



Republic of the Philippines  
Department of Health  
**OFFICE OF THE SECRETARY**

NOV 03 2020

**DEPARTMENT ORDER**

No. 2020 - 01664

**SUBJECT: Guidelines on Attendance to Online Learning and Development Interventions and other Human Resource-related Activities in the Department of Health**

**I. RATIONALE**

In response to the recent developments and guidelines leading to the condition called “new normal” and pursuant to Proclamation No. 929 which declares a State of Calamity throughout the Philippines due to the Coronavirus Disease 2019 (COVID-19) on March 16, 2020, the Department of Health (DOH) suspends attendance to face-to-face learning without prejudice to trainings in line with COVID-19 response as necessitated and permitted by the Inter-agency Task Force (IATF) for the Management of Emerging Infectious Diseases.

Due to the COVID-19 pandemic, the DOH shall adopt the use of online learning to ensure the safety of learners and the learning and development intervention (LDI) providers. The transition to online learning will facilitate continuous education of health workers amidst the pandemic. Thus, effective service delivery will still be sustained given the opportunity and access to online learning.

The adoption of online learning is likewise essential to make available health and psychosocial interventions which the Civil Service Commission (CSC) in its Memorandum Circular 10, s. 2020 adopted as one of the support mechanisms to be afforded to all employees.

Based on the above, the DOH through the Health Human Resource Development Bureau (HHRDB) seeks to promote online learning not only during national health emergencies, but as a regular form of learning together with other learning methods.

For online learning to ensue and the recognition of digital processes incumbent upon it including online mode of payment, the HHRDB necessitated the development of guidelines for enrolment to online learning.

**II. OBJECTIVE**

This Order aims to prescribe guidelines on attendance to online learning for formal, informal, and non-formal courses and other HR-related activities participated in by employees either through enrolment or in-house, including payment of enrolment or registration fees, or honorarium.

add/hhrdb/idd/20-38

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Direct Line: 711-9502; 711-9503 Fax: 743-1829 • URL: <http://www.doh.gov.ph>; e-mail: [ftduque@doh.gov.ph](mailto:ftduque@doh.gov.ph)

Handwritten initials, possibly "JG" and "M", are written in the bottom right corner of the page.

### III. SCOPE

This *Order* shall apply to all DOH-Central Office Bureaus and Offices, Centers for Health Development (CHDs), DOH hospitals, specialty hospitals, Treatment and Rehabilitation Centers (TRCs), and such other facilities, institutions, and agencies under the Department of Health.

Further, this *Order* shall govern only attendance to Learning and Development Interventions (LDIs) available in the Philippines. Attendance to international LDI shall be governed by Department Order No. 2020-0285 entitled "Guidelines on the Participation of DOH Officials and Staff in International Engagements in Support of Philippine Commitment and International Learning and Development Interventions."

### IV. DEFINITION OF TERMS

- a. Competency – refers to observable, measurable, and vital knowledge, skill, and attitude that are translations of capabilities deemed essential for organizational success
- b. Formal Learning - refers to educational arrangements such as curricular qualifications and teaching-learning requirements that take place in education and training institutions recognized by relevant national authorities, and which lead to diplomas and qualifications (CPD Act of 2016)
- c. Informal Learning - refers to learning that occurs in daily life assessed, through recognition, validation, and accreditation process, and which can contribute to a qualification (CPD Act of 2016)
- d. Learning and Development Needs Assessment (LDNA) - refers to the tools and activities designed to identify gaps in competencies necessary to fulfill job functions and determine interventions necessary to fill the gaps;
- e. Learning and Development Intervention (LDI) - refers to a set of learning activities, events, or methods that teaches skills, knowledge, or competencies in order to improve performance and meet an agreed standard of proficiency. This includes training and non-training interventions with defined learning outcomes
- f. Learning and Development (LD) Plan – refer to the list of priority LD interventions to be conducted by DOH Offices, as a result of the LDNA. This is usually communicated as an annual LD Calendar / LD Plan
- g. Learning and Development (LD) Provider - refers to an individual, group of individuals, a unit or an institution/ organization within or outside of the Department of Health who provide learning programs/interventions/courses that aim to capacitate human resources for health through direct provision of LD interventions and/or facilitation
- h. Learning and Development Provider Feedback Form - refers to the feedback from participants who participated/enrolled individually to a certain LDI

