**SERVICE REALIZATION IN PUBLIC SECTOR ORGANIZATION**

NMIS shall plan and develop the processes it needs in order to provide its different services. This typically include the detection and analysis of client needs in order to meet these needs, as well as the support activities (including the allocation of adequate resources) to assure the planned implementation. It shall also ensure that adequate control is given to any outsources processes.

To facilitate the planning NMIS’ service realization, an information system shall be available for the verification, validation , monitoring, inspection of the services, as well as an analysis of the output and the record of historical performance.

NMIS shall clearly establish the division/unit section responsible for coordinating the planning process and the implementation of the service provision in a participative manner, and shall assure that associated personnel have the necessary competence.

**CLIENT-RELATED PROCESSES IN PUBLIC SECTOR ORGANIZATION**

1. **Client Communication in public sector organization**

NMIS had established processes for customer communication that includes;

1. Communication with stakeholders through consultation meetings , information, communication and advocacy programs in Central Office and its counterparts in the Regional technical Operation Centers nationwide. It also uses the NMIS website ([www.nmis.gov.ph](http://www.nmis.gov.ph)) , social media or online portal ( safe meat for all FB) , published information , information and educational communication, multi media information /advocacy campaign , IEC materials , Signage/Pledges/Citizen Charters and its One Stop Shop to effectively communicate with its stakeholders.
2. Meat Standard Development and Consumer Protection Division handles complaint procedure thru Procedure Manual : Redress of Consumer Complaints
3. In obtaining customer feedback related to services rendered - To satisfy the requirement of obtaining customer feedback related to product and services refer to NMIS Memorandum Order 03-2022-104 s.2022 re: “ Standardized Client/Customer Satisfaction Survey Form .
4. Client property is any property that is owned (or provided) by the client; or anything that NMIS does not own, that has been supplied by the client for organization’s use and control of the organization in order to protect the value of the property. Such product maybe owned directly by the supplier, or owned by another interested party.

Example of client property are services supplied on behalf of the client such as 3rd party janitorial

and security services, fleet cards for diesel/gasoline , DICT software and client intellectual property

including drawing specifications ( Engineering Units) and propriety information.

NMIS shall exercise care with customer property while it is under organization’s control or being

used by the organization. The organization shall identify , verify , protect and safeguard client

property provided for the use or incorporation into the services output. If any of client property is

lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the customer and

records maintained.

1. Contingency actions are back up plans and actions to deal with unavoidable events that may disrupt

an organizations normal operations like frontline services may be interrupted for various reason like pandemic, natural disasters, machine breakdown, change of administration, etc. During this situation customer notification is important for the cause delays in processing of services, as necessary.

1. **Determination of requirements related to the services**

Service requirement are those that are needed to meet the needs and expectation of clients

(internal & external), as well as those requirements that are not specified but are necessary

to meet public sector organization regulations and/or the client’s rights. Table below are

the requirements for services of the different NMIS processes;

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| **Process** | **Requirements of Services** | **Office Responsible** | **Resources** | **Acceptance of services** |
| Management Processes | | | | |
| NMIS Strategic Performance Management System (SPMS)Cycle | Actual Accomplishment  Rated according to timeliness, quantity & efficiency | DED/PIMD | Human resources  Budget requirement | Approved OPCR/IPCR |

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| **Process** | **Requirements of Services** | **Office Responsible** | **Resources** | **Acceptance of services** |
| MANCOM/EXECOM Meetings | Reading and Approval of Previous Meetings  Attendance  Agenda | PIMD | Human resources  Budget requirement  ICT/Venue | Approval of provisional agenda |
| Policy, guidelines , Memo Circular, IRR issuances, etc | -Draft policy, IRR,issuances, etc  -PUBCON  -attendance sheets  -collated suggestions/  recommendation | OED.concern Division | Human resources  Budget requirement  ICT/venue | Approval of the policy,guidelines, Memo circular, IRR, issuances,etc |
| Improvement & Operational Development | Audit Results  CAPA | PIMD/ Internal Quality Lead Auditor | Human resources  Budget requirement  ICT/venue | Corrective Actions  Commitment  Minutes of the meeting |
| Core Processes | | | | |
| Issuance of License to Operate(LTO) for meat Establishment (slaughterhouse, poultry Dressing Plant, Cold Storage Warehouse, Meat Cutting Plant and Meat Distribution Centers- Manual | RA 9296 as amended by RA 10536  RA 10611  RA 11032  DA AC no. 2 2016  NMIS Memo Circular 02-2005-2  DA AO 9 series 2003  NMIS MC 08-2017-013  DA AC 1 series 2021  Memorandum supplemental Guidelines to the implementation of DA AC 1 series 2021  NMIS Memorandum Order 10-2019-591  NMIS MC no 07-2020-288  NMIS Memo Order 11-2020-288  NMIS Memo Order no 11-2020-450  NMIS Memo Order 08-2021-349  NMIS Memo Oreder 04-2021-008  ISO 9001:2015 | Accreditation & Registration Division | Human Resources  ICT | Approved Certificate of License To Operate |

