



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-04-07

Revision Code: 00

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Section: **SUPPORT**

Effectivity Date:

Subject: **COMMUNICATION – INTERNAL AND EXTERNAL**

1. PURPOSE:

To ensure timely, complete, and accurate dissemination of official internal and external communications.

2. SCOPE:

This procedure covers activities from the receipt of official documents, dissemination to its proper recipients, and archiving.

3. DEFINITION OF TERMS:

- a. **DMAS** – Document Management and Archiving System

4. RECORDS:

TITLE/CODE	LOCATION	RETENTION CRITERIA	RETENTION PERIOD	DISPOSAL METHOD
1. List of Received Documents (REC-001)	Central Records File	NAP R.A. 9470	10 years	As per NAP Rules
2. Incoming Documents Logbook	Central Records File	NAP R.A. 9470	10 years	As per NAP Rules
3. Outgoing Documents Logbook	Central Records File	NAP R.A. 9470	10 years	As per NAP Rules

5. REFERENCES:

5.1 ISO Clause Reference

Clause 7.4 Communication

5.2 A document which supports the implementation of the procedure:

National Archives of the Philippines, Act of 2007 (R.A. 9470)

5.3 Related documents linked to the procedure: Corrective Action Procedure

PREPARED BY: DIVISION CHIEF

REVIEWED BY: AFMS DIRECTOR

APPROVED BY: EXECUTIVE DIRECTOR



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6. PROCEDURE:

ACTIVITY FLOW	RESPONSIBLE	DETAILS
	Admin Aide	Receives official documents for dissemination from internal and external clients.
	Admin Aide	Memorandum Circulars for policies, guidelines, and administrative matters.
	Chief Administrative Officer, Service Director, Deputy Executive Director, Executive Director	For policies, office orders, and guidelines, Executive Director makes the final approval. For division/service level memos, the Service Director makes the final approval. When the document needs correction, returns memo to Admin Aide for editing/ finalization.
	Admin Aide	Dissemination is done through: website posting (via ISMD), email, mailing, and media as necessary.

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
	<p align="center">Admin Aide</p>	<p>Refer to Procedure on Archiving and Retrieval.</p>
	<p align="center">Division Chief</p>	<p>Reviews activities of the process to see where quality improvements can be done in the process.</p>
	<p align="center">Division Chief</p>	<p>Determine if performance targets were achieved.</p> <p>For unmet targets: Refer to Corrective Action Procedure.</p> <p>Submit complete monthly accomplishment and performance report to immediate superior every first week of the month.</p>

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