- i. Learning Outcomes - refer to what a learner can be expected to know, understand and/or demonstrate as a result of a learning experience
- j. Level I evaluation (Reaction Level) – refers to feedback on the value, relevance, and satisfaction with the different aspects of the learning experience following an LD intervention
- k. Level 2 evaluation (Knowledge Level) – refers to the degree to which learners acquired the intended knowledge, skills, and attitudes as a result of an LD intervention which is usually administered through a pre- and post-test instrument or pre- and post- demonstration of skills required
- l. Level 3 evaluation (Behavior Level) – refers to the extent whether the knowledge and skills acquired from the LD intervention are being applied in the work setting, and have improved job performance
- m. Non-Formal Learning - refers to learning that has been acquired in addition or alternative to formal learning, which may be structured and made more flexible according to educational and training arrangements (CPD Act of 2016)
- n. Online Learning - refers to a system of learning or a type of instruction that uses electronic media and usually over the internet. It is synonymous with electronic learning (e-learning) where learners and the Learning and Development Provider interact with one another through synchronous or asynchronous mode of learning.

## **V. GENERAL GUIDELINES**

- a. Attendance to online Learning and Development Interventions (LDIs) shall be based on mandates of the organization and results of Learning and Development Needs Assessment.
- b. Online courses to be attended shall be aligned with the annual LD plan of the concerned offices and bureaus.
- c. Evaluation of the effectiveness of online LDIs shall be based on the learning outcomes achieved.

## **VI. SPECIFIC GUIDELINES**

### **A. Selection and Dissemination of Online LDIs**

- 1. HHRDB – Learning and Development Division (LDD) in DOH Central Office and the HR Unit/Section and its equivalent in the specified DOH bureaus, offices, health facilities, institutions and agencies, shall review course flyers and course outlines with reference to the DOH Competency Catalogue and consolidated results of LDNA.

2. The Checklist on the Selection of Online LDI Provider (**Annex A**) shall be used to ensure that other essential parameters are complied with.
3. Courses that meet the competencies common to DOH employees will be disseminated through a Department Circular to be issued by the HHRDB. It shall indicate whether the attendance to the courses will be on Official Business (OB), Official Time (OT) with reference to Department Order No. 2007-0053 entitled "Guidelines on the Attendance to Conventions/Seminars/Conference and Similar Human Resource Development Activities Outside of the Department of Health".

**B. Attendance to Online LDIs and other Human Resource-related Activities**

1. DOH employees are allowed to attend online LDIs and other HR-related activities that are disseminated through Department Circulars.
2. In the DOH Central Office, attendance to online LDIs and other HR-related activities by employees shall be authorized through a Department Personnel Order (DPO), while the other shall issue similar Personnel Orders for their respective employees.
3. DPOs emanating in the Central Office shall be cleared by HHRDB to ensure alignment with the annual LD plan of the concerned bureau/office, while the other shall be cleared by their respective HR Units/Sections or its equivalent
4. For LDIs available in the regional areas, attendance thereto shall be approved by the Head of Office (e.g., the Regional Directors in CHDs / Chiefs of Hospitals and Medical Center Chiefs / Executive Directors in TRCs) upon review and recommendation by the concerned HR Unit/Section or its equivalent.
5. Invitation to participate in international commitment and engagement and international LDIs shall be governed by the Department Order No. 2020-0285 entitled "Guidelines on the Participation of DOH Officials and Staff in International Engagements in Support of Philippine Commitment and International Learning and Development Interventions." The Selection and Evaluation Committee for International Human Resource Development and Commitments (SEC-IHRDC) facilitates the assessment and nomination of participants to international LDIs and international commitment and engagement.
6. The Head of Office (e.g., Secretary of Health, Undersecretary, Assistant Secretary, Bureau Director in DOH Central Office / Regional Director in CHDs / Chief of Hospitals and Medical Center Chief / Executive Director in TRCs) shall determine whether a Return Service Agreement (RSA) is warranted for online courses attended by staff in their respective offices without prejudice to guidelines on hierarchy of approving authorities. For

Formal courses (e.g., Master's Degree program), school fees and RSA shall also be bound by existing guidelines governing local scholarship.