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| Issuance of License to Operate(LTO) for meat Establishment (slaughterhouse, poultry Dressing Plant, Cold Storage Warehouse, Meat Cutting Plant and Meat Distribution Centers-(NARIS) | RA 9296 as amended by RA 10536  RA 10611  RA 11032  DA AC no. 2 2016  NMIS Memo Circular 02-2005-2  DA AO 9 series 2003  NMIS MC 08-2017-013  DA AC 1 series 2021  Memorandum supplemental Guidelines to the implementation of DA AC 1 series 2021  NMIS Memorandum Order 10-2019-591  NMIS MC no 07-2020-288  NMIS Memo Order 11-2020-288  NMIS Memo Order no 11-2020-450  NMIS Memo Order 08-2021-349  NMIS Memo Oreder 04-2021-008  ISO 9001:2015 | Accreditation & Registration Division | Human Resources  ICT | Approved Certificate of License To Operate |
| Issuance of Meat Transport Vehicle Certificate of registration (COR) and Meat transport Vehicle (MTV) Sticker | DA AC no. 2 2016  DA DC no 1 series 2014 | Accreditation & Registration Division/Services | Human Resources  ICT | Certificate of meat transport Vehicle Registration  Approved MTV sticker |
| Issuance of Hazard Analysis Critical control point Program for products or processes | DA AC no. 2 2016  NMIS Memo Circular 02-2005-2  DA AO 9 series 2003  NMIS MC 08-2017-013  DA AC 1 series 2021  Memorandum supplemental Guidelines to the implementation of DA AC 1 series 2021  NMIS Memorandum Order 10-2019-591  NMIS MC no 07-2020-288  NMIS Memo Order 11-2020-288  NMIS Memo Order no 11-2020-450  NMIS Memo Order 08-2021-349  NMIS Memo Oreder 04-2021-008  ISO 9001:2015 | Accreditation & Registration Division | Human Resources  ICT | Approved HACCP Certificate |
| Control of non-conforming outputs (LTO & HACCP) | ISO 9001:2015 | Accreditation & Registration Division | Human Resources | Review of NC report/checklist |

