**

|  |  |
| --- | --- |
| [1] | Identifies the devolved functions/PPAs as presented in Annex A and the corresponding services to be delivered by the LGUs under each function/PPA, including **all** devolved services which are already being performed by the LGUs [Examples: (1) DOT’s accreditation of tourism enterprises relative to its function on the enforcement of tourism standards for tourism enterprises; and (2) NHA’s provision of low-cost housing relative to its function to develop and implement a comprehensive and integrated housing program] |
| [2] | Identifies which level of LGU (i.e., P/C/M/B) and the office/unit in the LGU which will deliver the service and use the service standards |
| [3] | Indicates the recipients of the devolved services, or people/entities which should be regulated/monitored in case of devolved services involving enforcement of laws |
| [4] | Lists down **all** pertinent standards the department/agency/GOCC has developed and needing to be developed for the delivery of devolved functions/services/facilities, which covers minimum cost, scope, and quality of the services to be delivered by the LGUs, among others |
| [4.1] | Describes the specific outputs/products the beneficiary can expect to receive from the service |
| [4.2] | Identifies and defines the attributes that can measure the degree to which the expected specifications of the service were met, which may be defined in terms of performance criteria such as timeliness, quantity, quality, effectiveness, among others. |
| [4.3] | Specifies the necessary steps to execute/carry out/deliver the service |
| [4.4] | Enumerates the resources needed to deliver the services, i.e. materials, facilities, and equipment |
| [4.5] | States the recommended standard cost to deliver the devolved services, and construct, operate and maintain devolved facilities, among others |
| [4.6] | Describes the qualities of resource inputs (e.g., material, facility, and equipment) essential to the delivery of the service to achieve the intended result/s |
| [4.7] | Identifies the minimum required qualifications and skills of the personnel who will directly deliver the service to the public |
| [4.8] | Indicates the recommended standard amount of fee the beneficiary/user should pay to avail of the service, if any |
| [4.9] | Determines other pertinent service delivery standards not covered in items 4.1 to 4.8, if any (e.g., international standards) |
| [5] | Identifies the titles and reference numbers of pertinent department/agency issuances and manuals governing the service delivery standards, as well as the objective/purpose of the delivery standards |
| [6] | Indicates the date when the standards were last updated |

**Notes:**

* This matrix shall contain the registry/inventory of existing and new (to be developed) standards for the delivery of devolved services to be disseminated to the LGUs, covering the minimum cost, scope, and quality of the services to be delivered by each level of LGU. This Annex is intended to be shared to the different levels of LGUs for their reference and guidance, and will be used by the Local Government Academy as inputs to the LGU Capacity Development Program.
* Hard and digital copies of existing pertinent NGA issuances, guidelines, and manuals shall be attached or provided.