### **C. Payment of Online LDIs and other HR-related Activities**

1. Payment of enrolment or registration fees set by the academic institutions and other learning providers shall be subject to the approval of the Head of Office upon review and recommendation by the HHRDB, or by the respective HR Unit/Section or its equivalent, based on Section VI.C.2 of Department Order No. 2014-0094 entitled "Guidelines on the Allowable Rates of Payment for Human Resource Development Activities".
2. Payment for an honorarium of Resource Person, Process Facilitator, and Facilitator of online LDI and other HR-related activities shall be based on Section VI.A.2 of Department Order No. 2014-0094 entitled "Guidelines on the Allowable Rates of Payment for Human Resource Development Activities".
3. All activities within the scope of these guidelines with corresponding fees must be supported by a Certificate of Availability of Funds.
4. Requirements and supporting documents in the processing of Cash Advance for payment, or reimbursement shall conform with the **checklists** of the Finance Management Service (**Annex B.1-3**)
  - a. B.1 Honoraria - Resource Persons (Speaker/Lecturer) for Online Training/Workshop - Government Employee
  - b. B.2 Honoraria - Resource Persons (Speaker/Lecturer) for Online Training/Workshop - Outside of Government
  - c. B.3 Reimbursement -Registration Fee (Online Training / Seminar / Workshop)

### **D. Evaluation of Effectiveness:**

#### **1. Evaluation of Providers of Online LD courses:**

The **Learning and Development (LD) Provider Feedback Form (Annex C)** shall be used in the evaluation of learning providers. It shall be accomplished by the participant who individually enrolled/registered to a course. Results therefrom shall be consolidated and used as a reference in future engagements or partnerships.

**Level 1 evaluation** (e.g., post-training report) shall be used to evaluate the overall delivery of the LDI including online courses.

The consolidated result or feedback from evaluations shall be communicated to the learning provider to provide information on areas to be improved without disclosing specific information of participant/s who provided the ratings.

**2. Evaluation of Participants:**

Learning and Development Providers shall administer **Level 2 evaluation** upon each LDI to ensure the attainment of learning outcomes by the participants. The assessment of learning could be in the form of pre- and post-tests, web group discussions, or submission of written or electronic outputs.

The issuance of appropriate certificates shall be based on the results of the learning assessment that has been administered. The provider may withhold the granting of the certificates for those who will not pass the assessment or those who will not comply with the requirements of the course.

**3. Evaluation of Workplace Application**

**Level 3 Evaluation Form (Annex D)** shall be used to determine whether LDI attended has improved job performance. The participants shall develop a plan of activities signifying workplace application after attendance to a course. The immediate supervisor shall monitor the plan of activities agreed upon and complete the evaluation after six (6) months from date of attendance to an LDI.

**VII. SEPARABILITY CLAUSE**

Any provision or part of this Order which shall be declared unauthorized or rendered invalid by the court or tribunal or any competent authority shall not affect provisions herein outside the scope of such declaration.

This Department Order is without prejudice to policies and guidelines that will be issued on a later date by the Civil Service Commission and the Department of Budget and Management.

**VIII. EFFECTIVITY CLAUSE**

This Order specifying these guidelines shall take effect retroactively beginning March 16, 2020, the date of the declaration of the State of Calamity throughout the Philippines due to COVID-19.