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| Flow Chart for Enforcement Activities | DA DC no. 01 series 2014  DA AO no. 20 series 2010 | Enforcement Unit | Human Resources  Vehicle  ICT | Post Activity Report |
| Procedure on the Weekly Reporting of frozen Offal, Pork & Chicken inventory | RA 9296 as amended by RA 10536  MC 09-2014-311  Memo Order 08-2014-292  MO 11-2014-389  MO 05-2020-207 | Plant Operation Standard & Monitoring Division | Human Resources  ICT  Internet Connection | Approval of National Weekly Consolidated Inventory by ED |
| Procedure on the Issuance of meat Inspection Certificate (MIC) Supply for RTOCs | RA 9296 as amended by RA 10536  MC 001-87-87  Memo Order 08-2005-78  MC-6-2006-2  DA AO 5 S 2012  MC-2016-20  MC-08-2016-288  Meat Inspection Release Order Form (NMIS-POSM-F-014 | Plant Operation Standard & Monitoring Division | Human Resources  National Printing Press  Vehicle  3rd party delivery services | POSMD Approval  Acknowledgment Receipt from 3rd party delivery services |
| Procedure on the Deputation of local Government Units(LGU) Meat inspection Officers | RA 9296 as amended by RA 10536  MC 009-2015-009  MC-01-2019-001  NMIS-POSM-F-019 | Plant Operation Standard & Monitoring Division | Human resources  ICT | Approved deputation Order |
| Provision of laboratory Testing Services at Central Meat Laboratory | RA 9296 as amended RA 10536  Memorandum Circular 03-2020-001  NMIS Citizen Charter | Laboratory Division/ Laboratory RTOC Satellite Laboratories | Human resources  Equipment  Facilities | Release of Official Laboratory  Test Results |
| Cleaning and Disinfection of laboratory | RA 9296 as amended RA 10536 | Laboratory Division | Human resources  Equipment  Faciltities | Ultraviolet Exposure Form Report  Monitoring Report  Daily Cleaning Monitoring Form Report |
| Laboratory Waste handling and Disposal | ISO 14001 Environmental Management Syatem  DENR AO 92-29 series 2009  DENR AO no. 2013-22 | Laboratory Division | Human resources  Equipment  Faciltities  Vehicle | Laboratory Waste handling monitoring Checklist |
| Laboratory Infrastructure, Equipment and Material Maintenance | RA 9296 as amended RA 10536 | Laboratory Division | Human resources  Equipment  Faciltities | Laboratory Equipment & material monitoring checklist |
| Procedure for the Recall of Imported Meat shipment notified by Foreign Country Competent Authority | Section 44 DA-DC no. 1series 2014  Section 24 Joint DA-DOH Joint Administrative Order no.2015-0007 | Meat Import & Export Division | Human Resources  ICT  Vehicle  3rd party rendering services | Condemnation Receipt report |
| Procedure for the Issuance of certificate of New License to Import (LTI) | DA AO 26 SERIES 2005  DA AO21 SERIES 2021  NMIS MC 10-2021-035  ISO 9001:2015 | Meat Import & Export Division | Human Resources  ICT  Vehicle  Accountable Forms  3rd party delivery service provider | Approved Certificate of License To Import |

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| Procedure for the Issuance of the Certificate of renewal of License To Import with onsite Inspection | DA AO 26 SERIES 2005  DA AO21 SERIES 2021  NMIS MC 10-2021-035  ISO 9001:2015 | Meat Import & Export Division | Human Resources  ICT  Vehicle  Accountable Forms  3rd party delivery service provider | Approved Certificate of License To Import |
| Procedures for the Issuance of the Certificate of renewal of License To Import without Onsite Inspection | DA AO 26 series 2005  DA AO21 series 2021  NMIS MC 10-2021-035  ISO 9001:2015 | Meat Import & Export Division | Human Resources  ICT  Vehicle  Accountable Forms  3rd party delivery service provider | Approved Certificate of License To Import |
| Inspection of Meat Import Arrivals at DA NMIS Licensed CSW | DA AO 26 series 2005  DA AO 9 series 2010  NMIS MC 08-2016-23 | Meat Import & Export Division | Human resources  ICT  Internet Connection | Laboratory Analysis Result  Clearance for storage |
| Registration of Meat Exporter | NMIS MC 03-2017-004  NMIS MC 10-2016-28 | Meat Import & Export Division | Human Resources | Approved Certificate of registration |
| Issuance of Official Meat Inspection Certificate (OMIC) | NMIS MC 03-2017-003  NMIS MC 08-2016-28 | Meat Import & Export Division | Human Resources  Accountable Forms | Laboratory Analysis Result  Issuance Of OMIC |
| Issuance of Certificate of Meat Inspection certificate | NMIS MC 10-2016-23 | Meat Import & Export Division | Human Resources  Accountable Forms | Laboratory Analysis Result  Issuance of COMI |

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| Procedure on the issuance of certificate of attendance to Meat Importers’ orientation | DA AO 21 series 2021  DA AO 9 series 2013  NMIS MC 09-2021-031  ISO 9000:2015 | Meat Import & Export Division | Human resources  ICT  Internet Connection | Approved Certificate of attendance |
| Procedures for the Issuance of Amended certificate of License to Import for Change of Information | DA AO 21 series 2021  NMIS MC 09-2021-033  ISO 9000:2015 | Meat Import & Export Division | Human resources  ICT | Approved Certificate of License to Import |
| Training Services conducted by NMIS for LGUs | RA 9296 as amended bt RA 10536  E.O. 137  ISO 9001:2015 | Meat Standard Development & Consumer Protection Division | Human Resources  ICT  Venue | Issuance of Certificate of Completion by OED |
| Redress of Consumer Complaints | RA 9285  Memorandum Circular no 1-2010-2 | Meat Standard Development & Consumer Protection Division | Human Resources  ICT  Venue | Submit report to OED and copy furnished the complainant |