  
**FRANCISCO T. DUQUE, III, MD, MSc**  
Secretary of Health

Interim Checklist in the Selection of LD Provider  
Minimum Requirements

Agency/Company Name: \_\_\_\_\_  
Document Tracking No. \_\_\_\_\_

MINIMUM REQUIREMENTS	STATUS <i>Please put check corresponding to the complied requirement:</i>
<p>1. Statutory Compliance</p>	<p><b>Private Entity/Non-Government Organization:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> CSC Accredited (Refer to CSC Website)</li> <li><input type="checkbox"/> SEC Registered or DTI Registered for Sole Proprietorship, mandatory (as of the latest SEC/DTI List in the website)</li> <li><input type="checkbox"/> If not CSC accredited, refer to CSC Resolution 1300931 dated May 17, 2013 “Qualification Standards on Training” Specify <i>exception</i> cited in the above resolution applicable to the LD Provider:  <i>(e.g., LD Provider offers Training that is highly technical in nature)</i></li> </ul> <p><b>Government Entity:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> School <ul style="list-style-type: none"> <li>- It must be CHED accredited as of the latest CHED Accreditation List (Refer to CHED website)</li> </ul> </li> <li><input type="checkbox"/> Non-school (e.g., Civil Service Commission, DOST, DICT, COA)</li> </ul>
<p>2. CPD Units provider</p> <ul style="list-style-type: none"> <li>- Applies to both private and government entities especially if courses offered are for the professionals with PRC License</li> <li>- Please specify number of CPD units for the particular course to be availed by the end-user</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> CPD provider, No. of Units: _____</li> <li><input type="checkbox"/> Non-CPD Provider</li> </ul> <p>Note: If not CPD provider, advise company to apply with the Professional Regulation Commission (PRC). It is preferred that LD Providers to be engaged can provide CPD Units especially for LDIs with participants who have PRC License.</p>
<p>3. Requirements on Privacy and Data Protection (For ONLINE LEARNING only) Note: The list of Certifications is based on the Data Privacy Council Education Sector Advisory</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> National Privacy Commission (NPC) registration of the LD provider and its Online Learning Management System (OLMS) or online productivity platforms (OPP) to be used for the conduct of the online LDI</li> <li><input type="checkbox"/> Data processing guidelines or any equivalent document relating to provision of online LDI services</li> <li><input type="checkbox"/> Proof of any industry-accepted certification or third party audit report, either of the following: <ul style="list-style-type: none"> <li>o Philippine National Standards (PNS),</li> <li>ISO/IEC 27001:2018 and Information</li> </ul> </li> </ul>

	<p>technology - Security techniques - Information security management systems</p> <ul style="list-style-type: none"> <li>○ PNS ISO IEC 27018:2015 Information technology - Security techniques – Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors</li> <li>○ PNS ISO/IEC 29100:2019 Information technology – Security techniques – Privacy framework (equivalent of National Institute of Standards and Technology’s Privacy Framework)</li> <li>○ ISO 27701:2019 - Security techniques -- Extension to ISO/IEC 27001 and ISO/IEC 27002 for privacy information management - Requirements and Guidelines</li> <li>○ System and Organization Controls (SOC) Type 2 (SOC2) - Trust Services Criteria</li> <li>○ Higher Education Community Vendor Assessment Toolkit (HECVAT)</li> </ul>
<p>4. Evaluation/Participant’s Feedback</p>	<p><b>Based on consolidated rating of participants’ feedback and recommendations:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Fair</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> No official feedback yet from DOH participant/s using LD Provider Feedback Form or Level 1 Evaluation (Reaction Level). In this case, visit website of the agency/company and check for previous clients who can provide feedback based on documented evaluation.</li> </ul>

Reviewed by:

\_\_\_\_\_  
Name over Printed Name & Signature

\_\_\_\_\_  
Position / Designation

Date reviewed: \_\_\_\_\_

	MANUAL OF OPERATIONS		SECTION 2	Page No.	
	GUIDELINES AND PROCEDURES			Revision No.	2
	FS-BD-01	Transactional Requirements- Personnel Services		Effectivity	March 2017
<b>FINANCIAL AND MANAGEMENT SERVICES - DOCUMENTARY REQUIREMENTS</b>					
<b>Honoraria - Resource Persons (Speaker/Lecturer) for Online Training/Workshop - Government Employee</b>					
TYPE OF TRANSACTION:					
PAYEE:				OFFICE:	
DOCUMENTARY REQUIREMENTS			ORIGINATING OFFICE	BUDGET DIVISION	ACCOUNTING DIVISION
Obligation Request and Status (ORS) for General Fund (GF) or Budget					
1 Utilization Request (BUR) for Trust Fund (TF) approved by the signing authorities (3 copies)					
2 Disbursement Voucher (4 copies)					
3 Office Order / Department Personnel Order / Authority to claim honoraria					
4 Invitation to act as resource speaker/process facilitator					
5 Approved computation of honoraria by the Head of Office concerned based on actual hours rendered and approved rate/hour					
6 Certification signed by the Head of Office concerned on actual number of hours rendered					
7 Program of Lectures/Program of Activities					
8 Coordinator's report on lecturer's actual schedule					
9 Basis of Monthly Salary Rate (MSR) as of the time of training (CTC)					
10 Updated Curriculum Vitae (CV) of claimant					
11 Original copy of Certificate of Attendance/Appearance issued by the Head of Office					
12 Certification that the services provided by the RP or process facilitator are outside the scope of their present job description signed by Head of Personnel Division of the RP/Process Facilitator (applicable to DOH, Regional Offices and Operating Units employees)					
13 Certified true copy of approved application for leave by authorized signatory of Personnel Division of the RP (applicable to DOH, Regional Offices and Operating Units employees)					
14 Duly approved DTR in case of claims by the coordinator and facilitators					
15 Other sufficient and relevant documents to establish validity of claim					
Submitted by:		Signature Over Printed Name/Date Designation			
Checked/Reviewed by:		Signature Over Printed Name/Date Designation			

	MANUAL OF OPERATIONS SECTION 2		Page No.	
	GUIDELINES AND PROCEDURES		Revision No.	2
	FS-BD-01	Transactional Requirements- Personnel Services	Effectivity	March 2017
<i>FINANCIAL AND MANAGEMENT SERVICES - DOCUMENTARY REQUIREMENTS</i>				
<b>TRANSACTION: Honoraria - Resource Persons (Speaker/Lecturer) for Online Training/Workshop - Outside of Government</b>				
PAYEE:			OFFICE:	
<b>DOCUMENTARY REQUIREMENTS</b>		<b>ORIGINATING OFFICE</b>	<b>BUDGET DIVISION</b>	<b>ACCOUNTING DIVISION</b>
Obligation Request and Status (ORS) for General Fund (GF) or Budget Utilization Request (BUR) for Trust Fund (TF) approved by the signing authorities (3 copies)				
1				
2 Disbursement Voucher (4 copies)				
3 Office Order / Department Personnel Order / Authority to claim honoraria				
4 Invitation to act as resource speaker/process facilitator				
5 Approved computation of honoraria by the Head of Office concerned based on actual hours rendered and approved rate/hour				
6 Certification signed by the Head of Office concerned on actual number of hours rendered				
7 Program of Lectures/Program of Activities				
8 Coordinator's report on lecturer's actual schedule				
12 Updated Curriculum Vitae (CV) of claimant				
13 Original copy of Certificate of Attendance/Appearance issued by the Head of Office				
14 Other sufficient and relevant documents to establish validity of claim				
Submitted by: Signature Over Printed Name/Date Designation				
Checked/Reviewed by: Signature Over Printed Name/Date Designation				

	<b>MANUAL OF OPERATIONS SECTION 2</b>		Page No.	
	<b>GUIDELINES AND PROCEDURES</b>		Revision No.	
	FS-BD-01	Transactional Requirements- Personnel Services	Effectivity	Mar 16 2020
<b>FINANCIAL AND MANAGEMENT SERVICES - DOCUMENTARY REQUIREMENTS</b>				
TYPE OF TRANSACTION: <b>Reimbursement - Registration Fee (Online Training/Seminar/Workshop)</b>				
PAYEE:			OFFICE:	
<b>DOCUMENTARY REQUIREMENTS</b>		<b>ORIGINATING OFFICE</b>	<b>BUDGET DIVISION</b>	<b>ACCOUNTING DIVISION</b>
Obligation Request and Status (ORS) for General Fund (GF) or 1 Budget Utilization Request (BUR) for Trust Fund (TF) approved by the signing authorities (3 copies)				
2 Disbursement Voucher (4 copies)				
3 Certificate of availability of funds (CAF)				
4 Electronically issued Official Receipt (OR) for payment of registration fee				
5 CTC of Certificate of Completion				
6 Authority/DPO authorizing the attendance to such training with clearance from HHRDB				
7 Department Circular authorizing the attendance to such training (if applicable)				
8 Invitation letter wherein the amount of the registration fee is stated				
9 Other sufficient and relevant documents to establish validity of claim				
Submitted by: Signature Over Printed Name/Date Designation				
Checked/Reviewed by: Signature Over Printed Name/Date Designation				