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| **Process** | **Requirements of Services** | **Office Responsible** | **Resources** | **Acceptance of services** |
| Support Processes | | | | |
| Procurement of Goods and Services  (50K and below) | RA 9184 and its IRR  COA Rules and regulations | Property Unit- ADMIN | Human Resources | Compliance to quantity & specification |
| Request for repair of facilities, Equipment and vehicles | RA 9184 (government Procurement Policy Board) | Property Unit- ADMIN | Human Resources | Inspection and Acceptance report |
| Issuance of Driver Trip Ticket | Memorandum Order 04-2016-150 series 2016 Re: Policy on the use and the requesting of Official vehicle | Property Unit- ADMIN | Human Resources | Post- Trip Inspection |
| Disposal of unserviceable property plant and equipment (PPE) | Property and management System revision June 2011 | Property Unit- ADMIN | Human Resources  Equipment  faciltities | Public Auction Report  Deposit of Collection Report |
| Mailing /Courier Service Request | Citizen’s Charter | Records Unit-ADMIN | Human Resources  3rd party delivery service provider | Ackowledgement receipt |
| Receiving and Releasing of various certificates | Citizen’s Charter | Records Unit-ADMIN | Human Resources | Record Custodian safekeeping Records |
| Issuance of Certified True Copy of certificate/Document | Citizen’s Charter  NMIOS Office Orders | Records Unit-ADMIN | Human Resources | Aknowledgemt Receipt of Client |
| Maintenance and Control of Documents | RA 9470 ( national Archives of the Pilippines(NAP) Act of 2007  RA 10173 Data Privacy Act 2012 | Records Unit-ADMIN | Human Resources  Facilities  Equipment | Records Disposition Schedule Report |
| Records Disposal | Office policy  RA 9470 Act 2007  RA 10173 Data privacy Act 2012 | Records Unit-ADMIN | Human Resources  Facilities  Equipment | Summary of Disposed Records |
| Archiving of records | Office policy  RA 9470 Act 2007  RA 10173 Data privacy Act 2012 | Records Unit-ADMIN | Human Resources  Facilities  Equipment | Genera; records Disposition Shedule |
| Processing of Claims/payments | COA rules and regulations | Finance | Human Resources | Certified completeness of supporting documents and availability of cash |
| Preparation of pre-closing Trial Balance | COA rules and regulations | Finance | Human Resources | Certified Correct portion of of the Pre-Closing Trial Balance and supporting documents |
| Processing of General Payroll | DBM National budget Circular Issuance  RA6758 Complensation Plan  Government Accounting & Auditing Manual | HRM Section | Human Resources | Approved General payroll of authorixed signatories |
| Processing of Contract of service payroll | COA rules & Regulation | HRM Section | Human Resources | Approved General payroll of authorixed signatories |
| Recruitment , Selection and Placement | CSC Memorandum Circular no. 3 series 2001  CSC Resolution No 1800692 dated July 3m2018  DA AO 8 series 2019 Approved Merit Selection Plan  System Ranking of Positions | HRM Section | Human Resources | Approval of OED |
| Issuance of travel Authority of foreign Travel | Letter Request of immediate supervisor  Duly accomplished application of leave |  |  |  |
| Issuance of Authority to Travel | Photocopy of Approved memorandum | HRM Section | Human Resources | Approval of OED |
| Hiring of Contract of Services | NMIS Rules and Regulation | HRM Section | Human Resources | Approval OED |
| Human Resource Development Program | Civil Service Commission Memorandum Circular 15 series of 2019 | HRD Unit | Human Resources | Final report submitted to OED |
| Legal Support |  |  |  |  |
| Small Value Procurement | Revised IRR of RA 9184 | BAC Committee | Human Resources  ICT | Resolution /Issuance of Notice of Award to the winning bidder |
| Public Bidding | Revised IRR of RA 9184 | BAC Committee | Human Resources  ICT | Resolution /Issuance of Notice of Award to the winning bidder |
| Purchase Request | General Appropriation Act (GAA)  Approved Annual Procurement Plan  PAP  Gen Memorandum no 04-2016-145  RA 9184  DA AD Circular no. 1 series 2014 | Budget Unit-ADMIN | Human Resources | Approval of the OED  (below 50K to Property)  50K above to BAC |
| Obligation Request & Status | General Appropriation Act (GAA)  Approved Annual Procurement Plan  PAP  Gen Memorandum no 04-2016-145  RA 9184  DA AD Circular no. 1 series 2014 | Budget Unit-ADMIN | Human Resources | Certification fromAccounting |

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| Project Brief | General Appropriation Act (GAA)  Approved Annual Procurement Plan  PAP  Gen Memorandum no 04-2016-145  RA 9184  DA AD Circular no. 1 series 2014 | Budget Unit-ADMIN | Human Resources | Approved project brief of the OED /DED |
| Preparation of Checks/LDDAP-ADA for payments to internal and external stakeholders | COA Rules and regulations  DBM Circulars | Cashier Unit | Human Resources | Approved Checks to payee |
| Issuance of Official receipt & Deposit of Collection | COA Rules and regulations | Cashier Unit | Human Resources  Printing of accountable Forms (OR/SOA) | Report of Collection and deposits  Report of Accountability for Accountable Forms |

The general requirements of the services provided by NMIS shall be provided considering the equal rights and the dignity of the citizens and include, but are not to be limited to, the following;

1. Safe and hygienic facilities
2. Professional, honest and respectful behavior of NMIS personnel;
3. Acceptable waiting and/or response time;
4. Adequate service hours for clients;
5. Report of processes, procedures and records that are clear, transparent and consistent;
6. Responsiveness to emergencies and/or crises;
7. Availability of clear and precise information and/or instruction to client.

All services provided by NMIS shall have clear, concrete and consistent specification such as those provided for in the 2022 NMIS Approved Citizen Charter .

1. **Review of requirements related to the service in public sector organization**

NMIS has an obligation that all information provided by client related to their application for but not limited to LTO Certification, MTV Registration & Importer/Export License, Certified True Copy, Contract, Promotional Sales Permit, Laboratory Analysis of Samples (walk-in), Purchase Request , Procurement , etc. must be reviewed prior to making any commitment to accept it and capacity to assure the fulfillment of client expectations.

All requirement for the services being availed shall be reviewed using incoming checklist to determine if the clients has satisfied the requirements prior to commitment to render the services. Where the client had not satisfied the requirement, application and its supporting documents will be return immediately to him /her. Processing of application will only be process if they satisfied with all the requirements of the services applying for.

A documented information shall be retained as evidence on the result of the review and or any new requirements for the service being rendered. The conduct of review of customer requirement before application are accepted will;

1. Ensure service output requirement are defined.
2. Ensure service output requirement are agreed.
3. Ensure any amendments to be specification are agreed.
4. Ensure any amendments to the specification are communicated.
5. Ensure that NMIS is able to achieve the stated requirements.

Example of Documentation/Evidences where clients are required to comply before services are rendered;

1. Review checklist used in but not limited to ;
2. Technical assistance for LGU , agency request Meat establishment design
3. Request for LTO upgrading certificate , new applicant for LTO
4. HACCP/GMP/GOP audits
5. MTV Certificate of registration application
6. Recipient of Meat Establishment construction program
7. Importer/Exporter License application
8. Laboratory sample collection/acceptance
9. Complaints handling
10. Feedback/ Client satisfaction Survey
11. Imported meat arrivals checklist
12. Issuance of COMI/MIC
13. Procurement /Purchase request
14. 3rd party service provider for janitorial and security guards

There is always the possibility of having to introduce modification to a service due, for example, to changes in laws or regulations, to the analysis of the results of the assessment of complaints, claims or satisfaction of the clients .in view of this, changes in the service, thus in the commitment made to the citizen, should be made in a controlled way.

NMIS shall apply the same concept and criteria as when it offered the service for the first time, assuring that the new requirements were correctly identified and that it is able to satisfy them. This revision of requirements should be documented.

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| Documented by: | Reviewed by : | Approved by: |
| Dr. Yvette O. Soller | Dr. Clarita M. Sangcal | DR. JOCELYN A. SALVADOR, MPM |
| Process Owner | OIC, Deputy Executive Director | OIC, Executive Director |