Republic of the Philippines  
Department of Health  
**OFFICE OF THE SECRETARY**

March 1, 2019

**DEPARTMENT MEMORANDUM**  
No. 2019 - 0109

**FOR :** ALL UNDERSECRETARIES; ASSISTANT SECRETARIES; DIRECTORS OF BUREAUS, SERVICES, REGIONAL OFFICES, TREATMENT AND REHABILITATION CENTERS; CHIEFS OF HOSPITALS AND SANITARIA; MEDICAL CENTER CHIEFS; AND HEAD OF ATTACHED AGENCIES

**SUBJECT :** Learning and Development Provider Feedback Form

For continual improvement of the Learning and Development (LD) Management in the Department of Health, the Health Human Resource Development Bureau developed the **Learning and Development Provider Feedback Form** (Annex A) to evaluate all individual and institution-based LD providers. The form should be accomplished by DOH staff who have undergone LD intervention. Please submit original copy of the form to HHRDB, or scanned copy to dohacademy.hhrdb@gmail.com with subject "LD Provider Feedback" within three (3) days upon completion of LD intervention.

For guidance and compliance of all concerned.

By the Authority of the Secretary of Health:

  
**MARIO C. VILLAVERDE, MD, MPH, MPM, CESO I**  
Undersecretary of Health  
Health Policy Systems and Development Team

**Learning and Development (LD) Provider Feedback Form  
(Individual Enrolment to Public Offering)**

Annex A

<b>Name of LD Provider:</b> <small>(ex: , Ateneo-CORD, Civil Service Institute)</small>	<b>Title of the LD Intervention/Course Title:</b>	<b>Name of Participant:</b>
	<b>Date &amp; Venue:</b>	<b>Office/Bureau:</b>

**Dear Participant,**

Please take time to give feedback on the Learning and Development Intervention (LDI), e.g., training, you attended. This will help the DOH-Health Human Resource Development Bureau (HHRDB) in selecting/engaging appropriate LD providers for future interventions. You may continue on separate form if necessary.

Put check mark (✓) on the appropriate box corresponding to your response on each item using the following scale: 4 - Excellent, 3 - Good, 2 - Fair, 1 - Poor

NAME OF SUBJECT MATTER EXPERTS / RESOURCE PERSONS	A. Subject Matter Expert (SME) / Resource Person (RP)												B. Relevance and Method of the Learning and Development Intervention												
	Expertise on the subject matter				Ability to create an interactive / engaging learning environment				Ability to adjust/adapt to the learning needs of the participants				The appropriateness of the methods employed by the SME/RP				The pace of the sessions and activities to facilitate learning				The usefulness of the materials, visual aids provided				
	4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1	
<b>TOTAL</b>																									

NAME OF SUBJECT MATTER EXPERTS / RESOURCE PERSONS	Comments and Recommendations	
	What did the SME/RP do well in the delivery of the LDI?	What do the SME/RP need to improve?

Please share other comments or recommendations (e.g., regarding the facility/venue, audio-visual equipment, or the relevance of the LDI to your required competency or current job function).

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**REMINDER:** Please submit original copy of the form to HHRDB, or email scanned copy to [dohacademy.hhrdb@gmail.com](mailto:dohacademy.hhrdb@gmail.com) with subject "LD Provider Feedback" within three (3) days upon completion of LD intervention. Thank you for your feedback.

- HHRDB-LDD



APPLICATION PLAN PREPARED BY:

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Signature of Participant

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Date Signed

APPROVED BY:

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Signature of Participant's Immediate Supervisor

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Date Signed

ACCOMPLISHMENTS ASSESSED BY:

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Signature of Participant's Immediate Supervisor

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Date Signed

DISCUSSED WITH:

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Signature of Participant

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Date Signed